



01/04/96

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Dear Mr Middleton,

Introducing:

The New Face of Developer Support

In recognition of the specialised technical support requirements of the software and hardware developer, a new Developer Support scheme is about to be launched at ART. This scheme is not just another incarnation of the previous Acorn Registered Developer scheme; wherever appropriate, we have put processes and systems in place to streamline the support system and reduce response time.

This scheme aims to provide most of the specialised services required by developers, up to the point where queries would be more appropriately handled by direct commission; these services are detailed on the enclosed information sheet. As we intend to handle as many queries as possible purely in the electronic domain, it is hoped that we can provide as fast, accurate and useful a service as possible.

If you have any ideas or suggestions to improve the service offered, please feel free to contact me.

Yours sincerely,

For Acorn Risc Technologies,

A handwritten signature in black ink that reads "Dave Walker". The signature is written in a cursive, slightly slanted style.

DAVE WALKER

Technical Support Manager

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Developer Support: Overview

The raison d'être of Developer Support is "to facilitate the production by third-party developers of commercial hardware and software products of quality, which can be used to build solutions for ART's marketplace"

What we offer:

- Access to Developer online resource (including programming examples).
- Special pricing on hardware, software and documentation.
- Access to Developer Support documentation for hardware and software.
- Access to Developer email listserv: Technical Bulletins posted to this as issues arise will replace the old Developer Newsletter. This service is a "safe system" via which developers can freely communicate with ART and with each other in confidence.
- Priority email interface to support engineers.
- Free ftp and WWW space allocation.
- Technology licensing agreements.
- Regularly updated references to Developer's products in a Product Directory, online at ART, which will be visible to the public
- "Hard" advance information on forthcoming systems / software.
- Pre-release "advance / evaluation copy" scheme (at discretion of relevant project manager).
- Rights to distribute specific binaries, by arrangement.

What we don't offer:

- Detailed hardware interfacing / programming support
- Help porting software to MacOS (currently; this issue may be addressed if sufficient demand is present)
- "Overly deep" design support (for the time being; answers to frequently asked questions will either be amalgamated into a FAQ or turned into Application Notes)
- SchoolServer support
- Help with Microsoft operating systems or anything running under them
- Help with PC card

What it all costs:

- £120 per annum flat rate for support.
- Licensing costs to be determined individually for each case.