



Corel, Inc. 567 East Timpanogos Parkway Orem, Utah 84057

24-Hour Automated FactsLine System 801-765-4037

Corel WordPerfect "Fax on Demand" Index Catalogs are also available at this number

To obtain information on Corel WordPerfect Support Services, please request
Document #7000

Technical support hours are from 6:30 AM to 5:30 PM (Mountain Time)

7000 - COREL WORDPERFECT SUPPORT SERVICES & OPTIONS

COREL WORDPERFECT SUPPORT SERVICES & OPTIONS

ELECTRONIC SERVICES

INSTANT ACCESS. INSTANT SOLUTIONS.

If you are looking for instant access to the latest technical information available, Corel's electronic support services is the answer. That is why we offer a variety of electronic service options for receiving technical support. The tools and services available through Corel electronic support can help resolve most technical questions, saving you a call for help.

By using Corel electronic services, you "help yourself" to support information. This saves you time and money. Plus, you may be able to circumvent future problems by becoming a part of Corel's online community and keeping up to date with the latest technical information.

WORLD-WIDE WEB

Corel offers WordPerfect technical support on the World-Wide Web. To access this support on the Internet, type <http://www.corel.com>. To access Corel's Searchable Knowledge Base on the Internet, type <http://205.227.122.10/>.

FAX-ON-DEMAND

Corel's Fax-On-Demand service allows customers to receive a variety of technical support information directly at their fax machine. You may request various documents explaining solutions to the most commonly asked questions and the most comprehensive troubleshooting guides. To order a specific document or a catalog listing all available documents, call 1-801-765-4037.

IVAN - INTERACTIVE VOICE ANSWERING NETWORK



This interactive voice response service provides troubleshooting help and solutions to our most common technical questions. Decision trees help you isolate problems and solve the most frequently asked questions. Call 1-801-765-4038.

COMPUSERVE

WordPerfect technical support is also available on CompuServe. To access this service type "GO COREL" when you are at CompuServe.

BBS - COREL ELECTRONIC BULLETIN BOARD SERVICE

To assist customers working with Corel support engineers, Corel maintains its own private BBS. At the support engineer's request, you can upload files for analysis or download files necessary for problem resolution. The BBS also provides forms for you to request software enhancements or report software problems on Corel products. For information on how to use the BBS call 1-801-765-4033. To access the BBS call 1-801-221-5197.

TDD - TELECOMMUNICATIONS DEVICE FOR THE DEAF

For hearing-impaired customers, Corel offers access through a Telecommunications Device for the Deaf (TDD). Support via TDD is available 24 hours a day. Simply call 1-801-765-4032.

CLASSIC SERVICE

(Long Distance Charges Apply)

Corel WordPerfect offers Classic Service, a complimentary technical support program for current-selling versions of our products. Our Classic Service provides timely access to Corel support engineers for registered users. Classic Service is available Monday through Friday 6:30 a.m. to 5:30 p.m. Mountain Time.

WINDOWS 95 PRODUCTS

Corel WordPerfect 7 Suite	(801) 765-4044
Corel Office Professional 7 Suite	(801) 765-4045
WordPerfect 7	(801) 765-4055
QuattroPro 7	(801) 765-4056
Presentations 7	(801) 765-4057
Envoy/Quickfinder 7	(801) 765-4058
SGML 7	(801) 765-4059

WINDOWS 3.1 PRODUCTS

Corel WordPerfect Suite	(801) 765-4041
Corel Office Professional Suite	(801) 765-4043
WordPerfect 6.1	(801) 765-4027
WordPerfect 6.0	(801) 765-4026
WordPerfect 5.2+	(801) 765-4025
Quattro Pro 6.0	(801) 765-4029
Presentations 2.0	(801) 765-4016
InfoCentral	(801) 765-4012
Other PerfectOffice 3.0 Applications	(801) 765-4011
Intellitag/SGML	(801) 765-4013

DOS PRODUCTS

WordPerfect 6.1	(801) 765-4024
WordPerfect 6.0	(801) 765-4023
WordPerfect 5.1+	(801) 765-4022



Quattro Pro 5.5	(801) 765-4017
Presentations 2.0	(801) 765-4031
Language Modules	(801) 765-4013

MACINTOSH PRODUCTS

WordPerfect (3.0 thru Latest Version)	(801) 765-4020
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UNIX PRODUCTS

WordPerfect 5.1 for UNIX (classic support to be discontinued 1 February 1997)	(801) 765-4019
WordPerfect 6.0/5.2+ for UNIX	(801) 765-4019

FRENCH SUPPORT

WordPerfect 5.1+, 6.0 and 6.1 for DOS; WordPerfect 6.0, 6.1 and 7 for Windows	(613) 728-9035
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SPANISH SUPPORT

WordPerfect 5.1+, 6.0 and 6.1 for DOS; WordPerfect 6.0, 6.1 and 7 for Windows	(801) 765-4034
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PRIORITY SERVICE

(Pay-As-You-Go)

Corel WordPerfect offers Priority Service, an advanced support option that give companies or individuals the convenience of around-the-clock priority access to support engineers. Priority Service is designed for customers who need support at any hour, who are using older product versions, or prefer toll free (800) Access. Annual Programs and Pre-Purchased Incidents are available for individuals and companies. For more information contact our Priority Service Sales Center (800-861-2160).

PAY-AS-YOU-GO PRIORITY SERVICE

You may also purchase Priority Service as you need it through two payment plans; per incident and per minute.

PER INCIDENT: Priority Service for Corel WordPerfect products is available at \$25.00 per incident during normal business hours (6:30 a.m. to 5:30 p.m. Mountain Time, Monday through Friday). Weekend and Night Priority Service is available at \$35.00 per incident. Paradox priority incidents range in price from \$50 to \$150, depending on the issue. To access, call the toll-free Priority Service number listed for your product. Per-incident Priority Service can be charged to your major Credit Card.

PER MINUTE: To access Priority Service on a pay-per-minute basis (1st two minutes free), call the 900 Priority Service number for your specific product. Each of these numbers uses the AT&T 555 business exchange. Corel WordPerfect support on the 900 lines are billed at \$2 per minute, and Paradox support is billed at \$2.95 per minute. The appropriate charge will appear on your phone bill. 900 Priority support lines are only available within the United States.

To find out more about any of the services described in this brochure, call Corel Services Sales at 1-800-861-2160, or call the information service directly using the numbers listed below.

Corel WordPerfect Products

Corel WordPerfect DOS/Windows Products, version 7 and higher	(800) 757-2133
	(900) 555-2123
Corel WordPerfect DOS/Windows Products, version 6.x	(800) 861-2310
	(900) 555-4010
Corel WordPerfect DOS/Windows Products, version 5.x and lower	



TECHNICAL SUPPORT FACTS

and Macintosh/Unix Products (900 Unix support is not available)	(800) 861-2410 (900) 555-2233
Corel WordPerfect French support	(800) 861-2045
Paradox (stand-alone, not bundled with a Corel WP Suite)	
Paradox DOS/WIN Up and Running questions, pre-sales	(801) 765-4062
Paradox WIN usability and non-programming issues	(800) 452-1333 (900) 555-1006
Paradox DOS usability and non-programming issues	(800) 468-9990 (900) 555-1000
Paradox DOS/WIN Connectivity, object-pal, database design issues	(888) 761-6909

