

Accessing Roaring Penguin Premium Support After-Hours

By Phone:

- Dial: **+ 1 613 231-6599**
- Press: **3** for technical support
- Press: **1** to send a page
- Dial: **Your customer number** and then **#**
- Dial: **Your PIN** and then **#**
- Dial: **Your page message** and then **#**

By E-Mail:

- E-mail: **premium-support@roaringpenguin.com**
- In the first line of your e-mail, include the following line:

ID: *your_customer_number* PIN: *your_pin*

For example:

ID: 12345 PIN: 67890

Your Customer ID is:

Your PIN is: