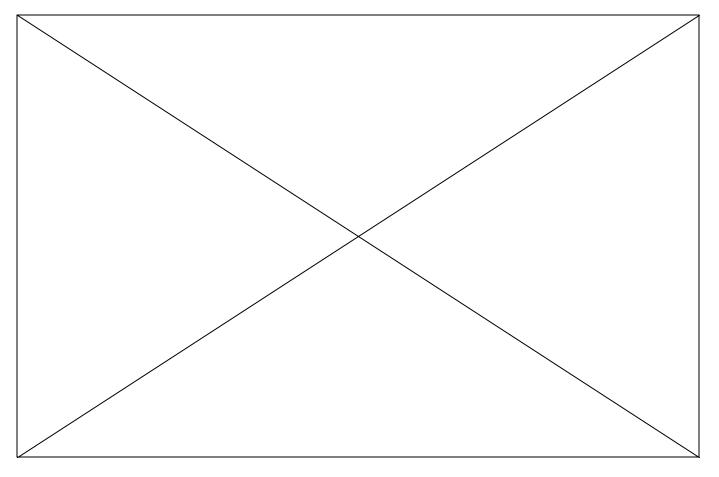
Software Development Answerline



Overview

SoftwareDevelopmentAnswerline productscanhelpyourprogrammers solvedevelopmentproblemsquickly. Developerscannowreceiveaccurate, informativeanswerstotheirquestions inatimelyfashion.Developersof noncommercialapplicationsusing Apple®technologycanreceivetechnical assistancedirectlyfromApplesupport engineerstoovercomedesignand developmenthurdles.

Experienceddevelopmentsupport engineersofferguidance incode writing and debugging, tools, design and user interface considerations, and resource and product information.

Twoflexibleoptionsofferaccessvia AppleLink®andtelephone:Software DevelopmentAnswerline,aone-year subscription;andSoftwareDevelopmentAnswerline6,-acost-effective,sixincident,12-monthsupportpackage.

Features

Directflexible access to senior support engineers	AppleLinkaccessforcodeassistanceplus telephoneaccesswhenneeded.
Twoconvenientpurchase options for technical support	 The Software Development Answerline one- year subscription allows you to budget for an entire year. The Software Development Answerline 6 provides economical assistance when you need it.
Broadsupportfordevelopmentin multiplatformenvironments	• Experts handle questions on operating systems, graphic interface/front ends, lan- guages, tools, utilities, connectivity, and selected third-party products.

Benefits

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Nowdevelopmentassistanceis available directly from Apple Computer, Inc. in the form of the Software Development Answerline. The Software Development Answerlineprovidesanswersto questionsfromdevelopersusing Appletechnologytocreatecustom applicationsfornoncommercial use.Questionsareansweredby developmentsupportengineers with expertise in the use of key developmenttoolsandlanguages. EngineersarebackedbyApple's escalationsystemandhaveaccess to a specially equipped, multienvironmentlaboratorytoprovide timelyanswerstodevelopment questions.

Developmentengineersprovide assistancewith: -Codinganddebugging -Designanduserinterface considerations -Apple products and operating environments -Apple programming tools and languages

-Appleconnectivityproducts

Problems with products from other vendors will be isolated and attempts will be made to resolve these development questions before the subscriber is referred to the appropriate vendor.

Support will not be provided for custom hardware development.

AppleLinksoftware (Apple's electronic communication system) and a network account are required to purchase the Software Development Answerline products.

AppleLinkisacost-effective and valuable addition to your permanent in-house development reference library because it provides access to the Developer Support bulletin and discussion boards.

Additionally, the Software DevelopmentReference Tools product, another key resource for your development efforts, is now available. Monthly mailings include important developer reference information: the Developer CD series, Macintosh Technical Notes, developmagazine, APDAlog[®], Developer University schedules, and more. These reference tools, originally available only to commercial developers, will answermany of your developer questions.

Complimentarymembership in APDA(Apple's Programmers Developers Association) formail ordering technical libraries is provided with all products.

Software Development Software Development Electronicmailisaccepted24 Service Options Answerline Answerline6 hoursaday, but will be answered This subscription service offers This cost-effective support option during normal working hours. The convenient, consistent developofferseconomicaldevelopment support center is closed on major mentbackup coverage for one full supportforoccasional questions. holidays. year. Youand a single backup Sixproblemincidents*are *Anincidentis defined as a question relating to a contactmayseekdevelopment supported during a 12-month specific. discrete problem that can be answered by assistancedirectlyfromApple period. You have direct access to isolatingitsorigintoasinglecause.Such questions may arise from, but are not limited to, supportengineers for an unlimited Appledevelopmentsupport lackofuserknowledge;productmalfunction; numberofincidentsduringthe12engineers from 9:00A.M.to productincompatibilities; or improper monthsubscriptionperiod. 6:00 PM customer's local time. configuration/codingofhardwareorsoftware components. Final determination of what (6:00 A.M. to 3:00 P.M. in Hawaii) constitutes an incident shall be at the sole Mondaythrough Friday. discretionofApple. Ordering Information YoumusthaveanAppleLink ToordertheSoftwareDevelop-Theseservices are available only to accounttopurchasetheSoftware mentAnswerline(P/NM1177LL), residentsoftheU.S. DevelopmentAnswerlineproducts. Software Development YoucanorderAppleLinkatthe Answerline6(P/NM1179LL), sametime you order the Software AppleLink, or the Software DevelopmentAnswerlineproducts. **DevelopmentReferenceTools** (P/NM1175LL) cal1-800-950-2442.

AppleComputer, Inc.

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