

We're here to help you. Voice, Web, or e-mail.

Your choice of free or paid support options.

To provide better support to all TimeWise™ software users, we have significantly upgraded our technical support system.

FREE GETTING STARTED SUPPORT.

As always, we give free support when you purchase licenses or upgrades...now up to one hour a license for 50 days, starting from when you register (or purchase an upgrade).

ONE PRICE, NO MATTER WHAT IT TAKES.

You pay a flat fee of \$33.* an incident for TimeWise™ telephone support, no matter how long it may take to solve your problem.

AFFORDABLE ANNUAL SUPPORT PLANS.

Or get unlimited phone support at a great price. Only \$195.* a year per user gives you unlimited access to telephone support.

TIMEWISE SUPPORT FEES

Getting Started Support	free!
Annual Support Plan	\$195.* a year
Per Incident Plan	\$33.* an incident
On-Site Support	\$79.* an hour + travel

PROMPT, HUMAN E-MAIL SUPPORT.

Try our e-mail support. Simply send your e-mail message that describes the problem to support@timewise.net. We'll do our best to answer promptly. If things get complicated, we may recommend telephone support.

SELF-SERVE WEB SUPPORT.

Access our resources at www.timewise.net anytime for self-serve support: the latest patches, an error message index, and searchable online documentation.

Voice Support (613) 235-9433

Fax Support (801) 751-2535

E-mail Support: support@timewise.net

Web Support: www.timewise.net

*All prices in U.S. dollars. Canadians pay C\$245 a year or 6-pack, or C\$49 an incident in Canadian funds plus GST. Prices subject to change without notice.