

Bryce Canoma KPT Painter Poser Carrara Bryce Canoma KPT Painter Poser Carrara



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MetaSupport

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TECHNICAL SUPPORT

Options

STANDARD SUPPORT

PREMIUM PAY AS YOU GO

PREMIUM PLUS ANNUAL CONTRACT

PT Painter Poser Carrara Bryce Canoma KPT Painter

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Keep for reference



MetaSupport™ is a portfolio of free and fee-based support options designed to provide quality support to you. The options are as follows:

- FREE On line Support
- Telephone Support
 - 1** Standard Support
 - 2** Premium Pay as You Go
 - 3** Premium Plus Annual Contract

FIRST REGISTER YOUR PRODUCT

FREE ON LINE SUPPORT

On line support is available on our website at www.metacreations.com 24 hours a day, 7 days a week. Access a list of Frequently Asked Questions (FAQs) for each product and find solutions immediately.

If, after searching our on line options, you still need assistance, you can contact us through one of the three Telephone Support Service options listed here, provided you have registered your product.

TELEPHONE SUPPORT

Telephone support only applies to registered Level I and Level II products.

Level I Products:

Bryce®
Carrara™
Painter

Canoma™
KPT®
Poser®

Level II Products:

KPT Vector Effects® Headline Studio™
Ray Dream Studio Office Advantage™
Infini-D™

For a list of our **currently supported Level I and Level II** products, visit our website at www.metacreations.com.

Once you have verified that your product qualifies for telephone support, the three options are as follows:

1 STANDARD SUPPORT

Talk person to person with technical support representatives and get answers to installation, configuration and general usage questions. Each product has its own support duration. The length of the complimentary support period depends on whether your MetaCreations product is a Level I or Level II product. Level I products receive 90 days of complimentary support for a first-time purchase, or 30 days for an upgrade. Level II products receive complimentary support for one incident for a first-time or upgrade purchase. The support period begins with your first call into MetaCreations Technical Support, provided you have registered the product.

For **STANDARD SUPPORT**, call **831-430-4200**

You must be registered.
Have your serial number available.

SUPPORT OPTIONS

2 PREMIUM PAY AS YOU GO

When your standard support period ends, you can receive priority access personal service regarding installation, configuration and general usage questions from our qualified support specialists. You pay a flat fee that covers all of the necessary support for the particular incident.

Flat fee per incident: \$25 charged to your credit card with 15 minute time limit with support specialist.

For **PREMIUM PAY AS YOU GO**, call **888-456-6382** toll-free

3 PREMIUM PLUS ANNUAL CONTRACT

Annual support contracts are available to meet your ongoing support needs. Sign up for an annual support agreement to receive one year of toll-free priority access person to person assistance. Get answers to installation, configuration and general usage questions.

PREMIUM PLUS ANNUAL CONTRACT OPTIONS AVAILABLE:

Single User, Single Product:

For one person requiring support for one MetaCreations Level I product

\$79/year

Bryce, KPT, Poser

\$149/year

Canoma, Carrara, Painter

Single User, Multiple Products:

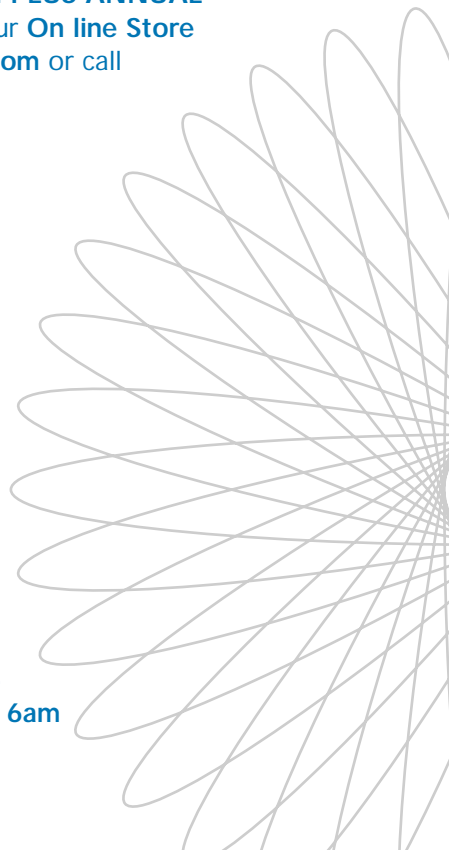
For one person requiring support for multiple MetaCreations' Level I products. You can add more Level I registered products to the contract at any time during the year for no extra charge.

\$249/year

Bryce, Canoma, Carrara, KPT, Painter, Poser,

To order your **PREMIUM PLUS ANNUAL CONTRACT**, buy from our **On line Store** at **www.metacreations.com** or call **800-846-0111** toll-free.

Technicians are available
Monday through Friday, 6am
to 5pm Pacific Time.



International Support

The telephone support services listed here are available only in the U.S. and Canada. However, if you live outside of the U.S. and Canada, you can still access our free on-line support, and you can contact a local MetaCreations distributor or other third party that may provide technical support in your area. Visit our website at www.metacreations.com for information about how to contact a MetaCreations distributor in your country.

How to contact us

Free On line Support	www.metacreations.com
Standard Support	Toll call 831-430-4200
Premium Pay As You Go	Toll-free call 888-456-6382
Premium Plus Annual Contract	
To Order:	Buy from the On line Store at www.metacreations.com or toll-free call 800-846-0111

MetaCreations Corporation
6303 Carpinteria Avenue
Carpinteria, CA 93013

MetaCreations International Ltd.
Wilson House, Fenian Street
Dublin 2, Ireland

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