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PATHWORKS: Where to Get DEC Support

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TOPIC ---

Should PATHWORKS customers call Digital for support? If so, how?

DISCUSSION --

PATHWORKS for Macintosh is supported by Digital. All Digital customers
should call the Digital local office, or call Digital Atlanta Support
Center (CSC). CSC can contact Apple Direct Response Center (DRC) to
discuss the problems.

Problems that cannot be solved by Digital CSC will escalate to Digital
CSSE, which can contact Apple Technical Communications to work on the
problem. Digital CSSE and Apple Technical Communications will escalate
problems to appropriate engineering personnel, if necessary.

For contact information, search the Technical Info library under "Digital
Equipment Corporation" (DEC).
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