

**Allan Browning**

**From:** nrritten@us.ibm.com  
**Sent:** Friday, May 07, 1999 1:29 PM  
**To:** abrowning@vision-quest.net  
**Subject:** Technical Support for Windows NT Promotion



Dear Solution Developer,

Thank you for the business development plan for your product that uses IBM Solutions for Windows NT™. Your company is now authorized to use IBM Solution Developer Program (SDP) voice and electronic Q&A Forum technical support until August 31, 1999.

These technical support question and answer services are available in English to you and all individuals associated with your company's SDP membership.

Toll free voice service is available to callers from Canada and the United States from 7:00 a.m. to 7:00 p.m. U.S. Central time, Monday-Friday excluding U.S. holidays. To use this support, SDP members associated with your company's SDP membership may dial 1-800-553-1623. The toll number is 1-770-835-9902.

The Q&A Forum facility is available through the SDP home page at <http://www.developer.ibm.com>. To access these forums:

Select: Technical Services  
Click On: Question and Answer (Forums)  
Enter: Your Individual ID and Password  
Click On: Question and Answer at "Let's Go"  
Select: "e-Business," "Java" or "IBM Middleware on NT"  
Select: Applicable product and technology area(s) for the question you want to submit.

Our goal is to respond within two business days - please return to this same area to see the response to your question.

If you have any problems or questions about this support, please contact the IBM Solution Developer Hotline:

Email: [ibmsdp@us.ibm.com](mailto:ibmsdp@us.ibm.com)  
Fax: 1-770-835-9444  
Phone: Worldwide: 1-770-835-9902  
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