

# SAS<sup>®</sup> Technical Support Information

We encourage you to install or renew your SAS software immediately. If you encounter problems or need assistance, you may choose from the available Technical Support resources listed below.

**SAS Technical Support Web Site** – <http://support.sas.com/techsup>

Before contacting Technical Support by phone, you may want to explore the information provided here. The SAS Technical Support Web site offers a Knowledge Base, FAQs, Technical Support Documents, and more, that may answer your questions. This Web site also provides a mechanism for reporting problems. SAS also maintains several other electronic services for tracking problems and questions for Technical Support. These electronic services are available 24 hours a day.

## **SAS Technical Support – Telephone Support**

SAS Installation Coordinators and Support Representatives are the first support contact for SAS users. These SAS Support Personnel at your site have problem-solving tools and knowledge of site-specific SAS information that can expedite the resolution of your problem. SAS Support personnel who are unable to resolve the SAS user's problem can refer the SAS user to SAS Technical Support.

For U.S. and Canadian customers, support is provided from our corporate headquarters in Cary, North Carolina. Normal telephone support hours are weekdays between the hours of 9:00 a.m. and 8:00 p.m., Eastern time for new questions, and from 9:00 a.m. to 5:00 p.m., Eastern time for questions with an assigned tracking number. Limited support for new questions is available between 5:00 p.m. and 8:00 p.m.

Customers outside the U.S. can obtain local-language technical support through the local office in their countries. Customers in these locations should contact their local office for specific support hours. See <http://www.sas.com/offices/intro.html> for contact information for local offices.

For critical problems after normal support hours, callers are directed to one of our world-wide support centers in North America, Europe, or Asia/Pacific, thus providing 24-hour "follow the sun" support. Note that after-hours support is only available in English, and is limited to critical problems.

In addition, our World Wide Web and e-mail support services can be accessed 24 hours a day. See our support site at <http://support.sas.com/techsup> for details.

**Install Center Web Site** – <http://support.sas.com/installcenter>

The Install Center Web Site contains the most up-to-date installation kit documentation available. Simply select the platform where your software is running and you can view or download the latest documentation for your installation kit.

## **TSNEWS-L Mailing List**

It is essential that one or more representatives at your site subscribe to **TSNEWS-L** in order to receive Problem Alert Notices or Problem Correction Notices when they are made available. To subscribe, send e-mail to [LISTSERV@VM.SAS.COM](mailto:LISTSERV@VM.SAS.COM). The body of the e-mail should read **SUBSCRIBE TSNEWS-L**. To subscribe through Technical Support's Web site, complete the Web form located at <http://support.sas.com/techsup/news/tsnews.html>.

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