

## Professional Programmer Support

When your job depends on software, expert support is crucial.

To help boost your professional productivity, Digital Research has developed a Professional Programmer Support package. An important part of the Tech Support Network, it is designed to give you high quality assistance when you need it, as often as you need it.

For just \$250 a year—a charge that covers all your registered Digital Research products—you get:

■ **Unlimited access to the Digital Research Technical Support Center.** A toll-free telephone number puts you in touch with fully informed software specialists. They have the technical resources of Digital Research at their disposal, and will provide you with the backup you require for optimum professional performance.

Because the toll-free number is reserved for subscribers only, you'll get prompt assistance.

Up-to-date information is readily available. You can call as many times as you need to.

■ **Free membership to THE SOURCE.** Digital Research takes care of your \$100 one-time membership fee. You pay only for connect time.

■ **Access to MICROLINE.** You can learn not only about Digital Research products, but about other microcomputer software and hardware from MICROLINE, the Microcomputer Information Service on THE SOURCE.

■ **Tech Newsletter.** You receive a quarterly technical newsletter from Digital Research containing commonly asked questions, new product announcements, notification of software updates, patches, application notes, documentation corrections, and other key information.

Professional Programmer Support: additional assistance for the additional demands of the professional environment. For more information call toll free: California—800-772-3545 ext. 400, Nationally—800-227-1617 ext. 400.

## Dealer/Distributor Support

Digital Research dealers and distributors play a vital role in our Tech Support Network. They are carefully selected and trained so that they can help you use your Digital Research software.

Not only are these software professionals supplied with dealer handbooks, newsletters, and other up-to-date information, they can utilize the Digital Research Technical Support Center when necessary. If, for some reason, they can't answer a question you have, they'll get in quick contact with someone who can.

As you can see, we believe in fully supporting the individuals who support you.

## Microcomputer Information Service

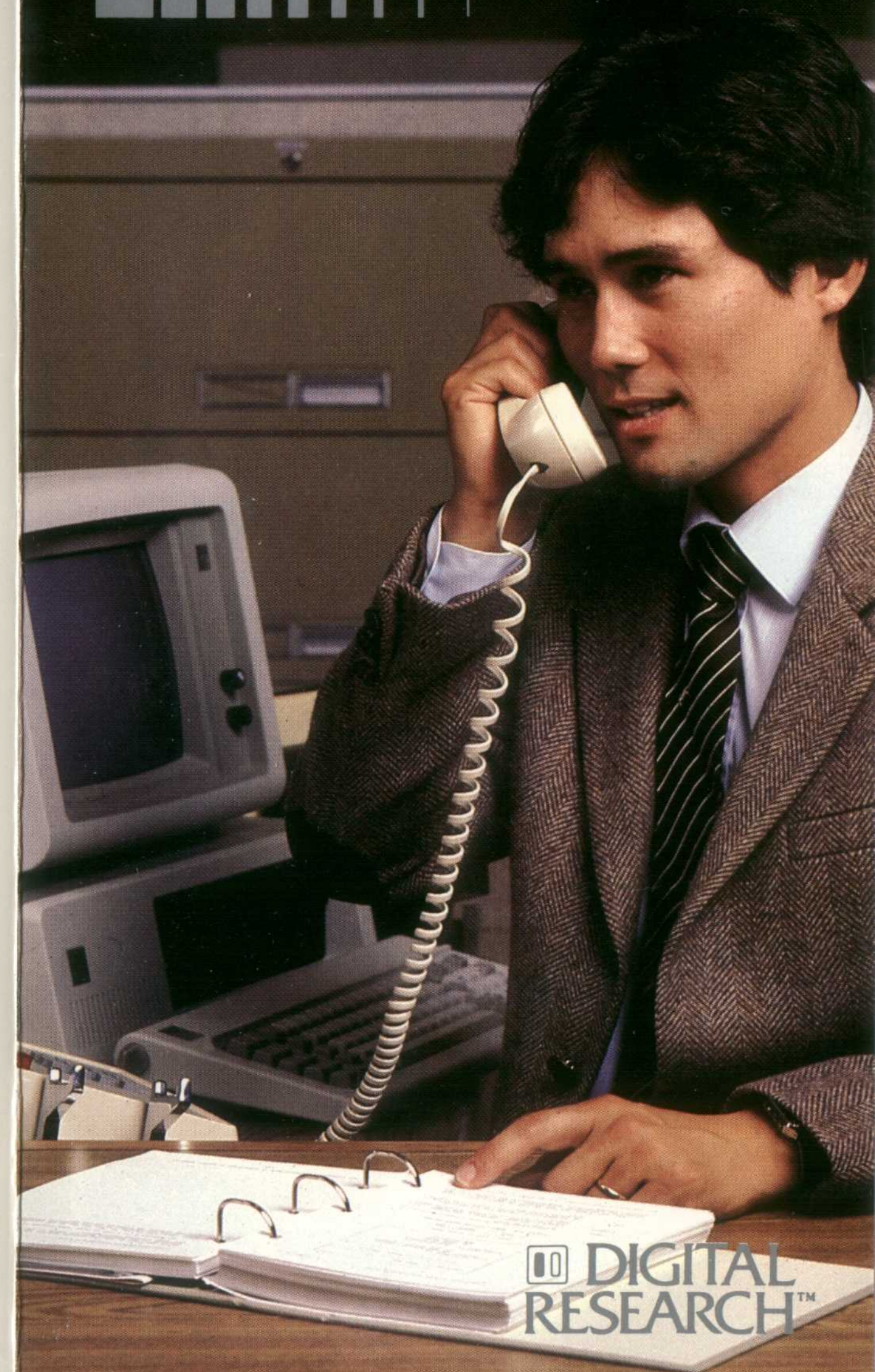
Another easy means of getting information on Digital Research products is MICROLINE, Digital Research's Microcomputer Information Service on THE SOURCE.

MICROLINE is updated weekly with useful information about Digital Research software and also other microcomputer software and hardware.

MICROLINE's comprehensive list of common questions and their answers, reference materials, and application notes will make it seem like there's a team of software experts at your finger tips.

Digital Research, Post Office Box 579  
160 Central Avenue, Pacific Grove, CA 93950  
Telephone (408) 649-3896 / TWX 910-360-5001

## Service You Can Count On





## Highest Quality Products and Support



Digital Research has a leading position in the software industry and is firmly committed to developing microcomputer software that meets the highest possible standards of efficiency and reliability.

We're just as firmly committed to providing the technical support necessary to make our products work for you at every level.

At Digital Research, we're busy discovering how to become more and more responsive to your support needs, both on an individual basis and through our distribution network.

The Digital Research Tech Support Network is another way of saying we're at your service.

## Support from the Very Start

The Tech Support Network assists you even before you leave your dealer with a Digital Research product.

Our goal at Digital Research is to provide information that leads you directly to the Digital Research product that's best suited to your purposes and level of expertise.

Toward that end, we see to it that Digital Research merchandise is packaged and displayed in such a way that dealers and purchasers have all the pertinent information they need at the point of sale. We want you to start off on the right foot by going home with the software that will most effectively handle the tasks you need it to.

Once you have your product, our documentation will facilitate your use of it. Streamlined and professionally prepared, Digital Research documentation is consistently rated by *InfoWorld* as "good/excellent."

When you choose a Digital Research product, you have an immediate advantage in terms of support. Due to the universal popularity of the CP/M® family, more technical manuals are published on Digital Research software than on any other software. That means you have a broad existing base of educational literature to tap.

For noncritical problems, you can use the Software Performance Report (SPRs) that come packaged with all Digital Research software. These forms can be submitted to the Digital Research Technical Support Center. A member of the support staff will send you a timely response.

And, to keep you abreast of product updates and new products that could make your life easier, there's our quarterly newsletter—DR News.

## A Comprehensive Support System

Whether you're a first-time user of Digital Research products or an experienced programmer already using them in a professional environment, you can benefit from the Digital Research Tech Support Network.

It will cover any questions or problems you may have concerning Digital Research products. Comprised of the technical resources of Digital Research Inc., as well as a growing number of dealers and distributors, the Tech Support Network helps you make the most of your Digital Research software.

If you're having a problem, you can turn to a variety of expert sources for information and assistance.

Your dealer, for instance.

Or the technical bulletins and newsletters published by Digital Research.

Or MICROLINE, the microcomputer data base on THE SOURCE<sup>SM</sup> that's sponsored by Digital Research.

There's even a priority technical support package for professional needs—Professional Programmer Support.

All of these are components of Digital Research's Tech Support Network.

You get not only reliable, state-of-the-art software products from Digital Research, but the kind of comprehensive support that will enable you to get maximum effectiveness from them.