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### Technical Support Center

#### Customer Satisfaction is Our #1 Priority

Need help with a problem you have encountered? The Technical Support Center (TSC) is the place to call for technical assistance.

The TSC provides live communication, hot line support, inquiry and information request processing, and problem investigation and resolution. We are ready to:

- · Consult with you on products, applications and features.
- · Provide technical assistance and problem resolution related to the TSC Fulfillment software systems.
- · Act as central point for tracking and reporting the status of problems
- · Perform problem determination, restoration, and resolution support.
- · Provide additional notifications and escalation as necessary.

The TSC CSCC Handbook explains when, how and who to call for product and service assistance.

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#### Technical Support Center

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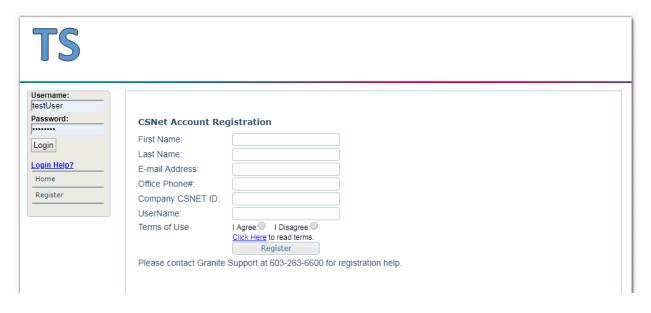
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# Register Paqe:



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