

# PLATO® Support

## Software Plan



- Protects your investment for the future
  - Provides access to technical support services, periodic updates, and valuable supplementary resources
  - Offers insight into more productive and useful ways to use PLATO Learning software
  - Empowers schools and districts with ongoing support

PLATO® Support Services



## Get help when you need it. Get help how you want it.

When your school or learning facility purchases a PLATO Learning solution, a PLATO® Software Support Plan is included in your first year's license. PLATO Software Support is renewable annually. To renew, call 800.44.PLATO or e-mail [renewal@plato.com](mailto:renewal@plato.com).

Software support helps districts to:

- Operate smoothly and with maximum uptime through support services and updates
- Receive quick answers to inquiries from a software support representative
- Obtain help seven days a week, 24 hours a day, 365 days a year through a comprehensive support web site
- Access the online support knowledge base and valuable supplementary resources including curriculum guides, student materials, and correlation coverage reports
- Learn tips and tricks that have been used successfully at thousands of installations worldwide
- Receive product enhancements and information about upcoming product updates—via the Product Update Center—quickly and easily\*

### Online

<http://support.plato.com> is available 24 hours a day, 7 days a week, 365 days a year. Access the information you need using a self-service model. The answers are there when you need them.

### E-mail

Request help via e-mail at <http://support.plato.com/email> and get personalized results quickly from PLATO® Support Services.

### Phone Support Call Center

Call toll-free (800.869.2200) to speak to a PLATO® Technical Service Representative between 7:00 a.m. and 6:00 p.m. CST, Monday through Friday.

### Updates

Minor enhancements and software fixes for PLATO Learning software products are included in the PLATO Software Support Plan.

### Standards Correlations

When national, state, or provincial standards change, you will have access to complimentary, up-to-date PLATO® Correlations Coverage Reports.

### PLATO® Support TechNews

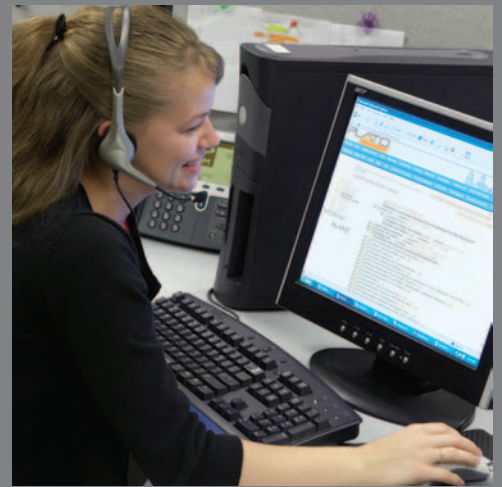
Subscribe to *PLATO Support TechNews*, an e-newsletter that provides technical information and troubleshooting tips. Subscribe at [http://www.plato.com/community/emaillabs\\_subscribe.asp](http://www.plato.com/community/emaillabs_subscribe.asp).

\* A PLATO Software Support Service Plan allows customers access to free updates and enhancements to PLATO Learning software; it does not include free versions of new products, although customers may be offered special promotions on new product releases.

For more information about the PLATO Software Support Plan, please call 800.44.PLATO or visit [www.plato.com/ssp](http://www.plato.com/ssp).

Inspired solutions for teaching and learning.™

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*“When an issue arose, it was a joint venture to fix it. We never had to go it alone. I’ve found this to be very rare with other vendors.”*

— John Crumbley,  
director of technology services,  
Aldine Independent School District,  
Houston, Texas

**PLATO**<sup>™</sup>  
LEARNING

**PLATO Learning**  
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