

900# support

An option for those customers who choose to "pay-as-you-go" for Lotus technical support uses the 1-900-555 exchange designated for business-to-business use. When you call, you will speak to a professional Lotus technical support analyst who is trained to solve problems as they arise.

This service is available for Desktop products only, and only in the United States.

<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
M–F, 8:00 – 8:00	1-900-55-LOTUS

Price

\$2.95 per minute, with a cap of \$50 per call. Billing does not start until you are connected with an analyst. Charges appear on your monthly telephone bill.

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Automated support programs

Lotus offers several convenient forms of automated support to provide you with a wealth of information through a modem or fax machine. These services are available 24 hours a day, 7 days a week. With the exception of the Lotus Knowledge Base, all of these services are complimentary.

The Lotus automated support technical library contains a wide variety of support documents. All files are regularly scrutinized and updated by our staff of technical analysts. In the database, you will find:

- Troubleshooting scripts for working through platform, server, or network problems
- Frequently asked questions
- Suggestions on such common problems as retrieving deleted documents or handling error messages
- White papers on a variety of topics
- Training program schedules

You can access this database in whatever way is most convenient for you:

[Fax on demand](#)

[Bulletin board services](#)

[CompuServe](#)

[Lotus on the Web](#)

[Lotus FTP Server](#)

[Lotus Knowledge Base](#)

{button ,AL('H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Basic support

A basic support annual membership is designed for those customers just starting out with Notes or cc:Mail. Basic support for Notes is for those within a single server environment and provides support for client installation and usage. Basic support for cc:Mail provides assistance for post offices, mailboxes, and one router. You can choose to purchase convenient 10-incident packs for either Notes or cc:Mail.

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	M–F, 8:00 – 8:00 cc:Mail: 8:30 – 8:00	All products except cc:Mail: 1-800-553-4270 cc:Mail: 1-415-966-4900
Canada	M–F, 8:30 – 8:00	1-800-GO-LOTUS

Price

Please call for pricing.

{button ,AL('H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Bulletin board services

You can choose to go on-line with the complete Lotus technical support library, download demonstration programs, templates and updates, or sample new applications and command files. Most databases are in their own compressed files along with a text file that explains their use.

To access the Lotus BBS from your desktop

You can use any VT-100 or ANSI compatible terminal emulation program.

You must set the following: Parity = N, Length = 8, Stopbits = 1 or (ANSI, N, 8, 1).

You can use baud rates = 1,200 – 14,400.

<u>Hours of operation (Eastern time)</u>	<u>Telephone number (United States)</u>	<u>Telephone number (Canada)</u>
24 hours a day, 7 days a week	Desktop products and Notes: 1-617-693-7000 cc:Mail: 1-415-691-0401	1-416-364-4941

Price

Complimentary

{button ,AL('H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_ OVER ',0)} [See related topics](#)

Complimentary introductory support

To welcome new users to Lotus, we offer an introductory 60-day period of support for specified packages of Desktop products and a 30-day period for specified packages of Communications products. This service connects you with a technical support analyst who will work with you to solve problems you may encounter.

This service is intended to help you through the initial period of installation and use, and to introduce you to the services available from Lotus. You can begin using this service at any time. Prior to expiration, you will be contacted with information on continuing your support with an annual program.

For information, call one of the following numbers:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone numbers</u>
United States	All products except cc:Mail: M–F, 8:00 – 8:00 cc:Mail: M–F, 8:30 – 8:00	Notes: 1-508-988-2750 cc:Mail: 1-415-966-4900 DOS Desktop: 1-508-988-6400 Windows Desktop: 1-508-988-2500 OS/2 Desktop: 1-508-988-2820
Canada	M–F, 8:30 – 8:00	Notes and cc:Mail: 1-416-364-7172 Desktop: 1-416-364-5838

Note This introductory period of support entitles you, the primary user of this product, to contact our technical support services. It is not intended for use by an employee whose function is to provide support to other users. Nor is it intended to be shared among individual users. Lotus will not provide services in response to requests to develop, interpret, or rewrite your applications. Corporate support programs are outlined in this support guide. The stated introductory period of support is subject to change, and is not available for products purchased through the Passport program. The "Limited Warranty" and "Limitation of Liability" Sections contained in the Lotus Software Agreement will apply to all Lotus support programs.

{button ,AL('H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_ OVER ',0)} [See related topics](#)

CompuServe

With a CompuServe account, type GO LOTUS at the menu prompt to reach the Lotus Forums. There, you can access the complete Lotus technical support library, download demonstrations, templates and drivers, sample new applications and command files, and much more. You can even discuss your solutions with thousands of other interested Lotus users.

This offer includes:

- A CompuServe User ID and password good for one free month of CompuServe's Basic Services.
- \$15 Usage Credit towards CompuServe's Extended Service, including Lotus Forums.

For a free introductory one-month membership, call the phone number listed below:

Hours of operation (Eastern time)	Telephone number to initiate membership
24 hours a day, 7 days a week	1-800-848-8199 Representative #226

Note Technical problems accessing CompuServe and the Lotus Forums should be addressed to CompuServe. These problems are not suitable subject matter for calls to Lotus Technical Support.

Price

Complimentary

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Corporate end user support

This plan offers considerable savings for organizations that need direct support for a larger number of end-users. Simply purchase one contract based upon the estimated number of employees who will be using the service. All the end users covered under this contract are given priority access to Lotus support, eliminating your need to staff a help desk. What's more, this single contract eliminates confusion by giving you one Support ID for your entire organization.

Telephone numbers

For corporate end user support, call one of the telephone numbers below:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	Word Pro, Ami Pro, Approach, Freelance Graphics, Organizer, and 1-2-3 for Windows) 24 hours a day, 7 days a week 1-2-3 for DOS: 24 hours a day, 7 days a week All other desktop products: M-F, 8:00 – 8:00	1-800-553-4270
Canada	M-F, 8:30 – 8:00	1-800-GO-LOTUS

Price

Please call for pricing.

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Customer support guidelines

Please follow these guidelines to help you get the most out of your service or support call:

- Create a backup of the files for which you are seeking support
- Write down what you were doing when the problem occurred, listing the steps you followed prior to the problem
- Write down the exact text of any error messages displayed on your screen
- If the problem pertains to printing and your printer is working, have a sample printout available

When you make the call, you should:

- Be at your computer
- Have your 9-digit support ID and 6-digit SKU ready, located on the back of the printed customer support guide (for cc:Mail customers, have your 10-digit PIN ready)
- Have your product manuals available

Restrictions

The prices, time frames, and terms described in this document are subject to change without notice. Unless otherwise noted, the prices and terms in this guide are for the United States. For Canadian prices and terms, please call 1-800-GO-LOTUS.

Support hours do not include Lotus holidays.

Lotus provides technical support via telephone analysts for the current release and one prior release for Desktop products. Information for previous releases is maintained by the Lotus Automated Support Center. In addition, technical support via telephone analysts may be discontinued once Lotus announces it has discontinued active development on the product or the product is licensed to another company.

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End user telephone support

An end user telephone support membership is designed specifically for individuals or companies with one to five users of our Desktop products. An individual membership must be purchased for each user of the service. The annual fee is your only cost. Once you join, you can use our toll-free customer support number as often as you'd like.

Choose between around-the-clock and business-hour services.

24x7 Around-the-clock service

Call any time, any day. Available for:

- SmartSuite for Windows (Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer)
- 1-2-3 for DOS
- Ami Pro for Windows

12x5 Business hour service

Call our toll-free number during business hours for questions on any of these products:

- SmartSuite for Windows (Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer)
- 1-2-3 for DOS and OS/2
- Ami Pro for Windows
- ScreenCam
- SmartPics
- SmarText

Telephone numbers

For end user telephone support, call one of the numbers below:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	Around-the-clock service: 24 hours a day, 7 days a week Business hour service: M–F, 8:00 – 8:00	1-800-553-4270
Canada	Around-the-clock service: 24 hours a day, 7 days a week Business hour service: M–F, 8:30 – 8:00	1-800-GO-LOTUS

Price

Please call for pricing.

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Fax on demand

You can access our completely automated technical support library using a Touch-Tone®* telephone and a fax machine. First call for a complete catalog of information. Then call back to have any document you need delivered directly to your fax machine. You may want to call today and have several indexes on hand.

Hours of operation (Eastern time)	Telephone number (United States)	Telephone number (Canada)
24 hours a day, 7 days a week	1-800-346-3508	1-800-565-5331

Price

Complimentary

*Touch-tone is a registered trademark of AT&T Co.

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Incident-based support

This program is designed for businesses that want to share access to senior-level support personnel, yet need to place a ceiling on support costs.

Some features of this program include:

- Allows shared access to Lotus support by anyone in your support group.
- Provides 24x7 coverage available in 5-incident packages.
- Is purchased in 20-incident packages.

Premium support customers also receive a free one-year subscription to Lotus Knowledge Base on CD-ROM, or unlimited access via the Lotus Notes Network.

Note An incident is classified as one or more calls to solve one problem.

Telephone numbers

For the number of a Passport reseller near you, call:

- United States: 1-800-266-8720
- Canada: 1-800-GO-LOTUS

Price

Please call your Passport reseller for pricing.

{button ,AL(^H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ;H_LOTUS_NOTES_ELECTRONIC_SUPPORT_OVER ;H_LOTUS_KNOWLEDGE_BASE_OVER',0)} See related topics

Lotus Customer Support Contents

The Lotus Customer Support and Service organization is dedicated to providing comprehensive support and service to maximize your investment in Lotus technology. Each program we offer is designed to optimize system performance through around-the-clock assistance for all products, running on all platforms. Our staff of analysts and support partners are committed to helping you achieve a rapid return on your software investment and supporting your installations to the fullest possible extent, throughout the life cycle of your solution.

Click an underlined topic for information about a support option:

<u>Type of support</u>	<u>Support options</u>	<u>Available to</u>
Automated programs	<u>Fax on demand</u> <u>Bulletin Board services</u> <u>CompuServe</u> <u>Lotus on the Web</u> <u>Lotus FTP server</u> <u>Lotus KnowledgeBase</u>	All users
Complimentary introductory support	<u>Complimentary introductory support</u>	All Desktop users and specified users of Communication products
Small office/Home office programs	<u>Pay-per-incident support</u> <u>900# support</u> <u>End user telephone support</u> <u>Basic support</u> <u>TDD support</u>	Individuals or persons working within a small business not supported by a corporate Help desk
Corporate programs	<u>Passport Premium</u> <u>Corporate end user support</u>	Organizations with large numbers of end users and/or support personnel working at a Help desk

{button ,AL(^H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_DETERMINING_THE_PROPER_LEVEL_OF_SUPPORT_OVER ;H_MEDIA_EXCHANGE_OVER ;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER ;H_PHONE_NUMBERS_AND_HOURS_US_OVER ;H_PRODUCT_UPGRADES_OVER ;H_RETURN_POLICY_OVER ;H_SUPPORT_AVAILABLE_FOR_COMMUNICATIONS_PRODUCTS_OVER ;H_SUPPORT_AVAILABLE_FOR_DESKTOP_PRODUCTS_OVER ;H_SUPPORT_AVAILABLE_FOR_DEVELOPER_PRODUCTS_OVER ;H_SUPPORT_AVAILABLE_FOR_WORKING_TOGETHER_NOTESSUITE_PRODUCTS_OVER ;H_TRAINING_OVER ;H_WARRANTIES_OVER ',0)} [See related topics](#)

Lotus FTP Server

The anonymous Lotus FTP server provides you with complete access to all public files residing in the Lotus Bulletin Board Services via the Internet.

<u>Hours of operation</u> <u>(Eastern time)</u>	<u>How to access</u>
24 hours a day, 7 days a week	ftp.support.lotus.com Use "anonymous" for the user ID and your Internet mail address for the password.

Lotus Knowledge Base

The Lotus Knowledge Base is our most advanced form of automated technical support, allowing you direct access to our entire technical database. A one-year subscription brings you all the data logged daily by our developers and troubleshooting analysts, troubleshooting scripts, templates, upgrades, and much more. A subscription of our monthly CD-ROM is available, via a license, that enables you to log on and download as often as you like, paying only a per-minute access charge. What's more, you can replicate the Knowledge Base freely across your organization, helping your team to diagnose the system and teach themselves.

Hours of operation (Eastern time)	Telephone number (United States)	Telephone number (Canada)
24 hours a day, 7 days a week	1-800-343-5414	1-800-GO-LOTUS

Price

The price for an annual CD-ROM subscription is \$295.

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Lotus Notes Electronic Support

The Lotus Notes Network allows Passport Premium support customers to post support questions electronically to the same support analysts who staff our telephone support lines. The Lotus Notes Network is open to all eligible Notes customers. Electronic support is offered to eligible Notes support customers. You are eligible if you:

- Possess a valid, current support ID entitling you to Premium Notes Core Product, or NCP support. (API, Toolkit, and VIM are not included at this time.)
- Are connected to Lotus via the Lotus Notes Network.
- Are using Notes v3.0 or higher.

If you are eligible and interested, send email to Electronic Support Verification @ Lotus @ Notes Net indicating that you would like to participate in the Notes Electronic Support Program.

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Lotus on the Web

The Lotus World Wide Web service provides you complete access to the Lotus technical support library. You can also download helpful demonstrations, templates, and drivers, discuss your solutions with thousands of other interested Lotus users, and much more.

<u>Hours of operation</u> <u>(Eastern time)</u>	<u>How to access</u>
24 hours a day, 7 days a week	http://www.lotus.com/

Price

Complimentary

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Media exchange

To check on the availability of low-density disks, or to exchange media disks for another size, please contact the Lotus Customer Service organization.

Note In accordance with the Software Agreement, when you receive the new media, you must destroy the original media.

Telephone numbers

Call one of the following numbers for information:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	M–F, 8:30 – 7:00	1-800-343-5414
Canada	M–F, 8:30 – 6:00	1-800-GO-LOTUS

CD-ROM customers receive on-line documentation. If you are interested in purchasing printed documentation, call Customer Service for pricing and availability.

Help us stop software piracy

To report illegal software or to obtain information about how to establish a software compliance program, please contact the Business Software Alliance (BSA) at 1-800-688-2721, in the United States, or the Canadian Alliance Against Software Theft (CAAST) at 1-800-263-9700, in Canada.

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Named-caller support

This support program was designed for businesses that want the assurance of being able to call as often as needed. When you use this program, you purchase as many named caller IDs as needed.

Some features of this program include:

- You must purchase for each named caller.
- Only designated users can call Lotus support.
- There is a 24x7 option available.
- The 24x7 coverage is also available in 5-incident packages.

Telephone numbers

For the number of a Passport reseller near you, call:

- United States: 1-800-266-8720
- Canada: 1-800-GO-LOTUS

Price

Please call your Passport reseller for pricing.

{button ,AL('H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Passport Premium support

The Passport Premium support offerings are designed for companies with one or more internal help desks or information centers that deliver front-line support to end users or for those who need support for all subject matter. When you purchase premium support (through the Passport volume purchase plan available from your authorized Lotus Passport reseller) your calls will be answered by senior analysts experienced in how your Lotus software runs on a wide range of complex hardware configurations. These technicians draw on both their own knowledge and the Lotus worldwide knowledge repositories to answer your questions.

This single, straightforward program offers you clear, flexible choices that can be tailored to your centralized or decentralized organization. You buy only the support you need by choosing from any of five Lotus product categories (Notes, cc:Mail, Desktop, Working Together/NotesSuite, and Developer Tools). For information about these product categories, click one of the topics underlined below (for cc:Mail or Notes, see Communications products):

[Support available for Communications products](#)

[Support available for Desktop products](#)

[Support available for Working Together/NotesSuite](#)

[Support available for developer tools](#)

You can choose from the following two premium plan options (click one of the underlined topics for information on that option):

[Named-caller support](#)

[Incident-based support](#)

Premium support customers also receive a free one-year subscription to Lotus Knowledge Base on CD-ROM OR unlimited access via the Lotus Notes Network.

[Lotus Notes Electronic Support](#)

[Lotus Knowledge Base](#)

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TS_OVER ;H_CUSTOMER_SUPPORT_GUIDELINES_OVER ',0)} [See related topics](#)

Pay-per-incident support

This service allows customers to "pay-as-you-go" for support services. For a flat fee, you will be connected with a technical support analyst who will work with you to solve your problem.

To reach a customer service representative, call one of the following numbers:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	All products except	Desktop:
	cc:Mail:	1-800-553-4270
	M–F, 8:00 – 8:00	Notes:
	cc:Mail:	1-800-553-4270
Canada	M–F, 8:30 – 8:00	cc:Mail:
		1-800-804-8380
		1-416-364-5667

Note An incident is classified as one or more calls to solve one problem.

Price

Desktop: \$35 per incident

Notes and cc:Mail: \$75 per incident

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Phone numbers, prices, and hours (Canada)

Canadian Support is available in English and French.

<u>Service</u>	<u>Hours of operation (Eastern Time)</u>	<u>Price (US Dollars)</u>	<u>Telephone number</u>
Fax on demand	24 hours a day, 7 days a week	Complimentary	1-800-565-5331
BBS	24 hours a day, 7 days a week	Complimentary	1-416-364-4941
CompuServe	24 hours a day, 7 days a week	Complimentary	1-800-848-8199 Representative #226
Lotus on the Web	24 hours a day, 7 days a week	Complimentary	http://www.lotus.com/
Lotus FTP server	24 hours a day, 7 days a week	Complimentary	ftp.support.lotus.com
TDD Support (Desktop products only)	M-F, 8:30 – 8:00	Complimentary	1-800-563-1109
Lotus Knowledge Base	CD-ROM is delivered monthly On-line connection is available 24 hours a day, 7 days a week	Annual CD-ROM subscription \$295	1-800-GO-LOTUS
Complimentary introductory support	M-F, 8:30 – 8:00	Complimentary 60 days from first call for Desktop products, and 30 days from first call for Communications products	Notes and cc:Mail: 1-416-364-7172 Desktop: 1-416-364-5838
Pay-per-incident support	M-F, 8:30 – 8:00	Desktop: \$35 per incident Notes/cc:Mail: \$75 per incident	1-416-364-5667
End user telephone support (Desktop only)	M-F, 8:30 – 8:00	Please call for pricing	1-800-GO-LOTUS
Basic support (Communications products only)	M-F, 8:30 – 8:00	Please call for pricing	1-800-GO-LOTUS
Passport Premium support	Named Caller: M-F, 8:00 – 8:00 Named Caller around-the-clock: 24 hours a day, 7 days a week 20 incident: M-F, 8:00 – 8:00	Please call your passport reseller for pricing	For the number of a Passport reseller near you: 1-800-GO-LOTUS

5 incident around-
the-clock:
24 hours a day, 7
days a week

Corporate end
user support
(Desktop only)

M–F, 8:30 – 8:00

Please call for
pricing

1-800-GO-
LOTUS

Product
upgrades,
returns, media
exchange,
warranty
information, or
non-technical
information

M–F, 8:30 – 6:00

1-800-GO-
LOTUS

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Phone numbers, prices, and hours (US)

<u>Service</u>	<u>Hours of operation (Eastern Time)</u>	<u>Price (US Dollars)</u>	<u>Telephone number</u>
Fax on demand	24 hours a day, 7 days a week	Complimentary	1-800-346-3508
BBS	24 hours a day, 7 days a week	Complimentary	Desktop: 1-617-693-7000 Notes: 1-617-693-7000 cc:Mail: 1-415-691-0401
CompuServe	24 hours a day, 7 days a week	Complimentary	1-800-848-8199 Representative #226
Lotus on the Web	24 hours a day, 7 days a week	Complimentary	http://www.lotus.com/
Lotus FTP server	24 hours a day, 7 days a week	Complimentary	ftp.support.lotus.com
TDD Support (Desktop products only)	M-F, 8:30 – 8:00	Complimentary	1-800-457-0909
Lotus Knowledge Base	CD-ROM is delivered monthly On-line connection is available 24 hours a day, 7 days a week	Annual CD-ROM subscription \$295	1-800-343-5414
Complimentary introductory support	M-F, 8:00 – 8:00	Complimentary	Notes: 60 days from first call for Desktop products, and 30 days from first call for Communications products 1-508-988-2750 cc:Mail: 1-415-966-4900 DOS Desktop: 1-508-988-6400 Windows Desktop: 1-508-988-2500 OS/2 Desktop: 1-508-988-2820
Pay-per-incident support	All products except cc:Mail: M-F, 8:00 – 8:00 cc:Mail: M-F, 8:30 – 8:00	Desktop: \$35 per incident Notes/cc:Mail \$75 per incident	Desktop: 1-800-553-4270 Notes: 1-800-553-4270 cc:Mail: 1-800-804-8380
900# support (Desktop only)	M-F, 8:00 – 8:00	\$2.95 per minute, with a cap of \$50 per call. Billing does not start until you are connected with an analyst.	1-900-55-LOTUS

		Charges appear on your monthly telephone bill.	
End user telephone support (Desktop only)	24x7 (24 hours a day, 7 days a week) available for: SmartSuite for Windows (Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer), 1-2-3 for DOS, Ami Pro for Windows 5x12 (M-F, 8:00 – 8:00) available for: SmartSuite for Windows (Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer), 1-2-3 for DOS and OS/2, Ami Pro for Windows, ScreenCam, SmartPics, SmartText	24x7: \$195 annually, per user 5x12: \$179 annually, per user	1-800-553-4270
Basic support (Communications products only)	M-F, 8:00 – 8:00	Please call for pricing	All products except cc:Mail: 1-800-553-4270 cc:Mail: 1-415-966-4900
Passport Premium support	Named Caller: M-F, 8:00 – 8:00 Named Caller around-the-clock: 24 hours a day, 7 days a week 20 incident: M-F, 8:00 – 8:00 5 incident around-the-clock: 24 hours a day, 7 days a week	Please call your Passport reseller for pricing	For the number of a Passport reseller near you: 1-800-266-8720
Corporate end user support (Desktop only)		Please call for pricing	1-800-553-4270
Product upgrades, returns, media exchange, warranty information, or non-technical information	M-F, 8:30 – 7:00		1-800-343-5414

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Product upgrades

Periodically, Lotus introduces new releases of our software products that incorporate additional features and capabilities. Upgrades may be purchased through your reseller.

Telephone numbers

For information on Lotus software upgrades, please call Lotus directly for information on the reseller nearest you:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	M–F, 8:30 – 7:00	1-800-343-5414
Canada	M–F, 8:30 – 6:00	1-800-GO-LOTUS

{button ,AL('H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Return policy

Purchase through Lotus reseller

If you purchased a product through a reseller, return the entire package (including all disks and manuals), along with your sales receipt, within 30 days of purchase to the original place of purchase.

Direct purchase from Lotus

If you purchased a product directly from Lotus, return the entire package (including all disks and manuals), your sales receipt, your packing slip, and a brief letter indicating your reasons for returning the product, within 60 days of the purchase. If you purchased two or more programs bundled together for one price, you must return all the bundled products in order for us to complete your request.

Lotus is not responsible for packages lost in the mail. In order to trace lost packages, we strongly suggest you return packages via Federal Express, UPS, or another traceable means of shipping.

In the United States, please return products to:

Lotus Development Corporation
Attn: Receiving Dock B
300 Riverpark Drive
North Reading, MA 01864

In Canada, call 1-800-GO-LOTUS, 8:30 – 6:00 (ET) M–F.

United States customers who need further assistance, or have additional questions, can call 1-800-343-5414, 8:30 – 7:00 (ET) M–F.

Note: Credit or refunds will be applied depending upon method of payment. Shipping and handling charges are not refunded.

{button ,AL('H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Support available for Communications products

The Communications products consist of the following:

- Notes
- Notes companion products
- cc:Mail
- cc:Mail companion products
- gateways
- Forms Designer
- Organizer groupware functions for Notes and cc:Mail

The following support options are available for these products (click an underlined topic for information on that option):

[Automated support programs](#)

[Basic support](#)

[Complimentary introductory support](#)

[Passport Premium](#)

[Pay-per-incident support](#)

[TDD support for the hearing-impaired](#)

{button ,AL('H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Support available for Desktop products

The Desktop products consist of the following:

- SmartSuite for Windows (Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer)
- 1-2-3 for DOS
- 1-2-3 for OS/2
- Ami Pro for Windows
- ScreenCam
- SmartPics
- SmarText

The following support options are available for these products (click an underlined topic for information on that option):

[Automated support programs](#)

[Complimentary introductory support](#)

[End user telephone support](#)

[Corporate end user support](#)

[Passport Premium](#)

[Pay-per-incident support](#)

[TDD support for the hearing-impaired](#)

[900# support \(excluding SmartSuite for OS/2 and SmarText\)](#)

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Support available for developer tools

The developer tools consist of the following products:

- Notes SQL
- SmarText
- ScreenCam Player
- LotusScript
- Hi Test
- Forms Designer
- cc:Mail Import/Export Datalens
- API
- Ami Pro Macro Toolkit
- 1-2-3 Add-in Toolkit

The following support options are available for these products (click an underlined topic for information on that option):

[Automated support programs](#)

[Complimentary introductory support](#)

[Passport Premium](#)

[Pay-per-incident support](#)

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Support available for Working Together/NotesSuite products

The Working Together/NotesSuite products consist of all Desktop and Communications products, except for developer tools.

The following support options are available for these products (click an underlined topic for information on that option):

[Automated support programs](#)

[Complimentary introductory support](#)

[Passport Premium](#)

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TDD support for the hearing-impaired

Lotus provides technical support to our hearing-impaired customers with TDD (Telecommunications Device for the Deaf) terminals. This support is available only for Desktop products.

To reach a TDD terminal, call one of the numbers below:

Hours of operation (Eastern time)	Telephone number (United States)	Telephone number (Canada)
M-F, 8:30 – 8:00	1-800-457-0909	1-800-563-1109

Price

Complimentary

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER ;H_LOTUS_CUSTOMER_SUPPORT_CONTENTS_OVER ',0)} [See related topics](#)

Training

Lotus instructors and our Authorized Training Centers deliver consistent, high-quality education to help your users, developers, technical professionals, and systems administrators perform with the highest level of skill. Lotus Authorized Training Centers are located conveniently throughout North America and offer classes to get you up and running on your Lotus software. Training is conducted either at the facility or on-site at your location.

Lotus books, videos, and courseware are available for your personal or business training needs.

For information on training, call:

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	M–F, 8:30 – 5:30	1-800-346-6409 1-617-693-4436
Canada	M–F, 8:30 – 6:00	1-800-GO-LOTUS

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Warranties

Within the first 60 days

Lotus products have a limited warranty of 60 days, as specified in the Lotus Software Agreement. To replace defective media or documentation during the warranty period, please follow the instructions below:

- Write a brief cover letter indicating your mailing address and daytime telephone number.
- Enclose the defective media or documentation.
- Enclose a copy of the sales receipt or packing list.
- Send the materials to the address listed below.

After 60 days

If non-current product media or documentation becomes damaged after the warranty expires, Lotus will replace it for \$25 (CDN \$30) per item. If you are requesting a full disk set or documentation set for the current releases, the replacement fee is \$50 (CDN \$60) per set. To order, follow the instructions below:

- Write a brief cover letter indicating your mailing address and day time telephone number.
- Enclose the defective media or documentation.
- Enclose the correct amount by check or credit card: MC/VISA/AMEX.
For credit card orders, provide credit card number, signature, and expiration date.
- In the United States, please add applicable state sales tax.
Canadian customers please add G.S.T. and applicable provincial taxes.
- Send the materials to the address listed below.

Address to send materials to

Send information to the following address:

Lotus Development Corporation
Attn: Replacement Department
PO Box 25367
Rochester NY 14625-0367

In Canada: call 1-800-GO-LOTUS, 8:30 – 6:00 (ET) M–F.

For customers in the United States, you can call 1-800-343-5414, 8:30 – 7:00 (ET), M–F, for more information.

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