

## Technical Support & Updates

\* **REGISTRATION:** Before receiving Technical Support, Buyer/User must first REGISTER at [www.tellacom.net](http://www.tellacom.net). Registration also validates the warranty.

\* **AMOUNT OF HELP: Three Hours or One Year (whichever comes first)** of Technical Support is included with the purchase price for the **original** Buyer/User. Additional Technical Support may be purchased for \$50 per hour.

\* **HOURS:** Technical Support hours are **9 am to 6 pm** (US Central Time Zone), Monday through Friday, except for major US holidays.

\* **WHAT IS INCLUDED:** Technical Support includes helping User install and learn how to use this software and hardware. Technical Support does **not** include teaching the User how to use a computer or how to use other vendors' software such as Windows or databases, or how to use telephone systems or network computers. Technical Support can explain to the User how to import and manage User's telephone number lists and Do Not Call lists, but Technical Support cannot actually edit or modify User's lists for him/her. If User does not have basic computer skills, a professional should be hired to contact Technical Support for installation and training.

\* **HOW TO GET HELP:** Create a Job Ticket online at [www.tellacom.net](http://www.tellacom.net) to request help or training as needed. Our online process of creating a Job Ticket is the fastest and easiest way to get help. As soon as a Job Ticket is created, your request pops up on all of the Technicians' computer screens. The next available Technician will contact you. Also, you may at any time leave VOICE MESSAGES or send E-mails with questions. Technical Support will make every reasonable effort to resolve questions and problems on a timely basis, within the times listed above; however, Technical Support may not always be able to resolve every problem, nor respond to every call immediately. If unable to create a Job Ticket online, you may call 972-248-0341 and leave us a message.

\* **SOFTWARE & MANUAL UPDATES:** After the initial purchase, updates to the Software and Manual are available free of charge if Buyer obtains them from Manufacturer's Technical Support Web Site. A new copy of the Software on a CD is \$20 and a printed hard copy of the Manual is \$20. These prices include shipping by US Post Office. Overnight shipping is an additional \$10 in the USA.