



When you need assistance, you've got our number.

Software Support Services

When you need assistance to install, configure, use, or upgrade your Sun™ software purchase, just give us a call (or e-mail, fax, or browse). Through Sun™ Software Support Services, you'll have access to the following support and training services:

1 Installation Assistance

Help on-call to get you up and running quickly on any Sun software purchase.

2 On-line Technical Support

Fast and easy access to 24-hour basic technical support through e-mail, the Web, telephone, or fax.

3 Support and Training Network

Maintenance contracts, custom support, and training for Sun software products from a worldwide network of Sun™ Software Services Providers™.

4 Direct Support from Sun

Comprehensive Access™ and Access Plus™ support and consulting programs for the more demanding needs of developers, systems manufacturers, integrators, and customers that purchase software directly from Sun.

5 Sun Catalyst™ Developer Support

Technical information, marketing assistance, education, and help with development solutions using Sun technologies for Catalyst Developer Program members.

6 Upgrade Subscription

Sun™ Software Subscription™ program makes it easy for you to obtain the latest releases of the most popular software products from Sun.

Support & Training

<http://access1.sun.com>

1 Installation Assistance

In North America, call 1-800-SUN-SOFT (1-800-786-7638), option 4.

For all other locations, contact your Sun Software Distributor or Reseller, or call:

- | | | | |
|-------------|---|-----------------------|--|
| • Australia | 1-800-244-981 | • Japan | +03-5562-7578
(Java Workshop) |
| • Belgium | +32-2-716-79-38 | • Mexico | +52-5258-6100 |
| • Brazil | +55-11-524-8988 | • Netherlands | +31-33-501317 |
| • Finland | +358-0-5255-6300 | • Spain | +34-1-5560243 |
| • France | +33-1-30-67-50-80
+31-20-487-4813
(Java™ Workshop™
development
environment,
Intel Support) | • Sweden | +46-8-623-9100
+46-8-619-2109
(Java Workshop,
Intel Support) |
| • Germany | +49-89-46008-321
+49-69-29993-600
(Java Workshop,
Intel Support) | • Switzerland | +41-1-825-7272 |
| • Italy | +39-39-6055228 | • United Kingdom | +44-1276-691974
+44-171-512-6090
(Java Workshop,
Intel Support) |
| | | • All Other Locations | 1-512-434-1511 |

2 On-line Technical Support

Technical support can be obtained through the following software support tools:

- ASK-IT:** An automated telephone and fax response system. To access this system call:
- North America 1-800-SUN-SOFT, option 4, 1, 1
 - Australia 61-2-844-5374
- Access1:** A Web site with everything you need for basic technical support, product and program information. To access this system visit, URL <http://access1.sun.com>
- CompuServe:** An open forum, monitored by Sun Software Support Engineers, for discussions related to any Sun software product. To access, connect to CompuServe and type: Go SunSoft

3 Support and Training Network

To locate a Sun Software Services Provider in North America, call **1-800-SUN-SOFT** and select option 4, or view the World Wide Web site at <http://access1.sun.com/support/providers.html>

To locate a Sun Software Services Provider outside North America, call the numbers listed below:

- | | | | |
|---------------|----------------|----------------------------|---------------------------------|
| • Austria | 0660-6793 | • Sweden | 020-797334 |
| • Belgium | 0800-18043 | • Switzerland | 0800-55-9539 |
| • France | 08-00-90-86-09 | • United Kingdom | 0800-962761 |
| • Germany | 0130-813-862 | • Other European Countries | +33-1-53-60-53-92 (toll number) |
| • Italy | 167-874-707 | • All Other Locations | 1-512-434-1511 (toll number) |
| • Netherlands | 060-224205 | | |
| • Spain | 900-98-44-64 | | |

4 Direct Support from Sun

For more information about the Access and Access Plus support programs direct from Sun, contact your SunSoft™ Sales representative.

For a listing of SunSoft Sales Offices, visit:

<http://www.sun.com/software/SunSoft-overview/offices.html>

Program literature is available on <http://access1.sun.com>

5 Sun Catalyst Developer Support

Sun Catalyst Developer program membership details and support services can be found at:

URL: <http://www.sun.com/developers>

Phone: 1-800-945-6111, 1-303-338-9561

Fax on demand: 1-800-769-4000, 1-415-688-4357

Email: catalyst@sun.com

6 Upgrade Subscription

Visit the Software Subscription Program Web Page at

<http://www.sun.com/software/subscription/>

or call 1-800-SUN-SOFT, option 1, or 1-512-434-1511 for more program and product information.

<http://access1.sun.com>

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