

## 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 support specialist who is trained to solve problems as they arise.

This service is available for Windows 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 a Lotus support specialist. Charges appear on your monthly telephone bill.

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)} [See related topics](#)

## Automated support programs

Lotus offers several convenient forms of automated support that provide 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 support specialists. In the database, you will find:

- Troubleshooting scripts for working through platform, server, and 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](#)

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## Basic support

A basic support annual membership is designed for those customers just starting out with NotesSuite, 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

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## Bulletin board services

You can go online with the complete Lotus technical support library; download demonstration programs, templates and updates; or sample new applications and command files. Most databases are in 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 use these settings: Parity = N, Length = 8, Stopbits = 1 or (ANSI, N, 8, 1), any baud rate up to 28,800.

<u>Location</u>	<u>Telephone number</u>
Australia	NA
Austria	+49 89 78 50 91 12
Belgium	+31 20 600 4666 (Dutch & English) +33 1 3048 9450 (French & English)
Canada	1-905-479-5333
Denmark	+46 8 750 83 70
Finland	+46 8 750 83 70
France	+33 130 48 94 50
Germany	+49 89 78 50 91 12
Ireland	+44 1784 445600
Italy	+39 2 89 53 4111
Japan	NA
Luxembourg	+31 20 600 4666 (Dutch & English) +33 1 3048 9450 (French & English)
Netherlands	+31 20 600 4666
Norway	+46 8 750 83 70
Singapore	+65 2441252 - Desktop/Notes +65 2441867- cc:Mail
South Africa	+27 11 884 7018
Spain	+34 3 41 09 470 +34 3 41 08 840
Sweden	+46 8 750 8370
Switzerland	+49 89 78 50 91 12
United Kingdom	+44 1784 445600
United States	Desktop products and Notes: 1-617-693-7000 cc:Mail: 1-415-691-0401

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ER;H\_PHONE\_NUMBERS\_AND\_HOURS\_US\_OVER',0)} [See related topics](#)

## Communications Advanced Support Seminar

For systems administrators supporting large Notes or cc:Mail installations, Lotus offers an in-depth, interactive, three-day course teaching advanced skills. A variety of configurations are discussed, weighing the costs and benefits of each. Time is included to analyze site-specific configurations, and class size is limited to ensure that individual concerns are addressed. Seminars are taught by experienced Field Support Analysts and are held in various locations across the United States throughout the year.

Topics include:

- Effective Replication Schedule (Notes only)
- Advanced System Configuration
- Deployment Case Studies

<u>Location</u>	<u>Telephone number</u>
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

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## Complimentary introductory support

To eligible users, Lotus offers an introductory 30 or 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 Lotus support specialist who will help you solve any problems you 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.

**To find out if you are eligible for this service, see your Lotus Customer Support Guide, or call one of the following numbers.**

<u>Location</u>	<u>Hours of Operation</u>	<u>Telephone number</u>
Australia	9:00 – 5:00, M – Th 9:30 – 5:00, F	Desktop: +61 2 350 7711 Notes and cc:Mail: +61 2 350 7722
Austria	9:00 – 5:00, M – Th 9:00 – 3:00, F	+43 222 615 4264
Belgium	10:00 – 5:00, M – F	+32 2 718 0970
Canada	8:30 – 8:00, M – F	Notes and cc:Mail: 1-905-479-4111 NotesSuite/Desktop: 1-905-479-4433
Denmark	9:00 – 5:00, M – F	+45 33 11 14 23
Finland	9:00 – 5:00, M – F	+358 0203 20510
France	10:00 – 5:00, M – F	+33 1 30 12 55 00
Germany	9:00 – 5:00, M – Th 9:00 – 3:00, F	+49 89 74 85 55 11
Hong Kong	9:00 – 5:00, M – F	800 3367
Indonesia	9:00 – 5:00, M – F	001 800 65 6604
Ireland	9:00 – 5:00, M – F	+ 353 1 704 6980
Italy	10:00 – 5:00, M – F	+39 2 89 50 2397
Japan		+81 3 5496 1932
Korea	9:00 – 5:00, M – F	+82 25 54 4027
Malaysia	9:00 – 5:00, M – F	800 1106
Netherlands	10:00 – 5:00, M – F	+31 20 600 1119
New Zealand		09 377 8711
Norway	9:00 – 5:00, M – F	+47 22 33 74 23
Philippines	9:00 – 5:00, M – F	102 71 800 650 7304
Singapore	9:00 – 5:00, M – F	1 800 444 9356 886 2 546 3100
Spain	10:00 – 5:00, M – F	+34 3 430 7236
Sweden	9:00 – 5:00, M – F	+46 8 7520204
Switzerland	9:00 – 5:00, M – Th 9:00 – 3:00, F	+41 (0)1 870 10 10 (French speaking) +41 (0)1 870 10 11 (German speaking)
Taiwan	08:30 – 6:00, M – F	+886 27 14 8500
United Kingdom	9:00 – 5:00, M – F	+44 1784 44 58 35
United States	All products except cc:Mail: 8:00 – 8:00, M – F cc:Mail:	Notes: 1-508-988-2750 NotesSuite:

8:30 – 8:00, M – F

1-508-988-2566

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

For information about support options in Latin America, please call your local Lotus office:

<u>Location</u>	<u>Telephone number</u>
Argentina	+54 13 93 0820
Brazil	+55 11 530 7600
Chile and SOLA countries	+56 22 00 6500
Mexico	+52 56 31 2061
Venezuela	+58 29 23 242 +58 29 25 077

To obtain support on Lotus products outside of the countries listed above, please refer to your supplier.

**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. 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 in the Lotus Software Agreement apply to all Lotus support programs.

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## CompuServe

With a CompuServe account, type GO LOTUS at the menu prompt to reach the Lotus Forums or GO LOTGER for German Support. You can access the complete Lotus technical support library; download demonstrations, templates, and drivers; and much more. You can even discuss your solutions with thousands of other interested Lotus users.

As a preferred Lotus customer, you can obtain a trial CompuServe membership by calling your local CompuServe contact point.

In France, Lotus information is also available through Minitel by dialing 3616 LOTUSTEL.

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

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## Corporate end user support

This plan offers considerable savings for organizations that need direct support for a large number of users. Simply purchase one contract based on the estimated number of employees who will use the service. All the users covered under this contract are given priority access to Lotus support, eliminating your need to staff a help desk. Moreover, 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:  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

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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 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 support specialists 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 support specialists may be discontinued once Lotus announces it has discontinued active development on the product or the product is licensed to another company.

## 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
- Word Pro
- 1-2-3
- Freelance Graphics
- Approach
- Organizer
- Ami Pro

### 12x5 Business-hour service

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

- SmartSuite
- Word Pro
- 1-2-3
- Freelance Graphics
- Approach
- Organizer
- Ami Pro
- ScreenCam
- SmartPics

## 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

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VER;H\_PHONE\_NUMBERS\_AND\_HOURS\_US\_OVER',0)} [See related topics](#)

## Extended Support (International)

Lotus offers Extended Support programs that provide direct telephone access to Lotus support specialists.

### Lotus Assistance

Lotus Assistance provides an entry-level support service covering Lotus Desktop products. Lotus Assistance is aimed at small office and home users and entitles an authorized individual to access our Lotus support specialists.

### Lotus Pay-per-incident

The Lotus Pay-per-incident program lets you make telephone enquiries to Lotus support specialists about a single incident involving Lotus Desktop products.

### Lotus Passport Premium Support

The Lotus Passport Premium Support program gives you priority access to senior-level Lotus support specialists. This program covers the full range of Lotus products: Lotus Notes, cc:Mail, and Desktop.

The Lotus Passport Premium Support program is offered on both a Limited incident basis and an Unlimited incident basis, and is specifically designed to provide a support solution tailored to your organization. The Limited incident option provides a set number of incidents that can be shared among several individuals within your organization. The Unlimited incident option enables a named caller to call Lotus support as often as necessary throughout the annual contract period.

### Lotus Field Support Services

Lotus Field Support Services provides your organization with access to a highly skilled engineer at your own location to work alongside your internal technical staff to achieve a successful technical goal. Our field support engineers are based worldwide and offer both packaged services and project work.

### Lotus Support Account Manager

The Lotus Support Account Manager program effectively provides an additional resource to help manage your business issues and your use of technology. The Lotus Support Account Manager understands your business requirements and your organization's goals and works to help you achieve these goals.

### Lotus Support by Wire

The Lotus Support by Wire program is a supplement to Passport Premium Support. This offering lets you log support queries and send samples to Lotus support specialists via an electronic link in Lotus Notes. Your queries are sent directly to the Customer Support European incident-tracking database, which is accessed daily by Lotus support specialists across Europe.

For more information on the programs available in Europe, call one of the following numbers and ask for the Customer Support Administrator:

<u>Location</u>	<u>Telephone number</u>
France, Spain, Italy, Portugal, The Netherlands	33 1 30 12 58 00
Germany, Switzerland, Austria	49 89 785090
UK, Denmark, Finland, Norway, Sweden	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

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} [See related topics](#)



## Fax on demand

You can access our completely automated technical support library using a Touch-Tone®\* telephone and a fax machine. Simply call for a complete catalog of information. Then call back to have any document you need delivered directly to your fax machine.

<u>Location</u>	<u>Telephone number</u>
Australia	+61 2 350 7793
Austria	+49 89 78 31 67
Belgium	+31 20 690 4140 (Dutch & English) +33 1 30 12 55 45 (French & English)
Canada (Toronto only) **	1-905-479-4800
Canada **	1-800-565-5331
Denmark	+46 8 752 34 60
Finland	+46 8 752 34 60
France	+33 130 12 55 45
Germany	+49 89 78 31 67
Ireland	+44 1784 445 718
Italy	+39 2 89591335
Japan	+81 3 5496 2328
Luxembourg	+31 20 690 4140 (Dutch & English) +33 1 30 12 55 45 (French & English)
Netherlands	+31 20 690 4140
Norway	+46 8 752 34 60
Singapore	65 243 1790
South Africa	+27 11 884 7001
Spain	+34 3 4199523
Sweden	+46 8 752 3460
Switzerland	+49 89 78 31 67
United Kingdom	+44 1784 445 718
United States	1-800-346-3508

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

\*\*Menu selections available in English and French.

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## Field Support Services

Lotus Field Support Services help stretch your internal resources by supplementing your in-house expertise with on-site assistance from Lotus. Working alongside your technical staff, a highly skilled Lotus specialist can help your organization realize collaborative benefits by combining our technical expertise with yours. The on-site jobs are short-term in nature and are available for a number of projects.

Including Field Support Services at the onset of your relationship with Lotus can help you realize substantial long-term savings.

Our Field Support Analysts are available to respond to priority situations, customize a program specifically for your business, or provide one of our recommended, field-proven programs.

<u>Location</u>	<u>Telephone number</u>
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

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## Incident-based support

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

This program:

- 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. 10-incident packages available for Developer Products.

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

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## **Lotus Customer Support (International)**

As a leader in the software industry, Lotus understands your needs for high-quality support. That is why we created a wide array of support and service offerings in many countries. Each program we offer is designed to optimize system performance for all products, running on all platforms. Our staff of specialists 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 the desired topic to display information about that type of support.

[Automated Support Services](#)

[Bulletin Board Services](#)

[Lotus on the Web](#)

[Extended Support](#)

[Lotus Complimentary Support](#)

[Lotus Passport Premium Support](#)

[CompuServe](#)


**Note** Support hours do not include Lotus holidays. The prices, time frames, and terms described herein are subject to change without notice.

For additional information about Lotus customer services in Latin America, click [Customer Support in Latin America](#)

To obtain support on Lotus products outside of the countries listed in these Help screens, please refer to your supplier.

## Lotus Customer Support FTP server

The anonymous Lotus Customer Support 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>How to access</u>
24 hours a day, 7 days a week	Click Go to Lotus Customer Support
	FTP server  .

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## Lotus Knowledge Base

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 support specialists, troubleshooting scripts, templates, upgrades, and much more. You choose between a monthly CD-ROM, or a license that enables you to log on and download as often as you like. Moreover, you can replicate the Knowledge Base freely across your organization, helping your team diagnose the system and teach themselves.

<u>Location</u>	<u>Telephone number</u>
United States	1-800-343-5414
Canada	1-800-GO-LOTUS
France, Spain, Italy, Portugal, The Netherlands	33 1 30 12 58 00
Germany, Switzerland, Austria	49 89 785090
UK, Denmark, Finland, Norway, Sweden	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

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## Lotus Notes electronic support

The Lotus Notes Network allows Notes Premium support customers to post support questions electronically to the same support specialists 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 (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 e-mail 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 Customer Support on the Web

The Lotus Customer Support Home Page on the World Wide Web provides you with complete access to the Lotus technical support library.

<u>Hours of operation</u>	<u>How to access</u>
24 hours a day, 7 days a week	Click Go to Lotus Customer Support Home Page  .

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## Media exchange (US and Canada)

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, you must destroy the original media when you receive the new 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 option of the Passport Premium support program is 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 an ID 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

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## Notes system audit

A specially trained Notes engineer will meet with your IS staff to review your proposed or current configuration. Following a thorough technical audit, a comprehensive report along with design recommendations will be presented to your IS staff. By proactively configuring your communications system, you will be up and running faster with a smoother operation. With their new skills, your IS staff can better manage your communications products for the future.

<u>Location</u>	<u>Telephone number</u>
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

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VER',0)} [See related topics](#)



## Passport Premium support (US and Canada)

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 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-level specialists who know how Lotus software runs on a wide range of complex hardware configurations. These technicians draw on both their own knowledge and the Lotus worldwide information 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 among five Lotus product categories (Notes, cc:Mail, Desktop, Working Together/NotesSuite, and Developer Products). 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 Products](#)

You can choose either of 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 Knowledge Base](#)

[Lotus Notes Electronic Support](#)

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R;H\_PHONE\_NUMBERS\_AND\_HOURS\_CANADA\_OVER;H\_PHONE\_NUMBERS\_AND\_HOURS\_US\_OVE',0)  
} [See related topics](#)

## Passport Premium support (International)

Passport Premium support is a worldwide corporate support program providing priority telephone access to senior-level Lotus support specialists. A separate Premium Support contract can be taken out for Lotus Desktop products, Lotus cc:Mail, Lotus Notes, or the Lotus Developer Products. Customers requiring support for all Lotus core products can purchase **Working Together** support. Premium Support can be purchased for specific named callers under the unlimited option, or as a limited number of incidents through an ID shared by multiple named callers in the organization. A one-year subscription to Lotus Knowledge Base is provided as part of the Premium Support deliverables. Premium Support is a one-year contractual agreement and is available through Lotus resellers.

For more information on Passport Premium support in Europe, please call one of the following numbers and ask for the Customer Support Administrator:

<u>Location</u>	<u>Telephone number</u>
France, Spain, Italy, Portugal, The Netherlands	33 1 30 12 58 00
Germany, Switzerland, Austria	49 89 785090
UK, Denmark, Finland, Norway, Sweden	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

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[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 Lotus support specialist 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 cc:Mail: M-F, 8:00 – 8:00 cc:Mail: M-F, 8:30 – 8:00	Desktop: 1-800-553-4270 Notes: 1-800-553-4270 cc:Mail: 1-800-804-8380
Canada	M-F, 8:30 – 8:00	1-905-479-2777

**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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VER;H\_PHONE\_NUMBERS\_AND\_HOURS\_US\_OVER',0)} [See related topics](#)

## Lotus Customer Support (Canada)

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 specialists 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.

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>
<u>Fax on demand</u>	24 hours a day, 7 days a week	Complimentary	1-800-565-5331 In Toronto: 1-905-479-4800
<u>BBS</u>	24 hours a day, 7 days a week	Complimentary	1-905-479-5333
<u>CompuServe</u>	24 hours a day, 7 days a week	Complimentary	1-800-848-8199 Representative #226
<u>Lotus on the Web</u>	24 hours a day, 7 days a week	Complimentary	http://www.support.lotus.com/
<u>Lotus FTP server</u>	24 hours a day, 7 days a week	Complimentary	ftp.support.lotus.com
<u>TDD Support</u> (Windows Desktop products only)	M–F, 8:30 – 8:00	Complimentary	1-800-563-1109
<u>Lotus Knowledge Base</u>	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
<u>Complimentary introductory support</u>	M–F, 8:30 – 8:00	Complimentary to eligible users. To find out if you are eligible, call the appropriate telephone number, or see your Lotus Customer Support Guide.	Notes and cc:Mail: 1-905-479-4111 NotesSuite/Desktop: 1-905-479-4433
<u>Pay-per-incident support</u>	M–F, 8:30 – 8:00	Desktop: \$35 per incident Notes/cc:Mail: \$75 per incident	1-905-479-2777
<u>End user telephone support</u> (Desktop only)	M–F, 8:30 – 8:00	Please call for pricing	1-800-GO-LOTUS
<u>Basic support</u> (Communications products only)	M–F, 8:30 – 8:00	Please call for pricing	1-800-GO-LOTUS
<u>Passport Premium support</u>	Named Caller: M–F, 8:00 – 8:00	Please call your Passport	For the number of a Passport

	Named Caller around-the-clock: 24 hours a day, 7 days a week	reseller for pricing	reseller near you: 1-800-GO- LOTUS
	20 incident: M-F, 8:00 – 8:00		
	5 incident around- the-clock: 24 hours a day, 7 days a week		
<u>Corporate end user support</u> (Desktop only)	M-F, 8:30 – 8:00	Please call for pricing	1-800-GO- LOTUS
<u>Support Account Management</u>	M-F, 8:00 – 8:00	Please call for pricing	1-800-GO- LOTUS
<u>Field Support Services</u>		Please call for pricing	1-800-GO- LOTUS
<u>Notes system audit</u>		Please call for pricing	1-800-GO- LOTUS
<u>Communications Advanced Support Seminar</u>		Please call for pricing	1-800-GO- LOTUS
<u>Product upgrades</u>	M-F, 8:30 – 6:00		1-800-GO- LOTUS
<u>Returns</u>	M-F, 8:30 – 6:00		1-800-GO- LOTUS
<u>Media exchange</u>	M-F, 8:30 – 6:00		1-800-GO- LOTUS
<u>Warranties</u>	M-F, 8:30 – 6:00		1-800-GO- LOTUS

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## Lotus Customer Support (US)

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 specialists 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.

<u>Service</u>	<u>Hours of operation (Eastern Time)</u>	<u>Price (US Dollars)</u>	<u>Telephone number</u>
<u>Fax on demand</u>	24 hours a day, 7 days a week	Complimentary	1-800-346-3508
<u>BBS</u>	24 hours a day, 7 days a week	Complimentary	Desktop and Notes: 1-617-693-7000 cc:Mail: 1-415-691-0401
<u>CompuServe</u>	24 hours a day, 7 days a week	Complimentary	1-800-848-8199 Representative #226
<u>Lotus on the Web</u>	24 hours a day, 7 days a week	Complimentary	http: //www.support.lotus.com/
<u>Lotus FTP server</u>	24 hours a day, 7 days a week	Complimentary	ftp.support.lotus.com
<u>TDD Support</u> (Windows Desktop products only)	M-F, 8:30 – 8:00	Complimentary	1-800-457-0909
<u>Lotus Knowledge Base</u>	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
<u>Complimentary introductory support</u>	M-F, 8:00 – 8:00	Complimentary to eligible users. To find out if you are eligible, call the appropriate telephone number, or see your Lotus Customer Support Guide.	Notes: 1-508-988-2750 NotesSuite 1-508-988-2566 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
<u>Pay-per-incident support</u>	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
<u>900# support</u> (Windows)	M-F, 8:00 – 8:00	\$2.95 per minute, with a cap of \$50	1-900-55-LOTUS

Desktop only)		per call. Billing does not start until you are connected with a specialist. Charges appear on your monthly telephone bill.	
<u>End user telephone support</u> (Desktop only)	24x7 (24 hours a day, 7 days a week) available for: SmartSuite, Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer, Ami Pro  5x12 (M-F, 8:00 – 8:00) available for: SmartSuite, Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer, Ami Pro, ScreenCam, SmartPics, SmarText	24x7: \$195 annually, per user  5x12: \$179 annually, per user	1-800-553-4270
<u>Basic support</u> (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
<u>Passport Premium support</u>	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
<u>Corporate end user support</u> (Desktop only)		Please call for pricing	1-800-553-4270
<u>Support Account Management</u>	M-F, 8:00 – 8:00	Please call for pricing	1-800-553-4270
<u>Field Support Services</u>		Please call for pricing	1-617-693-1377
<u>Notes system audit</u>		Please call for pricing	1-617-693-1377
<u>Communications Advanced Support Seminar</u>		Please call for pricing	1-617-693-1377
<u>Product upgrades</u>	M-F, 8:30 – 7:00		1-800-343-5414
<u>Returns</u>	M-F, 8:30 – 7:00		1-800-343-5414
<u>Media exchange</u>	M-F, 8:30 – 7:00		1-800-343-5414
<u>Warranties</u>	M-F, 8:30 – 7:00		1-800-343-5414

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## Product upgrades (US and Canada)

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

### Telephone numbers

Please call Lotus for information on Lotus software upgrades and for the number of 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

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## Return policy (US and Canada)

### 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 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. 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.

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## Customer Support in Latin America

For information on support options in Latin America please call your local Lotus office:

<u>Location</u>	<u>Telephone number</u>	<u>Fax number</u>
Argentina	54-1-448-6111	54-1-311-3438
Brazil	0800 123800	55-21-512-4421
Chile and SOLA countries	56-2-331-0140	56-2-232-5199
Mexico	52-5-631-2061	525-631-1724
Venezuela	58-2-91-1653	58-2-91-1581
	58-2-92-3242	
	58-2-92-5077	

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## Support Account Management

The Support Account Manager (SAM) is assigned to your account and is responsible for understanding your support issues, hardware and software configurations, and usage of Lotus products. Your SAM will remain in close contact with up to five of your named callers.

<u>Location</u>	<u>Hours of operation (Eastern time)</u>	<u>Telephone number</u>
United States	M-F, 8:00 – 8:00	1-800-553-4270
Canada	M-F, 8:00 – 8:00	1-800-GO LOTUS

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## 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](#)

[Field Support Services](#)

[Support Account Management](#)

[Lotus Knowledge Base](#)

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## Support available for Desktop products

The Desktop products consist of the following:

- SmartSuite
- Word Pro
- 1-2-3
- Freelance Graphics
- Approach
- Organizer
- Ami Pro
- ScreenCam
- SmartPics

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](#)

[Lotus Knowledge Base](#)

[Field support services](#)

[Support Account Management](#)

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## Support available for Developer Products

The Developer Products consist of the following products:

- Notes SQL
- SmarText
- ScreenCam Player
- LotusScript
- Notes HiTest
- 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](#)

[Lotus Knowledge Base](#)

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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 Products.

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](#)

[Lotus KnowledgeBase](#)

[Pay-per-incident support](#)

[Basic support](#)

[Field Support Services](#)

[Support Account Management](#)

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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 Windows Desktop products.

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

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

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## Training

Lotus Education can help you maximize your Lotus software investment. Lotus Education delivers consistent, high-quality training to help your users, developers, technical professionals, and system administrators perform with the highest level of skill.

### Training on SmartSuite products

Lotus Education can provide you with a complete line of courseware or referrals to a Lotus Desktop Training Center (LDTC) near you. By purchasing courseware or taking a training class, you can quickly improve your productivity with SmartSuite products.

Courseware is available for the full range of SmartSuite products. You can use the courseware for self-study or as training materials in an instructor-led class. The courseware can be purchased as individual books complete with demo disks or as customizable courseware on disk.

### Training on Notes and cc:Mail

Lotus Education can refer you to an instructor-led training class at a Lotus Authorized Education Center (LAEC); provide you with self-paced, computer-based training; or customize a training plan for you. Any of these options will quickly improve your productivity with Notes and cc:Mail.

### Train with confidence

The LDTC and LAEC programs are organizations of training companies who regularly provide training on Lotus products. Because these companies maintain close relationships with Lotus, you can be confident that the classes they offer are high quality and contain the most up-to date information.

The Lotus curriculum is designed for users of Lotus products ranging from beginner to advanced. Complete outlines are posted on the Lotus home page: <http://www.lotus.com>.

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 (US and Canada)**

### **Within the first 90 days**

Lotus products have a limited warranty of 90 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 90 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 daytime 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**

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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VER',0)} [See related topics](#)

