

## Background



For release: June 1, 1987

Contact: Jeanne Jalan  
Ashton-Tate  
(213) 538-7783

Velina Houston  
Miller Communications  
(213) 822-4669

20101 Hamilton Avenue  
Torrance, California 90502-1319  
Telephone: 213-329-8000  
Telex: 669984 ASHT TATE LSA

### CORPORATE & GOVERNMENT SERVICE PROGRAM FACT SHEET

Ashton-Tate's Corporate and Government Service Program is designed to meet the software services needs of corporations and government agencies. It combines the best features of the company's former Corporate Support Program with enhancements that reflect current support issues and expand the quality and scope of Ashton-Tate's services.

Customers now may select services from a menu of options to customize a plan according to their particular needs or they may take advantage of one of two cost-saving packages, the Technical Support II Plus Package or the Comprehensive Services Plan.

#### "UNBUNDLED"-MENU-OF-SERVICES

##### Technical-Support-I - \$450 Annual Fee

- o Two ID numbers per organization
  - Enables organization to designate one or two employees per department as technical liaisons to Ashton-Tate
- o Toll-free Express Queue for all products including dBASE III PLUS, RapidFile, MultiMate Advantage II, Framework II and the MASTER-GRAPHICS Series
- o Unlimited telephone calls

##### Technical-Support-II - \$925 Annual Fee

- o Dedicated senior technical representatives in Torrance, Calif., Westport, Conn., and East Hartford, Conn., who:
  - Proactively call the customer monthly
  - Provide technical solutions and work-arounds
  - Communicate to the customer all pertinent, timely technical information
  - Return telephone calls within one working day

(more)

- o Two ID numbers per organization
  - Enables organization to designate one or two employees per department as technical liaisons to Ashton-Tate
- o Toll-free VIP Express Queue for all products including dBASE III PLUS, RapidFile, MultiMate Advantage II, Framework II and the MASTER-GRAPHICS Series
- o Unlimited telephone calls
- o Technical-Update newsletter that provides customers with advance notice of anomalies

#### Subscriptions

- o TechNotes, \$50
- o Ashton-Tate-Quarterly, \$30
- o MultiMate-On-line, \$16
- o Developers' Registry, \$24.95

#### Electronic-Communication

- o CompuServe (including access to Ashton-Tate's on-line electronic bulletin), \$35

#### Utilities

- o Utility diskettes for dBASE III PLUS, Framework II and MultiMate Advantage II. The diskette also includes a remote debugging service through the use of Norton-Lambert's Close-up. \$20 per diskette.

#### Consultants

- o Remote technical consultants (including utility diskette and Close-up), available at \$75 per hour
- o Training consultation, available at \$75 per hour

#### Training-Services

A variety of product training courses are available. The courses include beginning, intermediate and advanced training levels for all Ashton-Tate products. Course fees are per trainee. Volume discounts are available for groups. Ashton-Tate also offers training at the customer's location.

(more)



"BUNDLED"-PACKAGES

## TECHNICAL SUPPORT II PLUS PACKAGE - \$995 Annual Fee

Technical-Support-II

This includes all of the elements of Technical Support II as listed under the Menu of Services. Additional program elements include:

Utilities

- o Two utility diskettes for dBASE III PLUS, Framework II and MultiMate Advantage II. The diskettes also include a remote debugging service through the use of Norton-Lambert's Close-up

Subscriptions

- o Two TechNotes subscriptions
- o Two MultiMate-On-line subscriptions

Electronic-Communications

- o CompuServe
- o Access to Ashton-Tate's on-line electronic bulletin

## COMPREHENSIVE SERVICES PLAN - \$3,000 Annual Fee

Technical-Support-II (Two Units)

This includes twice the offerings of Technical Support II as listed under the Menu of Services. Additional program elements include:

Training

- o Training seminar enrollment credits of \$1,500

Publications

- o One subscription to Ashton-Tate-Quarterly
- o Four subscriptions to TechNotes
- o Four subscriptions to MultiMate-On-line

Electronic-Communications

- o One CompuServe subscription
- o Access to Ashton-Tate's on-line electronic bulletin

# # # #