



## **Technical Support Policy**

### General

Technical support is available to all Quillsoft Ltd. customers who have paid to license the current version of WordQ software. However, you are encouraged to view our FAQ (<https://www.quillsoft.ca/support-for-wordq-desktop> and <https://www.quillsoft.ca/support-for-wordq-chrome>) as your first support contact. If our FAQ cannot resolve your issue, contact Technical Support to report your issue by completing the form at <https://www.quillsoft.ca/support>. Please provide a description of your issue along with your WordQ license information to verify you as a current WordQ user. Failure to provide this information might delay or disqualify Quillsoft Technical Support from acting on your issue.

### Support Cost

For most Quillsoft Ltd. software products, there is no additional charge for technical support. Support of our software is considered a part of the license agreement. Charges for additional support that falls outside of what Quillsoft Ltd. deems customary and reasonable, will follow the Technical Support Fee Schedule below.

North American Support Hours Support is provided in English from our corporate headquarters in Toronto, Ontario, Canada. Support hours are Monday through Friday 9:00 a.m. to 5:00 p.m. Eastern time. Limited support may be available outside these hours with mutually agreed upon calls scheduled through your technical support contact.

### For Customers Outside of North America

Local-language technical support is provided through the local WordQ agent, reseller, or partner the software was purchased from. <https://www.quillsoft.ca/resellers>

Quillsoft Ltd.  
250 The Esplanade Unit 308  
Toronto ON M5A 1J2  
Canada  
Local: 416-698-0111 TF: 1-844-379-6737  
[www.Quillsoft.ca](http://www.Quillsoft.ca)



**Schedule of Fees**

**Scheduled telephone support\***

\$80/hr.,

**Scheduled remote access\***

\$130/hr., (Waiver required)

\* billed by minute\*, 15 minutes minimum, resolution NOT guaranteed. Remote access subject to system requirements

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