



Mind Your Own Business.

MYOB Business Support International

MYOB Business Support is a comprehensive support subscription that gives customers' the software, support and services they need to keep their business operating efficiently and profitably.

We recommend all customers subscribe to an MYOB support plan for year-round access to phone, email and fax technical support.

By subscribing to an MYOB Business Support plan customers also ensure they will receive any upgrade that may be released during their subscription period.

Encouraging customers' to be on the latest version is important as it ensures we can provide the right level of support, that they have access to all the latest product features and benefits as well as ensuring their products are up to date with the latest technology, because only our latest versions work with Microsoft XP and Vista.

Here is a summary of the ways in which an MYOB Business Support plan can support our customers' business:

Priority technical support assistance via phone, fax & email

Subscribers are entitled to technical support assistance anytime between 9.00 am to 5.30 pm (GMT + 8 hours Singapore), Monday to Friday (except Public Holidays).

- Your local IDD charges apply when you call in for Technical Assistance.
- MYOB will not make outbound calls or return calls for Technical Assistance. MYOB Technical Support representatives will respond to you via email on your inquiries.
- Kindly state your Serial Number whenever you make an inquiry via email, fax or phone. This will speedup time taken to retrieve your information from our system.

Product upgrades (not applicable to MYOB BusinessBasics)

Subscribers are entitled to upgrades without charge if such upgrades become available during the term of their subscription.

- Handling fee and freight charges to ship the product will be borne by customer.

Technical support notes on the website

Access to MYOB's extensive on-line technical support notes 24 hours a day, 7 days a week.

MYOB Business Support is available for the following MYOB products:

Access to MYOB's extensive on-line technical support notes 24 hours a day, 7 days a week.

- MYOB BusinessBasics
- MYOB Accounting
- MYOB Premier
- MYOB RetailManager

How to subscribe to MYOB Business Support?

To subscribe, please call our Customer Service as follows:

INTERNATIONAL:

Phone: (65) 6505 6582

Email: cs.sg@myob.com.sg

MYOB's commitment to quality technical support separates us from our competitors. When customers need help, they usually want it straight away and if they choose an MYOB Business Support plan we are there to provide it.

This can provide great peace of mind for business owners and users alike, especially during tax time or other peak periods.

We believe our combination of robust software and quality support by local experts is a winning formula.