

## Developer Hotline

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### Objective

To provide developers with direct access to NeXTSTEP™ software development expertise.

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### Description

The Developer Hotline offers high-end technical support for NeXTSTEP developers in areas such as object design, user and database interface design, debugging, drivers, and use of the NeXTSTEP development applications, including Interface Builder™, Application Kit™, Database Kit™, and 3D Graphics Kit™.

The hotline can supplement an organization's own development resources by providing developers with direct access to software development expertise from NeXT™ Customer Support engineers.

Support is provided primarily through e-mail ([ask\\_next@next.com](mailto:ask_next@next.com)). For most effective support, developers are encouraged to connect to the Internet to facilitate the exchange of messages and files. They can also fax support questions to 415-363-5188 (add +1 from outside North America) or call our Customer Support engineers between 8:00 a.m. and 5:00 p.m. Pacific Standard Time at 1-800-848-NeXT (outside North America call +1-415-424-8500). Developers can use the escalation path [developer\\_comments@next.com](mailto:developer_comments@next.com) to comment on the hotline.

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### Target Audience

NeXTSTEP software developers.

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### Prerequisites

Completion of "Programming NeXT Computers" (also known as Developer Camp) is highly recommended for each designated developer contact.

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### Hotline Options

The following options are available for access to the Developer Hotline:

#### **Developer Hotline Subscription**

A subscription provides 12 months of unlimited hotline access for two designated developer contacts within the customer's NeXTSTEP software development team. Additional contacts may be designated for a fee of \$500 per person.

#### **Bundled Developer and System Support Hotline Subscription**

The System Support Hotline Subscription provides support in NeXT networking, system administration, and NeXT-provided system and application software. The two-hotline bundle provides unlimited 12-month access to the Developer Hotline for two developer contacts and to the System Support Hotline for two system support contacts. Additional contacts for either hotline may be designated for a fee of \$500 per person. Note that the System Support Hotline is available only in North America. If your organization is based outside North America, please contact your local reseller or NeXT country office for system support.

#### **Developer Hotline 6-Pack**

The 6-Pack is an economical option that provides access to the Developer Hotline for a total of six problem incidents. Each individual problem, even one that requires several hours to close, qualifies as an incident.

**Developer Pay per Incident**

Pay per Incident provides an even more flexible support option for developers who must minimize annual support costs and need only occasional support. The same high-quality support offered to Developer Hotline subscribers is available on a per-incident basis.

For Pay per Incident support, customers e-mail a brief problem description, including a return telephone or fax number. A Customer Support representative then calls or faxes for credit card information. Once credit card information has been verified, Customer Support engineers quickly address the problem and respond via e-mail. Customers can also fax support questions or call NeXT during regular business hours. Payment for Pay per Incident support must be charged to a credit card. Purchase orders and checks are not accepted.

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**Price & Part Number**

Developer Hotline Subscription: \$5,000 per year (part number E1064).

Bundled Developer and System Support Hotline Subscription: \$6,500 (part number E1065).  
Note that the System Support Hotline is available only in North America.

Developer Hotline 6-Pack: \$1,300 (part number E1067).

Developer Pay per Incident: \$225 (part number E1068).

Additional contact for the Developer Hotline Subscription: \$500 (part number E1069).

Additional contact for the System Support Hotline Subscription: \$500 (part number E1070).

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**Registration & Information**

Call 1-800-848-NeXT (from outside North America call +1-415-424-8500) or fax 415-363-5188.

## System Support Hotline

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### Objective

To provide customers, particularly system administrators and network managers, with direct access to NeXT™ networking and system administration expertise.

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### Description

The System Support Hotline (formerly called the Technical Support Hotline) offers high-end technical support for issues related to NeXT system administration, network management, and NeXT-provided system and application software.

The hotline can supplement a customer's own support resources by providing direct access to in-depth networking and system administration expertise from Customer Support engineers.

NeXT encourages customers to connect to the Internet to facilitate the exchange of messages and files ([ask\\_next@next.com](mailto:ask_next@next.com)). Customers can call 1-800-848-NeXT for support between 6:00 a.m. and 5:00 p.m. Pacific Standard Time or send faxes to 415-363-5188. Customers can use the escalation path [sysadmin\\_comments@next.com](mailto:sysadmin_comments@next.com) to comment on the hotline.

The System Support Hotline is not currently available to customers outside North America. If your organization is located outside North America, please contact your local reseller or NeXT country office for system support.

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### Target Audience

NeXT system administrators, network managers, and others administering NeXT networks.

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### Prerequisites

Completion of the "NeXT System Administration" or "NeXT System Administration for UNIX Experts" course is strongly recommended for each system support contact.

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### Hotline Options

The following options are available for access to the System Support Hotline:

#### **System Support Hotline Subscription**

A subscription provides 12 months of unlimited hotline access for two designated system support contacts within the customer's system administration team. Additional contacts may be designated for a fee of \$500 per person.

#### **System Support Hotline 6-Pack**

The 6-Pack is an economical option that provides access to the System Support Hotline for a total of six problem incidents. Each individual support problem, even one that requires several hours to close, qualifies as an incident.

#### **System Support Pay per Incident**

Pay per Incident provides flexibility for smaller organizations that must minimize support costs and need only occasional support. The same high-quality support offered to System Support Hotline subscribers is available on a per-incident basis.

For Pay per Incident support, customers call NeXT during regular business hours. A Customer Support representative asks for credit card information and a brief problem description. A Support engineer returns the customer's call as quickly as possible. Customers may also fax or e-mail problem descriptions, including a return telephone or fax number. Payment must be charged to a credit card. Purchase orders and checks are not accepted.

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**Price & Part Number**

System Support Hotline Subscription: \$2,500 per year (part number E1034).

System Support Hotline 6-Pack: \$550 (part number E1071).

System Support Pay per Incident: \$40 for a call resolved in 10 minutes or less after the support engineer calls the customer back (part number E1061). \$100 for a problem that takes over 10 minutes to resolve (part number E1062).

Additional contact for the System Support Hotline Subscription: \$500 (part number E1070).

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**Registration & Information**

Call 1-800-848-NeXT or fax 415-363-5188.

## support bulletin

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### Objective

To provide regular, timely, in-depth technical information to NeXT™ customers, particularly system administration representatives.

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### Description

The *support bulletin* package places at your fingertips a wealth of technical information about NeXT computers. NeXT's quarterly technical journal provides timely, in-depth information on topics ranging from tips on system administration to new product updates. Included with each issue is a floppy disk containing the *support bulletin's* articles and NeXTanswers™, a comprehensive software-based library on NeXT technology. Subject matter ranges from software development to marketing to NeXT networking. Because the disk is formatted for Digital Librarian™, information is quickly and easily accessible through keyword searches.

The *support bulletin* is available through annual subscriptions. In addition to the journal and disk, subscribers will automatically receive up-to-the-minute notification of time-critical issues through *NeXT Technical Alerts*.

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### Target Audience

NeXT system administrators, network managers, and software developers.

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### Prerequisites

None.

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### Price & Part Number

United States: \$200 per year. All other countries: \$300 per year (part number E1035).

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### Registration & Information

Call 1-800-848-NeXT (from outside North America call +1-415-424-8500) or fax 415-363-5188.

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## Premium Support Program

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### Objective

To provide a comprehensive NeXT™ support option, customized to meet individual customers' specific support needs.

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### Description

For many customers, the size, complexity, and critical importance of their NeXT environment dictate the need for a more comprehensive support program than the System Support Hotline. Through the Premium Support Program, NeXT works with customers to develop a proactive support plan based on the customer's specific goals, requirements, and existing capabilities.

Elements of the plan typically include assignment of a designated engineer as the customer's primary support provider, varying levels of on-site system administration and application development support, emergency on-site response to network failures, implementation planning assistance, and discounts on fees associated with consulting projects.

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### Target Audience

Customers' teams associated with NeXT implementation planning, installation, system administration, and NeXTSTEP™ application development.

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### Prerequisites

Completion of "NeXT System Administration" and "Programming NeXT Computers" (also known as Developer Camp) is highly recommended.

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### Price & Part Number

Prices are quoted through the NeXTedge custom bid process, based on specific support requirements (part number E1041).

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### Registration & Information

Contact your NeXT sales representative or the NeXT Customer Support manager at 1-800-848-NeXT.