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## Information Builders Customer Support Services

Call Information Builders Customer Support Service (CSS) at (800) 736-6130 or (212) 736-6130 or your local Information Builders representative. Customer Support Consultants are available between 8:00 a.m. and 8:00 p.m. EST to address all your FOCUS for IBM Mainframe Installations questions.

You can also upload your questions to the FOCWIZARD forum on CompuServe. We do not accept questions via FAX.

For general guidance on IBI product capabilities and documentation, you can speak with a Customer Support Consultant, or visit our World Wide Web site (<http://www.informationbuilders.com>).

## Information You Should Have

To help our consultants answer your questions most effectively, be ready to provide the following information when you call:

- Your six-digit site code number (xxxx.xx).
- The release of FOCUS that you are using.
- The release of your operating system.

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- The exact nature of the problem:
    - Are the results or is the format incorrect; is the text or calculations missing or misplaced?
    - The error message and return code, if applicable.
    - Is this related to any other problem?
    - Has the procedure ever worked in its present form? Has it been changed recently? How often does the problem occur?
    - Is this problem reproducible? If so, how?
    - Have you tried to reproduce your problem in the simplest form possible?
    - How is the problem affecting your business? Is it halting development? Do you just have questions about functionality or documentation?

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## Information Builders Consulting and Training

Interested in training? Information Builders Education Department offers a wide variety of training courses for this and other Information Builders products. For more information, course descriptions, locations, and dates, or to register for classes, visit the Information Builders Education Emporium at our World Wide Web site (<http://www.informationbuilders.com>), or call 1-800-969-INFO to speak to an Education Representative.