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.

Hours (Eastern time)	Telephone number
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.

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;', 0)} See related topics

Automated support programs

Lotus offers several convenient forms of automated support that provide a wealth of information.   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:

Lotus on the Web
Lotus Knowledge Base

_____

{button ,AL(`H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OV
ER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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.

Location	Hours (Eastern time)	Telephone number
United States	M–F, 8:00 – 8:00 cc:Mail: 8:30 – 8:00	Desktop: 1-800-967-7200 Notes: 1-800-346-6388 cc:Mail: 1-978-988-2800
Canada	M–F, 8:30 – 8:00	1-800-GO-LOTUS

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;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

Location	Telephone number
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

Complimentary introductory support

To eligible users, Lotus offers an introductory period of support for specified packages of Desktop products and Communications products. This service connects you with a 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.

The following information is subject to change, and updates can be found on the Web at http://www.support.lotus.com/.

Location	Hours of Operation	Telephone number
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	+43-1615-4264
Belgium	10:00 – 5:00, M – F	+32 2 7143129
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 3 848 7014
Finland	9:00 – 5:00, M – F	+358 0203 20510
France	10:00 – 5:00, M – F	+33 1 41 99 55 00
Germany	9:00 – 5:00, M – Th 9:00 – 3:00, F	+49 89 960 75 150
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 69 63 3206
Japan		Int'l English, all products: +81 3 5496 1932 Desktop: +81 3 5496 4477 Notes: +81 3 5496 8955 cc:Mail: +81 3 5496 8933 1-2-3 (all platforms): +81 3 5496 0892
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 4874523
New Zealand		Desktop: 09 377 8711 Notes and cc:Mail: +0800 442 142

Norway	9:00 – 5:00, M – F	+47 2 316 2006
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
South Africa	9:00 – 5:00, M – F	+27 11 301 5566
Spain	10:00 – 5:00, M – F	+34 91 377 8115
Sweden	9:00 – 5:00, M – F	+46 8 587 703 41
Switzerland	10:00 – 5:00, M – F	+41 1 838 5316 (French speaking)
	9:00 – 5:00, M-Thu 9:00 - 3:00, F	+41 1 838 5315 (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: 8:30 – 8:00, M – F	Notes: 1-978-988-2750 NotesSuite: 1-978-988-2566 cc:Mail: 1-978-988-2800 DOS Desktop: 1-978-988-6400 Windows Desktop: 1-978-988-2500 OS/2 Desktop: 1-978-988-2820

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

Location	Telephone number
Argentina	+54 13 93 0820
Brazil	+55 21 512 3345
Chile and SOLA countries	+56 23 31 0140
Mexico	+52 56 31 2061
Venezuela	+58 29 59 6380

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.

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_O VER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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:

Location	Hours (Eastern time)	Telephone number
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

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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
- ScreenCam
- FastSite

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
- FastSite

Telephone numbers

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

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

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;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 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 support specialists.

Lotus Pay-per-incident

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

Lotus Passport Advantage Support

The Lotus Passport Advantage Support program gives access to support specialists and covers the full range of Lotus products: Lotus Notes, cc:Mail, and Desktop.

The Lotus Passport Advantage 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.

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

Location	Telephone number
France, Spain, Italy, Portugal, The Netherlands	33 1 41 99 58 00
Germany, Switzerland, Austria	49 180 54123
UK, Denmark, Finland, Norway, Sweden	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

{button ,AL(`H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;H_PASSPORT_PREMIUM_SUPPORT_INT_OVER;',0)} See related topics

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.

Location	Telephone number
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

Incident-based support

This option of the Passport Advantage program is designed for businesses that want to share access to skilled 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 during normal business hours (24x7 support coverage is available as an option).
- Is available in 10, 20, and 30-incident packages.

Passport Advantage support customers also receive a free one-year subscription to Lotus Knowledge Base on CD-ROM. Further information about the Passport Advantage programme can be found at: www.lotus.com/passportadvantage

Note An incident is classified as one or more calls to solve <u>one</u> problem.

Telephone numbers

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

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

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} <u>See related topics</u>

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

Lotus on the Web

Extended Support

Lotus Complimentary Support

Lotus Passport Advantage Support

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, see 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 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.

Location	Telephone number
United States	1-800-343-5414
Canada	1-800-GO-LOTUS
France, Spain, Italy, Portugal, The Netherlands	33 1 41 99 58 00
Germany, Switzerland, Austria	49 180 54 123
UK, Denmark, Finland, Norway, Sweden	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

{button ,AL(`H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

Lotus Notes electronic support (United States and Canada)

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.

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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.

Hours of operation	How to access
24 hours a day, 7 days a week	Click Go to Lotus Customer Support Home Page . http://www.support.lotus.com

{button ,AL(`H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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.

Printed documentation

If you are interested in purchasing printed documentation, call Customer Service for pricing and availability.

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:

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

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.

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} <u>See related topics</u>

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.

Location	Telephone number
United States	1-617-693-1377
Canada	1-800-GO-LOTUS

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

Passport Advantage support (US and Canada)

The Passport Advantage 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 Advantage support (through the Passport volume purchase plan available from your authorized Lotus Passport reseller) your calls will be answered by 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.

Passport support customers can choose from a variety of Incident-based support options.

Advantage 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

{button ,AL(`H_LOTUS_NOTES_ELECTRONIC_SUPPORT_OVER;H_CUSTOMER_SUPPORT_GUIDELINES_OVE
    R;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0
)} See related topics

Passport Advantage support (International)

Passport Advantage support is a   worldwide corporate support program providing telephone access to skilled support specialists. Passport Advantage Support is available 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. Passport Advantage 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 Passport Advantage Support deliverables. Passport Advantage Support is available through Lotus resellers.

For more information on Passport Advantage support in Europe, Middle East, Africa, and Asia Pacific, please call one of the following numbers and ask for the Customer Support Administrator:

Location	Telephone number
France, Spain, Italy, Portugal, Benelux, Switzerland (Frnch Speaking), Middle East, Africa, Greece, Turkey, Cyprus, Malta, Crete,	33 1 41 99 58 00
Germany, Switzerland(German Speaking), Austria, CER	49 180 54 123
UK, Eire, Denmark, Finland, Norway, Sweden, South Africa	44 1784 455445
Australia, New Zealand	02 350 7764
Japan	81 3 5496 1932
Singapore	65 240 1151

{button ,AL(`H_EXTENDED_SUPPORT_PROGRAMS_OVER;H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;',0)}
   See related topics

Pay-per-incident support (United States and Canada)

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

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

Location	Hours (Eastern time)	Telephone number
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: 1-800-437-6391 cc:Mail: 1-800-804-8380
Canada	M–F, 8:30 – 8:00	1-888-263-8714

Note An incident is classified as one or more calls to solve <u>one</u> problem.

Price

Call for pricing.

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} <u>See related topics</u>

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.

The following information is subject to change, and updates can be found on the Web at http://www.support.lotus.com/.

Service	Hours of operation (Eastern Time)	Price (US Dollars)	Telephone number
Lotus on the Web	24 hours a day, 7 days a week	Complimentary	http://www.support.lotus.com/
Lotus Knowledge Base	CD-ROM is delivered monthly On-line connection is available 24 hours a day, 7 days a week	Please call for pricing	1-800-GO-LOTUS
Complimentary introductory support	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
Pay-per-incident support	M–F, 8:30 – 8:00	Please call for pricing	1-888-263-8714
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 Advantage support	10, 20, and 30 incident packages: 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-GO-LOTUS
Corporate end user support (Desktop only)	M–F, 8:30 – 8:00	Please call for pricing	1-800-GO-LOTUS
Support Account Management	M–F, 8:00 – 8:00	Please call for pricing	1-800-GO-LOTUS
Field Support Services		Please call for pricing	1-800-GO-LOTUS
Notes system audit		Please call for pricing	1-800-GO-LOTUS

Communications Advanced Support Seminar		Please call for pricing	1-800-GO-LOTUS
Product upgrades	M–F, 8:30 – 6:00		1-800-GO-LOTUS
Returns	M–F, 8:30 – 6:00		1-800-GO-LOTUS
Media exchange and documentation	M–F, 8:30 – 6:00		1-800-GO-LOTUS
Warranties	M–F, 8:30 – 6:00		1-800-GO-LOTUS

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;',0)} See related topics

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.

The following information is subject to change, and updates can be found on the Web at http://www.support.lotus.com/.

Service	Hours of operation (Eastern Time)	Price (US Dollars)	Telephone number
Lotus on the Web	24 hours a day, 7 days a week	Complimentary	http: //www.support.lotus.com/
Lotus Knowledge Base	CD-ROM is delivered monthly On-line connection is available 24 hours a day, 7 days a week	Please call for pricing	1-800-343-5414
Complimentary introductory support	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: 1-978-988-2750 NotesSuite 1-978-988-2566 cc:Mail: 1-978-988-2800 DOS Desktop: 1-978-988-6400 Windows Desktop: 1-978-988-2500 OS/2 Desktop: 1-978-988-2820
Pay-per-incident support	All products except cc:Mail: M–F, 8:00 – 8:00 cc:Mail: M–F, 8:30 – 8:00	Please call for pricing	Desktop: 1-800-553-4270 Notes: 1-800-437 6391 cc:Mail: 1-800-804-8380
900# support (Windows Desktop only)	M–F, 8:00 – 8:00	Please call for pricing. Billing does not start until you are connected with a specialist. Charges appear on your monthly telephone bill.	1-900-55-LOTUS
End user telephone support (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, ScreenCam, FastSite 5x12 (M–F, 8:00 – 8:00) available for:	Please call for pricing	1-800-553-4270

	SmartSuite, Word Pro, 1-2-3, Freelance Graphics, Approach, Organizer, Ami Pro, and ScreenCam, FastSite		
Basic support (Communications products only)	M–F, 8:00 – 8:00	Please call for pricing	Desktop: 1-800-967-7200 Notes: 1-800-346-6388 cc:Mail: 1-800-804-8380
Passport Advantage support	10, 20, and 30 incident packages: 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
Support Account Management	M–F, 8:00 – 8:00	Please call for pricing	1-800-553-4270
Field Support Services		Please call for pricing	1-617-693-1377
Notes system audit		Please call for pricing	1-617-693-1377
Communications Advanced Support Seminar		Please call for pricing	1-617-693-1377
Product upgrades	M–F, 8:30 – 7:00		1-800-343-5414
Returns	M–F, 8:30 – 7:00		1-800-343-5414
Media exchange and documentation	M–F, 8:30 – 7:00		1-800-343-5414
Warranties	M–F, 8:30 – 7:00		1-800-343-5414

{button ,AL(`H_CUSTOMER_SUPPORT_GUIDELINES_OVER;',0)} See related topics

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.

Location	Hours (Eastern time)	Telephone number
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_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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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{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

Customer Support in Latin America

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

Location	Telephone number	Fax number
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	

{button ,AL(`H_LOTUS_CUSTOMER_SUPPORT_INT_OVER;',0)} See related topics

Lotus SmartSuite and the year 2000

All of the programs in this release of Lotus SmartSuite meet Lotus guidelines for Year 2000 (Y2K) readiness. When used in accordance with its associated documentation, each of the SmartSuite programs is capable of correctly processing, providing and/or receiving date data within and between the 20th and 21st centuries, provided that all products (for example, hardware, software and firmware) used with the program properly exchange accurate date data with it.

A little background information

In the past, you have probably entered a 2-digit number to represent the year in a date with the assumption that the year would fall between 1900 and 1999. For example, 4/10/02 was in 1902 and 5/8/47 was in 1947.

With the approach of the year 2000, you should be aware that computer programs may now interpret dates you enter with 2-digit years to be in the 20th or the 21st century depending on the method the program uses to define a 2-digit year.

SmartSuite programs use a sliding (rolling) window method to determine the year when you enter only 2 digits to represent the year in a date.

Notes

- You can enter the year as 4 digits to make sure you get the results you want. For example, enter 1916 or 2016 instead of 16 for the year.

- Although you can change how a program displays a date by selecting different date formats, the program stores a constant value for the date no matter how you choose to display it.

What is the sliding window method?

In SmartSuite, the sliding window method defines a window of 100 years around the current year (determined by the system date on your computer). When you enter a 2-digit year, the program compares the 2 digits you entered with the years that fall within this 100 year window.

For example, entering 25 for the year might be interpreted as 1925 but 04 might mean the year 2004.
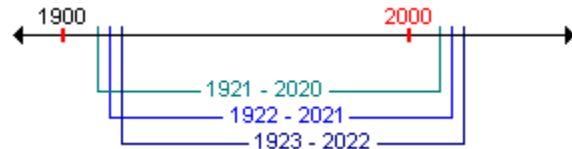
The years that mark the beginning and end of this window are defined by where the program splits the window with the current year.

By default, 1-2-3, Approach, Freelance Graphics, Organizer, and Word Pro use an 80/20 rule for this sliding window -- the window begins 80 years before and ends 19 years after the current year.

How does the 80/20 rule work?

Suppose the current year is 1999. Using the 80/20 rule, a window spanning 100 years includes the years 1919 to 2018.

In 1999, any 2-digit year you enter from 19 to 99 will equal years from 1919 to 1999. Any 2-digit year you enter from 00 to 18 will equal years from 2000 to 2018. If you want to enter a date before 1919 or after 2018, you must enter 4 digits for the year.

For example, assume that the current year is 1999.

- If you enter 4/2/19, the year will be 1919.

- If you enter 4/2/72, the year will be 1972.

- If you enter 4/2/00, the year will be 2000.

- If you enter 4/2/17, the year will be 2017.

- If you enter 4/2/1917, the year will be 1917.

Every year this 100 year window moves (slides) forward one year. Under the 80/20 rule, when the year changes to 2000, the window will include the years 1920 to 2019. When the year changes to 2001, the window will include the years 1921 to 2020, and so on.

How do you change the 80/20 default?

The 80/20 default for SmartSuite is set through a single entry in the Windows registry. You can change this registry entry using the sample scripts available on the Web (www.lotus.com/smartsuitedev) and in the \Extra directory on the CD version of Lotus SmartSuite.

Caution Changing the default changes it for all of the programs in SmartSuite.

How do SmartSuite programs store dates?

All the SmartSuite programs store date values with the fully qualified year. Therefore, dates already stored in files are not affected by the sliding window. The sliding window is used to interpret a date when you enter it using 2 digits to represent the year.

Caution If years are stored as separate values in a file, and scripts or macros interpret these dates as they run, the sliding window rules will apply to those values when only 2 digits are stored for the year.

For 1-2-3 users only

You can turn off the 80/20 sliding window in 1-2-3 by changing the date settings in the 1-2-3 Preferences dialog box. You can also display all dates with 4-digit years. For more information on 1-2-3 and the year 2000, open Help in 1-2-3 and search on Year 2000 in the Help Index.

Notice

The information regarding the Year 2000 readiness of Lotus products is provided for informational purposes only and is not a warranty or an extension or modification to the terms of any applicable warranty.   The limited warranty for Lotus products is solely as contained in the software agreement governing your use of Lotus software.   For the most complete and current information about the Year 2000 readiness of the SmartSuite products and other Lotus products, please see the Lotus Year 2000 web site (http://www.lotus.com/year2000).

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.

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

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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:

Location	Hours of operation (Eastern time)	Telephone number
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

{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics

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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{button ,AL(`H_PHONE_NUMBERS_AND_HOURS_CANADA_OVER;H_PHONE_NUMBERS_AND_HOURS_US_OVER;',0)} See related topics