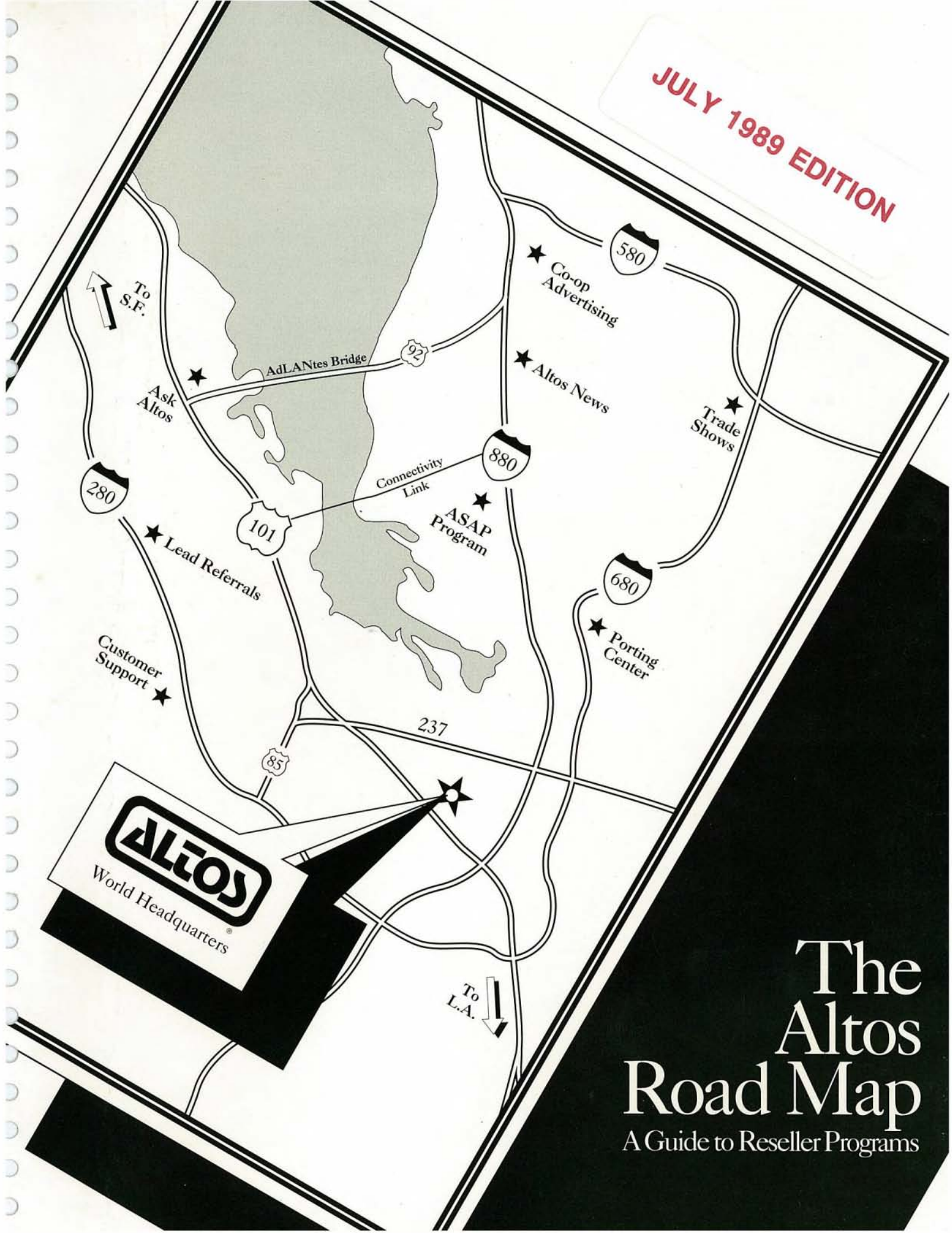


JULY 1989 EDITION



ALTOS
World Headquarters

The Altos Road Map

A Guide to Reseller Programs



THE ALTOS ROAD MAP

A Guide to Reseller Programs

July 1989

Altos Computer Systems

2641 Orchard Parkway
San Jose, California 95134
(408) 946-6700

INTRODUCTION

Welcome to the latest edition of the Altos Road Map, a concise directory of the programs and services provided for Altos resellers. We have designed this directory for you to use as a reference guide that gives you:

- Quick answers to commonly asked questions
- An extension within the specified department for more detailed information
- Forms for various Altos products and services

If you have ideas or suggestions you would like to share with us regarding the Road Map or any of the programs or services offered -- let us know. At the end of this directory we have provided a suggestion form for your convenience. Your input keeps us successful in providing you with the best reseller programs in the business.

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I. RESELLER SUPPORT PROGRAMS

ALTOS US TOLL-FREE SUPPORT & INFORMATION HOTLINE

Altos US is a domestic toll-free hotline support group designed to assist Altos resellers with information relating to pre-sales issues and inquiries. (Post-sales and technical support questions are handled by the Customer Service Department directly at 408-434-6688.)

Resellers receive immediate, direct support for inquiries regarding:

- General questions pertaining to Altos
- Altos systems and configurations
- Altos-labeled application software
- Third-party software referrals

HOW TO USE:

- Resellers may access this hot line via the toll-free number: (800) ALTOS-US (800-258-6787)
- This service is staffed from ^{8:00}~~7:30~~ a.m. to 5:00 p.m. Pacific Standard Time
- Please reference one of the above groups when describing your questions

CONTACT:

- For pre-sales support contact:
Marketing Specialist
(800) 258-6787

COMPETITIVE ANALYSIS

Understanding the competition can be a critical factor when a reseller is in a difficult sales situation. Altos recognizes the need for competitive information, and makes it easily available to all resellers.

The information that is provided to the reseller may vary from product specifications, to price lists, to a detailed system analysis. Benchmarks are also available for most systems to compare performance results. The more information the reseller can provide to Altos, i.e. vendor, model, end-user concerns, the better equipped Altos will be to respond.

A program has also been established for all authorized resellers. Any reseller who is in this program automatically receives marketing guides on all of the Altos 80386-based systems and Motorola-based systems. These are updated periodically, and contain a detailed system overview, market analysis, competitive matrices and benchmarks.

The main emphasis on competitive information is on the hardware systems. Since many vendors have third-party applications, it is difficult to determine exactly what a competitor may offer.

HOW TO USE:

- Altos resellers may contact the competitive analysis group for competitive information. The information will be sent by mail or by fax machine. Requests for information should be submitted three days prior to the date the information is needed.

CONTACT:

- For more information contact:
Competitive Market Analyst
(408) 946-6700 Ext. 4271

ALTOS SOFTWARE AVAILABILITY PROGRAM (ASAP)

The Altos Software Availability Program is a two-part marketing effort designed to increase reseller productivity in vertical markets. The **ASAP Vendor** part of the program offers independent software vendors the opportunity to promote and market their pre-qualified software products to Altos resellers. These vendors have not only had their vertical software evaluated and reviewed by Altos, but have also had their product tested and certified by an independent testing agency. The **Vertical Consulting Service** provides services that help resellers identify opportune vertical markets, find reliable software serving those markets, and increase their sales and productivity.

The ASAP program compiles a complete catalog of Altos-labeled application and third-party software available for the Altos systems including UNIX, Altos System V, Concurrent DOS, PICK, and Theos.

ASAP offers a comprehensive program that includes:

- The Altos Software Directory
- ASAP Reference Guide
- "Verticals", a monthly software newsletter
- "Teamwork in Technology" Regional ASAP Reseller Seminars

HOW TO USE:

- To enroll in ASAP contact the Software Marketing Department for an enrollment form to be completed and returned
- To become an ASAP software vendor contact the Independent Software Vendor (ISV) Market Manager
- To gain additional information on an Altos independent software vendor, specific software applications, and/or detailed vertical market information, contact a Regional Market Manager or the ISV Market Manager at 408-946-6700 Ext. 4426.

CONTACT:

- For more information on ASAP please contact:
ISV Market Manager
(408) 946-6700 Ext. 4426

TEAMWORK IN TECHNOLOGY SEMINARS

The Teamwork in Technology Seminars are comprehensive one-day events that highlight software by our independent software vendors, as well as Altos hardware, software, and marketing and support programs. These nationwide seminars are sponsored by ASAP on a monthly basis. They are designed to provide resellers with updated information on total business solutions available. The seminars include on-going software demonstrations implementing a variety of vertical software products, and presentations on the following subjects:

- Altos products and marketing programs
- Corporate updates, including sales and marketing
- Systems questions and answers
- Vertical software presentations
- New product announcements from Altos and vendors

HOW TO USE:

- For the monthly seminar schedule consult the Altos News
- To register for specific seminars contact the Trade Show Manager.

CONTACT:

- For more information please contact:
Trade Show Manager
(408) 946-6700 Ext. 4410
or
ISV Market Manager
(408) 946-6700 Ext. 4426

COOPERATIVE ADVERTISING

Cooperative Advertising is a sales and marketing program designed to assist Altos Resellers, Direct VARs and Distributors by promoting name and product recognition of the Altos product line in conjunction with their company name and reputation through advertising and marketing campaigns.

Co-op funds are accrued automatically as Altos product is purchased. Resellers (as authorized by your District Sales Manager) and VARs accrue funds at a rate of 1.5% of the net shipment price of Altos products. Funds are available to be used for a period of twelve months on a rolling basis, and any funds unused beyond the twelve-month period will be forfeited.

The co-op funds may be used to reimburse expenses incurred for: advertising; yellow page ads; direct mail (plus postage); trade shows and seminars; collateral; Altos logoed company store items; Altos collateral material; and Altos training. Eligible and approved expenses are reimbursed at 100%. Available through Altos are brochures on the Cooperative Advertising Guidelines, Altos Graphic Guidelines, and sample magazine and newspaper slicks.

HOW TO USE:

- Follow the co-op brochure for guidelines and procedures.
- Participating resellers will receive monthly co-op status reports which summarize available funds.
- Funds can be used by submitting claims within the specified deadline period.
- Resellers must provide proper invoices and documentation with claim.
Note: Written prior approval may be required and is noted in the Altos Co-op Guidelines.

CONTACT:

- For more information on the cooperative advertising program contact:
Marketing Operations Manager
(408) 946-6700 Ext. 4093



ALTOS COMPUTER SYSTEMS CO-OP ADVERTISING

CLAIM FORM

DATE _____
 DEALER _____
 I.D. NUMBER _____

Company Name _____
 Address _____
 City _____ State _____ Zip _____
 Authorized Signature _____ Title _____

List type of advertising, claim dates, and costs in the space below. Be sure to list each individual ad separately and attach all documentation as specified in the Altos Computer Systems Co-Op Advertising Program. Include completed and approved Prior Approval forms if applicable.

MEDIA (list each invoice separately)	DATES AD RAN	SIZE LENGTH	RATE(S)	TOTAL COST (per attached invoice)	% REIMB	AMT CLAIMED
TOTAL AMOUNT CLAIMED					\$	

Send claims with complete documentation to:
MEDIANET, INC.
P.O. BOX 2032 18
AUSTIN, TEXAS 78720-3218

END-USER LEAD REFERRAL PROGRAM

The End-User Leads Referral Program gathers, qualifies, and distributes leads to eligible Altos resellers. The program strives to match prospects with resellers in the appropriate geographic and vertical market. The turnaround time is 24 hours.

Leads are generated from the following sources:

- (800) Altos US Phone Inquiries
- Direct Mail Campaigns
- Altos Advertising
- Trade Shows

The following is a list of examples on past Altos campaigns:

<u>Campaign</u>	<u>Publication</u>
• Medical	Doctor's Office Products Physicians Marketplace
• Manufacturing	Industry Week P & IM Review
• Accounting	Journal of Accountancy WG&L Practical Accountant
• Altos Systems	Computer Systems News VARBusiness
• General Business	Wall Street Journal Business Week
• Pick Operating System	Spectrum Magazine News & Review

HOW TO USE:

- Contact the local District Sales Manager for qualification criteria.
- Follow-up with all lead referrals sent to you, then complete and return the end-user lead statements each month.

CONTACT:

- For more information on this program contact:
Local District Sales Manager (see the list of sales offices in this directory for phone numbers)
or
Marketing Specialist at (408) 946-6700 Ext. 2914

ALTOS COMPUTER SYSTEMS
END USER LEAD STATEMENT
Report Date:

=====

RESELLER:

END USER INFORMATION

Lead Number: Lead Date:
Lead Status: Type of Lead:
Publication: Issue Date:

LAST RESELLER RESPONSE DATE:
LAST RESELLER COMMENTS:

=====

PLEASE ANSWER THE QUESTIONS BELOW AND SEND TO: ALTOS COMPUTER SYSTEMS
 Attn: Felicia King
 2641 Orchard Parkway
Or call me at (800) 258-6787 San Jose, CA 95134

=====

Lead Number: 7193 Lead Status: _____

Close = A sale was closed. Working = Still a working lead.
Dead = No potential. Lost = Non Altos system was purchased.

If status is LOST, please answer the following questions:

- a. What system was purchased? Manufacturer: _____ Model: _____
- b. Reason: _____

If status is WORKING, please answer the following questions:

- a. When is the projected close date? _____
- b. What other manufacturers are bidding against Altos? _____

If status is CLOSED, please answer the following questions:

- a. Altos hardware sold: Model: _____
- b. Terminals: Model: _____ Quantity: _____

TOTAL LIST AMOUNT OF HARDWARE: \$ _____
 Software Package Software Mfg

Software Sold: _____ _____
 _____ _____

TOTAL LIST AMOUNT OF SOFTWARE: \$ _____

If status is DEAD, please give us as much detail as possible.
(Use back of sheet)

THANK YOU.

NEW RESELLER KIT

The Altos New Reseller Kit is a collection of information about Altos products and programs, supplied to all new resellers. It is designed to give Altos resellers a head start by supplying the necessary Altos marketing tools necessary to assist sales.

Reseller Kit contents include:

- Altos Annual Reports and Corporate Brochures
- Software Application Catalog
- Product Data Sheets and Literature Order Form
- Direct Mail Pieces and Customization Procedures
- Altos ASAP Software Directory
- ASAP Vertical Marketing Information
- Altos Promotional Items
- Altos Road Map: A Guide to Reseller Programs
- Customer Support Information
- Previous issues of "Altos News" and "Verticals"

HOW TO USE:

- Additional brochures and support materials can be ordered directly through Altos Collateral Department at 408-946-6700 ext. 3042

CONTACT:

- For more information, please contact:
Marketing Specialist
(408) 946-6700 ext. 4424

FASTSTART SEMINARS

Product Solution Seminars are designed to provide VARs and Resellers with an overview of Altos products and selling strategies intended to increase sales and technical knowledge. These seminars cover new product announcements, marketing situation, product positioning, training in hardware, software, applications and communications. The Product Solution Seminars include:

- **VAR Faststart:**

The VAR Faststart seminar is geared to new and prospective Altos VARs and resellers to provide an overview of Altos hardware, software and support programs.

- **Systems:**

The Systems seminar focuses on technical aspects of Altos systems, software, applications and communication products in order to enhance the Reseller's knowledge of Altos products.

- **Product Announcements:**

The objective of the Product Announcement seminars is to better inform VARs and resellers by providing a detailed update on the latest product offering from Altos.

- **Solutions:**

The Solutions seminars focus on marketing strategies and product positioning to increase reseller sales productivity. These seminars focus on selling vertical market solutions for the Altos platform, marketing, competitive skill selling, business planning and effective sales management.

HOW TO USE:

- Contact your District Sales Manager for seminar information.

CONTACT:

- For additional information contact:
Sales Training Analyst
(408) 434-6688 Ext. 3142

ALTOS SOFTWARE DEMONSTRATION PURCHASE PROGRAM

The Altos Software Demonstration Purchase Program consists of two tiers:

With Tier I, Altos resellers can purchase limited version demonstration tapes of either :

- Altos Integrated Office (AIO) - Includes Uniplex word processor, 1-2-3 like spreadsheet, Informix SQL, personal organizer, card index, mail, time manager, report writer, forms builder, and to-do list.
- Altos Open Office (AOO) - Includes Altos Multiview, Wordperfect, SCO Professional, Altos Calendar Manager, Altos Mail, SCO Foxbase (not included in full version of AOO).

The second tier provides an attractive discount structure for Altos resellers to purchase fully-featured software packages for demonstration purposes. Essentially these are inexpensive ways for resellers to demonstrate the capabilities of Altos software.

Tier I offers limited version demonstration tapes to Altos resellers for only \$25.00. Although exact limitations vary depending on the package purchased (AIO or AOO), typical limitations would include:

- Limited number of lines per word processing document.
- Certain spreadsheet commands are not available.
- Limited selection of records for database forms.
- Mail destinations are limited.
- Printing is not supported.

Tier II lets resellers purchase fully functional tapes for a non-discountable 55% off list price. Each module can be purchased only once at this special price. These tapes are available for demonstration purposes not for resale. Contact the Software Order Entry Desk for a copy of the Altos Demonstration Software Pricelist.

CONTACT:

- For additional information contact:
Software Order Entry Desk
1-800-343-ASAP

ALTOS HARDWARE DEMONSTRATION PURCHASE PROGRAM

The Hardware Demonstration Purchase Program was designed to offer Altos resellers the latest systems at a significantly reduced price. This enables you to demonstrate complete solutions to your customers. The program is flexible and easy to use.

HOW TO USE:

- Eligible Systems:
 - Altos 386 Series 500
 - Altos 386 Series 1000 M25 & M33
 - Altos 386 Series 2000 M20
- Limit 1 system per reseller every 12 months.
- Demonstration Systems Request Form must be completed (form provided in the Inserts Section).
- Altos District Sales Manager **MUST** approve each request.
- Reseller must have an Altos Reseller Profile on file with Altos in order to qualify.
- All Demonstration Systems Request Forms must be submitted to your Altos Distributor for product purchase.
- If accessory equipment is required, it must be purchased at the same time as the system purchase.

CONTACT:

- For more information contact:
 - Your local District Sales Manager (see the list of sales offices in this directory for phone numbers)
 - or
 - Manager, Reseller Marketing
 - (408) 946-6700 x4425



ALTOS RESELLER DEMO SYSTEM REQUEST

NOTE: Distributor, Please return this form with the Reseller's invoice to: Credit Department, Altos Computer Systems, 2641 Orchard Pkwy, San Jose, CA 95134 FAX (408)433-0776

Reseller Name _____

Reseller Address _____

Reseller Telephone Number (_____) _____ - _____

On what date was the last Demo System Purchased? ____/____/____
mo. dt. yr.

What was the configuration of the last Demo System purchased?

DEMO SYSTEM CONFIGURATION

DEMO PRICE

#####

FOR ALTOS PERSONNEL USE ONLY

[] APPROVE [] REJECT

Comments _____

Altos Distribution Manager X _____

Altos Vice President, US Sales X _____ (Verbal) _

Received by Altos Credit Department: ____/____/____
mo. dt. yr.

PAR PROGRAM

The Altos Productive Authorized Reseller or PAR Program is designed to assist Altos resellers with marketing and sales efforts by providing detailed information on a monthly basis to keep you up to date on current Altos products, programs and issues as well as brief you on "how to" information in marketing.

Some of the key topics that will be covered by the PAR Program include:

- Marketing programs
- Software marketing
- Marketing communications
- Customer support
- Finance

HOW TO USE:

- PAR Program information is mailed on a monthly basis to our top 250 resellers

CONTACT:

For more information contact:
Manager, Reseller Marketing
(408) 946-6700 Ext. 4425

ALTOS PORTING CENTER

The Porting Center is designed to assist qualified software developers to port their applications to run on Altos equipment. The developer's applications are generally written for proprietary hardware environments, and once ported over, give Altos the opportunity to enter specific industry niche markets. The following is a sample list of some of the vendors who provide a conversion package for the Altos systems for a specific market:

<u>Vendor Name</u>	<u>Target Market</u>
• Software Transformation	Point 4 Iris
• Sound Business Investments	Alpha Micro
• Wild Hare	Data General
• Gateswood	Wang VS
• Datavision	DEC PDP/11
• Sunbelt	Datapoint
• Niakwa	Wang 2200
• Omtool	DIBOL DEC/VAX
• LPI	IBM System 34/36
• Microcosm	Theo O.S.

Altos will assist VARs and developers in porting their software products to the Altos equipment, by using the Porting Center in San Jose or regional locations (such as: Boston, Atlanta, and Chicago), accessing the equipment via modem, or providing a short-term consignment contract. The San Jose porting center hours are 8:30 a.m. to 4:30 p.m. Pacific Standard Time, and all ports are scheduled through the Porting Center Administrator.

Altos will provide technical assistance during the porting process, free of charge, but on a first-come first-served basis. While Altos will supply the necessary hardware and the use of Altos-logoed products, the developer is responsible for providing all source code and any third party software needed for the application.

HOW TO USE:

- Schedule an appointment by contacting the Porting Center Administrator or one of the regional locations (see the list of district sales offices for phone numbers).

CONTACT:

- For additional information contact:
Porting Center Administrator
(408) 946-6700 Ext. 4418

RESELLER ADVISORY BOARD

The Altos Reseller Advisory Board is a group of Altos resellers who represent each geographical district in the domestic distribution sales channel. Once a year the board meets with Altos management to discuss current issues involving products, programs, services, and all other aspects involved in selling Altos systems. This interactive session provides Altos with valuable input necessary to prepare a plan and strategy for future growth and profitability. It also allows for open communication, which encourages the sharing of ideas and experiences, necessary for the continued growth and success of the reseller sales channel.

All Altos resellers are encouraged to contact the Reseller Advisory Board member in their area to ensure that the issues critical to their success are discussed at the meeting, and to share the information that the board members have brought back with them. Any reseller interested in participating by providing input or feedback on any Altos programs or products, please contact the local District Sales Manager or the nearest Reseller Advisory Board member.

HOW TO USE:

- Contact the local District Sales Manager

CONTACT:

- For more information contact:
Reseller Marketing Manager
(408) 946-6700 Ext. 4425

PROFESSIONAL DEVELOPMENT/BUSINESS SKILLS SEMINARS

***** Future Program *****

Professional Development Seminars are designed to improve the skills of Altos VARs and resellers whose business is profitable and growing. To keep growing, the reseller must manage people and continually build skills in the areas of business, marketing, communication, management, and finance. Altos assists resellers so they may be prepared to capitalize on the challenges and opportunities of business. The following are examples of Altos' Professional Development Seminars:

- Sales and Marketing
- Lead Generation
- Sales Management
- Telemarketing
- VAR Sales Training
- Seminar Selling Presentation
- Strategic Planning
- Business Management
- Financial Management
- Customer Support

CONTACT:

- For more information, please contact
Sales Training Analyst
(408) 434-6688 Ext. 3142

VERTICAL MARKETING

Altos provides an enhanced level of marketing support through its software marketing group. This program provides Altos resellers access to market managers with expertise in particular industries and vertical markets. Our market managers bring together the appropriate software applications to provide resellers a turnkey Altos solution.

Altos can provide you with information regarding specific software applications, ISV support, insight into the market, success stories and selling strategies, as well as marketing support. Altos directs its sales, advertising, public relations and trade show activities in each of our target markets. Below is a list of our current target markets.

Altos Target Vertical Markets

- Healthcare
Medical Office, Dental Office, Hospital, Clinics
- Manufacturing
Job Shop, Repetitive, Discrete, Process
- Accounting
General Accounting, Client Write-up, Tax Preparation
- Wholesale and Distribution
A variety of industry specific applications
- Retail/Point-of-Sale
A variety of retail-specific applications
- Construction
Estimation and Costing, Accounting and Project Management
- Legal
Time and Billing, Management Reporting and Office Automation
- New Market Opportunities
4GL-Based Applications, Desktop Publishing and others

HOW TO USE:

- Consult an Altos Market Manager for vertical market opportunities.

CONTACT:

- For additional information contact:
Altos Market Managers Ext. 4426 or Ext. 4431
(408) 946-6700

ALTOS NEWS

To insure ongoing communication between Altos and our reseller network, Altos publishes the Altos News, a monthly newsletter. The Altos News provides accurate, timely information to Altos employees, distributors, resellers, and other interested parties in a friendly concise manner. This information highlights:

- Application/Reseller Success Stories
- Competitive Analysis Summaries
- Productivity Tips
- Domestic and International News
- Public Relations Notices
- Sales Promotion Highlights
- Altos Corporate Information and Financial Updates
- Product Announcements (New systems, software, and networking products)
- Key Marketing Issues
- Marketing Events
- "Verticals" - ASAP Information
- Strategic Accounts News
- Question/Answer Section
- Pricing Announcements
- Schedules for Training, Trade Shows, Seminars, Advertising
- OEM News

The Altos News is circulated to all Altos personnel (headquarters, field, and international), resellers, distributors, and major accounts.

Additional copies are available on a subscription basis.

HOW TO USE:

- Read the Altos News for current product and program information as well as seminar dates and scheduled events
- Altos welcomes any information regarding application and reseller success stories to be published in future editions of the Altos News

CONTACT:

- For more information contact:
Altos News Editor
(408) 946-6700 Ext. 4413

COLLATERAL MATERIALS

The Altos Collateral Distribution provides Altos distributors and resellers with literature and sales tools to assist in marketing Altos products and services in an effective and professional manner.

This department currently produces and distributes the following materials:

- Hardware/Software Datsheets
- Product Overviews
- Brochures
- Co-op Advertising Slicks
- Advertising Reprints
- Annual Report
- Software Datasheets
- Article Reprints
- Video Tapes
- Press Clippings
- Promotional Items
- Marketing Guides

All Altos distributors and resellers can order these materials directly through the Collateral Department. For trade show orders, please allow four to six weeks for delivery.

HOW TO USE:

- When ordering use the Collateral Literature and Sales Material Order form (enclosed in the Inserts Section of this directory) or submit orders by FAX.
- All orders will be shipped C.O.D.
- International orders will be shipped upon credit approval

CONTACT:

- For more information contact:
Collateral Distribution Coordinator
(408) 946-6700 Ext. 3042
FAX: (408) 433-9335

ALTOS COMPANY STORE

The Altos Company Store provides quality merchandise with the Altos logo at affordable prices.

BENEFITS:

- Increased Altos name exposure
- Promotes customer good will
- Standardizes use of corporate logo and colors
- Awards and gifts can be personalized and readily available
- Unlimited availability of all promotional items produced
- Lower costs to you because of volume buying discounts

Merchandise is available in three main categories: business, clothing, and office supplies. Catalogs are available upon request. Please allow four weeks for delivery of your order.

HOW TO USE:

- Orders are processed on a weekly basis
- Payment for all orders must accompany the order form and must be cash or check, credit cards not accepted. Co-op advertising funds can be applied toward your purchase. Total amount due includes sales tax of 7% and freight charges of 8%.
- Mail all orders and payments to:
Altos Computer Systems
2641 Orchard Parkway
San Jose, CA 95134
Attn: Company Store

CONTACT:

- For information on specific products, pricing, and custom ordering contact:
Human Resources
(408) 946-6700 Ext. 4756 or FAX # (408) 432-0177
- For questions regarding specific orders or custom ordering contact:
Christine DiMaggio
Idea Man, Inc.
(408) 452-1444

ALTOS GIFT CATALOG

Send to: Altos Computer Systems
2641 Orchard Parkway
San Jose, CA 95134
Attn: Company Store

For Questions or Information, Contact:
Idea Man
1641 North First St., Suite 255
San Jose, CA 95112
(408) 452-1444
Christine DiMaggio
Fax # (408) 452-1441

Rush Delivery: NO YES

Due Date: _____
(Note: There may be an additional charge if you specify RUSH delivery.)

PRICES EXPIRE DECEMBER 1988

Section 1:	Section 2:
BILL TO: _____	SHIP TO: _____
Address _____	Name _____
City _____ State _____ Zip _____	Address _____
Attention: _____	City _____ State _____ Zip _____
Phone Number _____	Attention: _____
ALTOS Dept. #, if applicable: _____	Phone Number _____
P.O. # and/or attach ALTOS P.O. _____	

Terms: Net 45 days. FOB Factory of Origin. Merchandise in stock available immediately. Allow 4-6 weeks for delivery of special factory orders. Delivered quantity: Allow 10% over or under actual quantity order for special imprint items only. You will be billed only for actual quantity shipped.

Cat. No.	Item	Price	Standard ALTOS Logo With Imprint as Shown No Minimum		Customized Larger than Minimum or Special Factory Order w/ALTOS and/or Local Office Imprint		Quantity	Total Price
			Minimum	Price	Minimum	Price		
A1	Nylon Duffle	13.45	50	11.93				
A2	White Poplin Cap	5.75	50	4.98				
A3	White Cotton Viscor	3.10	100	2.70				
A4	White Sportshirt	13.90	25	12.50				
A5	Red Sportshirt	16.50	25	14.90				
A6	Grey Sweatshirt	24.00	36	21.00				
A7	Cross Gray Pen	16.00	48	15.05				
A8	Cross 10k Pen	28.00	48	24.05				
A9	Twinner	.81	250	.88				
A10	Pen/Pencil Set	4.99	50	4.58				
A11	Clock/Travel Alarm	15.50	100	13.75				
A12	Acrylic Coffee Mug	3.98	72	3.48				
A13	Grey Ceramic Mug	4.40	144	3.85				
A14	Golf Balls (dozen)	21.45 per doz.	12 doz.	17.95 per doz.				
A15	Tennis Balls (3 per can)	5.50 can	96 cans	4.75 can				
A16	Altos Paper Cube	3.70	100	3.23				
A17	Post-It Note Cube	7.99	250	6.25				
A18	Cordura Travel Bag	43.90	25	39.00				
A19	Leather Desk Folder	38.00	10	31.85				
A20	Deluxe Desk Folder	18.80	100	16.80				
A21	Business Card Holder	4.84	180	3.92				
A22	Telescopic Pointer	4.50	50	3.95				
A23	Swiss Army Knives	15.33	100	13.41				
A24	Automatic Umbrella	17.00	50	15.00				
A25	Flippy Flyer	1.70	100	1.88				
A26	Grey & Maroon Rugby Shirt	29.00	180	25.75				
A27	Lapel Pin	1.79	250	1.57				
A28	Parler Roller Ball	4.28	100	3.72				

Orders that are paid by personal check have no minimum. Billed orders have \$150.00 minimum order.

Indicate quantity for each size ordered:

A4 S _____ M _____ L _____ XL _____

A5 S _____ M _____ L _____ XL _____

A6 S _____ M _____ L _____ XL _____

A28 S _____ M _____ L _____ XL _____

Any orders which require further imprint customization, may require additional plate or set-up charge.

Large volume orders may have lower pricing. Please call Idea Man for further information.

SUB TOTAL	_____
SALES TAX	_____
FREIGHT & HANDLING	_____
TOTAL	_____

Print Copy Here if Imprint is to be customized. (Leave blank if ALTOS logo only) Attach sketches or camera-ready artwork for special logos or designs.

Section 4:

Authorized Signature _____ (Print Name) _____ Title _____ Date _____

7/88 White/Canary—Vendor Pink—Originator



CORPORATE ADVERTISING

The purpose of Altos Corporate Advertising is to increase the awareness of Altos products and our corporate position, to predispose our target audiences to purchase Altos products and to generate quality sales leads on a cost-efficient basis.

DESCRIPTION:

- Corporate ads appear in general business publications, such as, Business Week and Wallstreet Journal.
- Vertical market solution ads have appeared in specialized vertical industry publications like Automation, Manufacturing Engineering, Journal of Accountancy, Physicians Marketplace and WG&L Practical Accountant.
- Direct mail campaigns target specific markets including Manufacturing, Wholesale Distribution, Accounting, State & Local Government, Point-of-Sale/Retail and Construction.

HOW TO USE:

- Obtain an ad schedule from the Altos News to stay current with the advertising plan.
- Use Altos Corporate reprints as guidelines when creating personal ad campaigns.

CONTACT:

- For additional information contact:
Advertising Coordinator
(408) 946-6700 Ext. 4436

DIRECT MAIL PROGRAM

To assist resellers in their marketing efforts, Altos has made available a set of direct mail pieces. These self mailers can be customized with text on your company or products as well as your company logo.

The direct mail pieces that are currently available are:

- "Solutions" piece
- Vertical glossies :
 - A. Medical
 - B. Dental
 - C. Legal
 - D. Manufacturing
 - E. Wholesale/Distribution
 - F. P.O.S/Retail
 - G. Construction
 - H. Accounting
 - I. State & Local Government

HOW TO USE:

- Select the direct mail piece and quantity.
- Submit text, camera ready artwork of company logo and Business Reply Card permit number and bar code information.
- Altos will typeset and print the direct mailers.
- Turnaround time is normally 10 working days from receipt of your material.
- Pricing information and availability as well as customization procedures can be obtained from the Marketing Communications department.

CONTACT:

- For more information contact:
Advertising Coordinator
(408) 946-6700 Ext. 4412

PUBLIC RELATIONS

The Altos Public Relations Program is intended:

- To provide continuing reinforcement for the Altos position as "World Leader in Networked Multi-user Solutions"
- To heighten awareness of the company and its commitment to the design and manufacture of high quality products that make Altos a technology leader
- To develop awareness of specific business applications and VAR expertise with Altos products within targeted vertical market segments

AUDIENCES:

- General business press
- Vertical market press
- Computer trade press
- Financial/investor community

PROGRAM ELEMENTS:

The objectives of the public relations strategy are accomplished through the selected use of the following activities:

- | | |
|------------------------|----------------------------------------|
| • Press Interviews | • Press Conferences |
| • Press Releases | • Application Articles |
| • Feature Articles | • Technical Articles |
| • Speaking Engagements | • Slide Presentations |
| • Product Reviews | • Corporate Donations/
Sponsorships |
| • Photos | |

The success of the overall Public Relations program is enhanced by the commitment of Altos field representatives, distributors and resellers to keep the Altos Public Relations department informed in the following areas:

- Vertical market success stories
- Reseller success stories
- New Agreements between Altos, its resellers and distributors

HOW TO USE:

- Any success story articles featuring Altos installations with reseller applications are welcome for publication and customer purposes

CONTACT:

- For more information contact:
Public Relations Specialist Ext. 4411
or
Manager, Marketing Communications
(408) 946-6700 Ext. 4436

TRADE SHOWS

Altos participates in a number of national and regional industry and vertical market trade shows throughout the year. This not only assists in maintaining a memorable corporate image, but also facilitates Altos' marketing and sales efforts. Resellers are often asked to present their vertical applications at particular shows and encouraged to actively participate with Altos. The corporate trade show schedule is listed monthly in the Altos News.

Both Altos backwalls and sales literature are available as reseller trade show tools for use at vertical and local trade shows. Altos has backwalls in the U.S. and Canada which are available for reseller use. There are certain requirements for the transportation of these backwalls. Since these backwalls are constant y in demand, we recommend you make your request as early as possible.

Sales literature is available to resellers for trade show distribution and can be purchased through the Collateral Department at Altos Headquarters. We recommend that orders be placed six weeks prior to date required. Please see details under Collateral Materials.

HOW TO USE:

- To arrange for the use of a backwall contact your DSM's regional office by phone
- Confirm requests in writing with required dates and shipping information

CONTACT:

- For information on trade shows contact:
Trade Show Manager
(408) 946-6700 Ext. 4410
- For information on using backwalls contact the following regional offices (phone numbers listed in the Resource Directory section):
 1. Boston office
 2. Atlanta Office
 3. Detroit Office
 4. Los Angeles Office

III. CUSTOMER SUPPORT

THE SERVICING RESELLER PROGRAM

Altos resellers who wish to perform service for their own customers can do so by becoming certified on the Altos hardware. Our servicing resellers can offer on-site and /or depot service, both in warranty and out of warranty.

A few of the qualifications for becoming a servicing reseller are:

1. Maintaining a technical support center.
2. Reseller training (by Altos' training department) on the specific products you are selling and servicing.
3. Reseller must maintain an appropriate level of spares for servicing product.
4. Subscribe to the Altos Technical Support Program.

HOW TO USE:

- Contact your local Altos Systems Engineer on becoming a servicing reseller.

CONTACT:

- For more information contact:
Altos Customer Support
(408) 946-6700 Ext. 3127

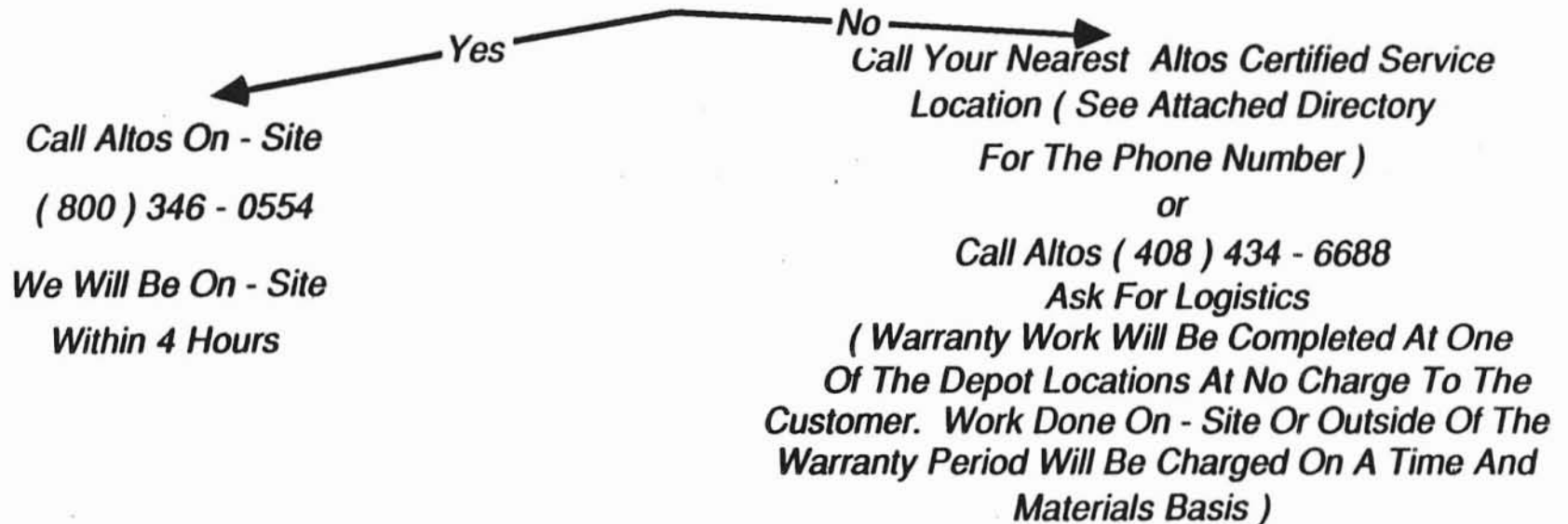
Altos Service Procedure

The logo for Altos, featuring the word "ALTOS" in a bold, sans-serif font inside a rounded rectangular border.

This Is The Procedure A Reseller Should Follow When They Need Hardware Maintenance Support Whether The Box Is In Or Out Of Warraney

WHEN A HARDWARE SYSTEM NEEDS REPAIR

Is The System Covered Under An Altos On - Site Contract ?



WHEN A TERMINAL NEEDS REPAIR

Is The Terminal Covered Under An Altos On - Site Contract ?



ALTOS ON-SITE

Altos On-Site is a unique service arrangement that is designed to provide direct and timely hardware support for Altos customers and is available to all Altos resellers.

Sold by the reseller to the end-user, Altos On-Site is easy to administer and maintain. There is only one agreement to sign, and the program is completely backed, managed, and underwritten by Altos. Altos assumes full responsibility for virtually every important step in the service chain: diagnostics, dispatching of providers, solution processes, repair and supply of field replaceable units, and management of repair at the end-user's site.

Solution escalation is managed by Altos and formal escalation of a system problem is included as a standard feature. All escalation procedures are handled by our Corporate Headquarters in San Jose, California.

There are over 200 Altos Affiliate Service Offices located around the U.S., including a staff of more than 300 Field Engineers. With Altos On-Site in place, fast, reliable service for all Altos products becomes more than a promise; it's a reality. In addition, unlike other service agreements, non-Altos products such as printers and modems can also be covered.

HOW TO USE:

- Problem occurs
- Altos is notified of the problem by the Altos Reseller
- An Altos engineer trouble-shoots the problem using remote diagnostics
- The failure is quickly isolated to a field replaceable unit, and an Altos Affiliate Field Engineer is then dispatched with the proper unit to repair the system
- System is up and running, and downtime has been minimized

CONTACT:

- For more information on Altos On-Site Service contact:
Altos Customer Support
Sales Program Manager
(408) 434-6688 Ext. 3127

ALTOS ON-SITE MAINTENANCE AGREEMENT

BILL TO:

Name: _____
 Address: _____
 City/State/Zip: _____
 Phone: _____
 Contact: _____

FOR USE AT:

Name: _____
 Address: _____
 City/State/Zip: _____
 Phone: _____
 Contact: _____

Altos and Customer agree that Altos shall perform maintenance services on the Equipment listed on this agreement, and Customer shall pay for these services. These services and all services hereafter obtained from Altos shall be furnished only under the terms and conditions of this Agreement.

SCHEDULE OF EQUIPMENT SERVICED

PRODUCT ID	SERIAL #	BASE ANNUAL RATE	ZONE UPLIFT *	ADD'L COVG. **	ANNUAL TOTALS

INSTALLATION DATE _____ **ANNUAL CONTRACT VALUE: \$** _____

<p>*Zone Uplift: Zone 1 0-50 miles Base Zone 2 51-100 miles +25% Zone 3 101-150 miles +40% Quote beyond 150 miles</p>	<p>**Extended Service: Weekend + _____ % Evening + _____ % 24-hour + _____ %</p>
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THE TERMS & CONDITIONS ON THE REVERSE SIDE OF THIS PAGE ARE PART OF THIS AGREEMENT. THESE PROVISIONS ARE INTENDED TO STATE ALL OF THE RIGHTS AND RESPONSIBILITIES BETWEEN ALTOS AND CUSTOMER COVERING THE SUBJECT MATTER DESCRIBED HEREIN.

This agreement shall be effective only when executed by all parties. This agreement shall remain in effect for one year from the date signed by Altos.

 Customer Name

 Authorized Signature

 Date

 ALTOS VAR

 Altos VAR Signature

 Date

FOR ALTOS USE ONLY

Agreement # _____
 Customer # _____
 Provider # _____

 Altos Signature

 Altos Name

 Date

VAR's Altos Customer Number _____

Contract Term _____ **to** _____

EDUCATION AND TRAINING

The Altos Education Department offers training on a series of Altos hardware and software products to distributors, resellers, and end-users. Classes are regularly scheduled and conducted at the Education Department in San Jose, as well as many other locations throughout the United States.

Classes cover a wide range of subjects:

- Hardware Training for complete line of Altos hardware. The courses are instructed to cover the field replaceable unit (FRU) level, giving students the ability to isolate and replace faulty boards and sub-assemblies.
- Operating Systems Training covers courses on UNIX fundamentals for system users with little or no UNIX experience or System Administration courses designed for System Administrators, Technical Support Specialists and others interested in the operation and maintenance of the system.
- Altos Application Software Training is offered on Altos-labelled software applications such as AIO, Informix and Altos APEX.
- Local Area Networking Training is offered for Altos' communication products.

Bucks Back Program:

For resellers who purchase an Altos system within 30 days following a software class, a reimbursement for the full cost of the class will be issued. Bucks Back certificates are given out by the instructor at the end of each software class.

HOW TO USE:

- Consult the Altos News for the monthly class schedule
- Contact the Education Department to register for hardware and software classes
- For more information on specific details of the classes, dates of field classes, or registration procedures and fees or our Bucks Back program, contact the Education Department

CONTACT:

- For more information on registration contact:
Education and Training Coordinator
(408) 434-6688 Ext. 3123

BUCK\$ BACK



Thank you for participating in

class. To show our appreciation, we will rebate the cost of this class to you if you purchase an Altos 686/886, 1086/2086, 3086, 3068, SERIES 1000, or SERIES 2000 within 30 days after this class.

Send this certificate and a copy of your invoice showing date of purchase to:

Altos Education Department
399 West Trimble Road
San Jose, CA 95131
Attn: ResellerBUCK\$BACK

Fulfilled On

Instructor

Valid Until

Approval

EXCHANGE AND REPAIR

The Customer Support National Exchange and Repair Center supplies spares and replacement field exchange units to Altos Authorized Service Centers. It also repairs and returns systems when sent directly to Altos. Altos Regional Support Centers provide depot and on-site service for Altos products, parts for Servicing Resellers, and sponsorship of training classes.

WARRANTY INFORMATION:

Altos Computer Systems offers a one-year depot warranty. Parts will be exchanged and given a 90-day warranty or the remainder of their original warranty period (whichever is greater) to be free from defects in materials and workmanship. During the one-year warranty period on your system, Altos (at its option) will repair or replace components in the products that prove to be defective. This will be done at no charge, other than shipping and handling, provided the product is returned prepaid to an authorized Altos Service Center or to Altos Computer Systems at the address stated below. Altos will return an exchange product freight prepaid via "like carrier". See written warranty for full description and conditions.

This warranty will not be effective if:

- Product has been damaged by accident, misuse, or misapplication
- Damaged as a result of service or modification by a facility other than an Altos Authorized Service Center
- Damaged as a result of improper packaging for shipment to Altos

HOW TO USE:

- When the end-user experiences technical problems with any piece of Altos hardware, the end-user should contact his reseller
- If under warranty, there are three options for repair:
 - Return to your reseller if Altos Authorized for Service
 - Return to an Altos Authorized Support Center if your dealer is not authorized to do service
 - Return to Altos Computer Systems
- If your reseller is not performing the systems warranty repair, have proof of purchase date readily available for the Support Center or Altos

CONTACT:

- For more information regarding warranty or exchange and repair contact:
Altos Customer Support and Logistics
(408) 434-6688 Ext. 3002

ALTOS DOMESTIC TECHNICAL SUPPORT

Altos Technical Support enables resellers in all sales channels and end-users of the equipment, to receive high quality support by telephone, on a fast, reliable basis for ALL Altos products. A fully qualified technician will answer questions on any problems, enhancements, or upgrades that may arise during the use of the Altos products.

Some of the features of Altos Technical Support include:

- FREE 24 Hour Response Time.
- Available response times of 30 minutes, 2 hours and 6 hours at a nominal fee automatically deducted from the purchased Support Contract funds.
- FREE 800 telephone number.
- Update notices concerning changes and enhancements to the Altos products.
- Technical Support Publications subscription with monthly updates.
- Ability to exchange Technical Support Contract credits to purchase training, manuals, products, etc...

HOW TO USE:

- Purchase a Technical Support Contract through the Response Center.
- When questions arise that cannot be answered through the manual, call Altos Technical Support.
- A monthly statement will be sent from Altos describing the activity on the account.

CONTACT:

- For brochures or information on purchasing a technical support contract, please contact:
Altos Customer Support - Response Center
(408) 434-6688

THIRD PARTY SUPPORT

There are several excellent third party maintenance organizations that are certified to work on Altos hardware. These companies also offer warranty services and on-site programs.

Most companies are trained on all Altos products and keep a good supply of spares on hand.

Please note, these are independent companies that provide various levels of service and pricing. They are not involved in the Altos On-Site program.

HOW TO USE:

- Contact the third party company directly.

CONTACT:

- For more information contact:
Response Center
(408)946-6700 Ext. 3002
or
Third Party Service Company directly.

IV. ORDER PROCESSING

ALTOS SOFTWARE APPLICATION ORDER PROCESSING

Altos resellers have a direct hotline available to execute all software orders. This is an order entry desk dedicated specifically to servicing software orders. Working directly with the software order entry desk has numerous benefits for Altos resellers, including the following:

- Direct toll free number, 1-800-343-ASAP.
- 48-hour turnaround.
- The latest updated information on news releases, product-of-the-month announcements, and new software demonstration program (see Software Demonstration Program in Reseller Programs section).
- Substantial reseller discounts on Altos software.
- Local Reseller Account Managers available for additional support.

SOFTWARE UPGRADE PROGRAM

Resellers can receive 60% off list price for software upgrades when ordering new software product releases or migration to new hardware platforms. Contact the ASAP order desk for more details.

HOW TO USE:

The following is an outline of what is required when placing software orders:

- Reseller/Distributor's business name.
- Telephone number.
- ASAP dealer number (this is a 4-5 digit number assigned by Altos).
- Contact or buyer's name.
- Product Information including: 1) software needed; 2) hardware on which software is to be used; 3) part number, if available; 4) operating system (XENIX or Altos System V); 5) software version
- Purchase order number
- Shipping specifications (UPS overnight, ground, etc...)

CONTACT:

- For more information on A.S.A.P. Order Processing contact:
A.S.A.P. Order Desk:
1-(800) -343-ASAP

CUSTOMER SUPPORT ORDER PROCESSING

Spare Parts, Manuals, and Software Updates

SPARE PARTS:

Spare parts can be either field replaceable units (FRUs) used to repair systems, or components sold by Altos to its Authorized Service Providers and available through them. Most consumable, accessory or update products are currently available directly from Altos.

MANUALS:

For a complete and current publications/manual listing, please contact Customer Support or refer to the Altos Regional Support Center .

SOFTWARE UPDATES:

Current software versions are published in the Altos Technical Support Publication. For full details, conditions, and fees for software updates or enhancements, please contact Software Updates, Order Processing Department. To obtain the Altos Technical Support Publication you must have a current technical support contract with Altos.

HOW TO USE:

- To place orders for spare parts, one of the following must be done:
 - For FRUs, contact your Authorized Service Reseller
 - For other spare parts either mail a purchase order to the address below, or call Altos Spare Parts Order Processing
- Customers without terms can order on a cash-on-delivery or pre-pay basis
- There is a minimum order of \$ 75.00 for spare parts and manuals
- Restocking charge will be 20% of the invoiced amount, \$ 25.00 minimum for accessories
- All new Altos customers must supply "bill to" and "ship to" information and have a resale tax card on file
- All inquiries on manuals and software updates should be directed to Order Processing

CONTACT:

- For more information, contact:
Customer Support Department
(408) 434-6688 Ext. 3004

CREDIT - Customer Support Order Processing

Resellers need to establish credit prior to purchasing technical support contracts, spare parts, or software directly through Altos.

HOW TO USE:

- Complete and return a credit application (financials need to be furnished)
- Receive Altos credit approval

CONTACT:

- For information on establishing credit contact:
Altos Credit Department
(408) 946-6700

CREDIT DEPARTMENT

For information on establishing credit or any questions on billing or statement problems, please contact the Altos Credit Department at (408) 946-6700 using the following extensions:

- a. Domestic Accounts -- Ext. 2039 or 2042
- b. European Accounts -- Ext. 2037
- c. International Accounts -- Ext. 2042
- d. For Export Licensing around the world -- Ext. 2048

LOGISTICS

Exchanges of Field Replaceable Units (FRUs)

Altos boards, drives and power supplies may be replaced through an exchange program. Altos and its Authorized Service Providers will supply a new or refurbished part at a cost considerably less than a new part purchase when an exchange FRU of the same part is received in return.

HOW TO USE:

- Contact your nearest Authorized Service Provider for information on their exchange policies.
- Altos will exchange parts directly. Please contact Logistics at (408) 434-6688 Ext. 3002.
 - a. Altos charges full price for all parts unless the defective part is already received . For advanced shipments, customers are invoiced (for those with terms) and then credited upon return of the defective part.
 - b. Proof of warranty must accompany part for a no charge exchange, or to receive full credit for part returned under warranty.
 - c. C.O.D. customers must send their part first to avoid paying full C.O.D. (and then waiting for credit); proof of warranty must accompany return part to avoid charges.
 - d. Standard turn-around time is 48 hours or best effort.
 - e. Warranty shipments are sent Federal Express (standard air) at no charge.
 - f. Expedited service is available with service charges. Contact Logistics for details.
 - g. Reimbursement for warranty service and discounts on spare purchases and exchanges are available to Certified Service Providers only.
 - h. Customers can request an overnight shipment at their own expense.
 - i. There is a nominal restocking fee for returned parts .

CONTACT:

- For more information contact:
Logistics
(408) 434-6688 Ext. 3002

PICK OPERATING SYSTEM ORDER PROCESSING

The following are guidelines to provide the most expedient method when purchasing an Altos PICK system. Complying to these guidelines eliminates possible order processing delays.

HOW TO USE:

PROCESSING INITIAL ORDER:

- License Agreements (additional agreements can be obtained upon request using part number 690-14338-004). Altos PICK resellers should contact their Master VAR for obtaining the License agreements. Please note, the end-user license agreements are six-part forms and should be hand printed with a ball-point pen or typewritten.
- Sales orders are placed with Altos' order processing department.
- A company purchase order along with the signed PICK end-user agreement is used to place a PICK system order and associated products. The P.O. must include: a) product part numbers; b) product description; and c) number of system users.
- Electronically transmitted (faxed) purchase orders and license agreements are accepted to initiate the ordering process. NOTE: no shipments will occur until the original purchase order and signed agreement is received.
- Lead time required for orders placed varies between 30-45 days.

TRANSFER OF OWNERSHIP

- Completely fill out and return a Transfer of Ownership form (obtained from Order Processing Department).
- Upon receipt of request, Altos will acknowledge and send the new owner the PICK license agreement for acceptance of terms and conditions.
- Confirmation of completed transactions will be sent to original license holder by Altos.

CONTACT:

- For more information contact:
Order Processing Department
(408) 946-6700

PICK OPERATING SYSTEM UPGRADES

Software Upgrades include application software, operating system software, and release notes. Typically, release notes are included with Altos PICK applications and operating system.

UPDATE REQUEST PROCEDURES

- Dealers can obtain PICK operating system updates through their Regional Master VAR. The Altos PICK Operating System Update Form must be completely filled out by an authorized Altos PICK Master VAR, Direct VAR or Reseller. Incomplete update forms are subject to processing delays.
- An Altos PICK Operating System Update Form must be completed before placing an update request, as follows:
 - Company name, address, city, state & zip code
 - Shipping address
 - PICK operating system software serial number
 - CPU serial number
 - Accu/Plot serial number
 - Compusheet+ serial number
 - Jet the "Works" serial number
- Mail completed form to Altos Software Update Department.

Configuration Upgrades increase the number of valid licensed users of an Altos PICK system. Configuration upgrades allow additional users to share system resources and applications. These upgrades are not restricted to the physical number of hardware serial ports of the system. Although, a configuration upgrade request is typically made in conjunction with the purchase of additional hardware serial ports.

UPGRADE PROCEDURES

- A purchase order is used to initiate an upgrade request
- The purchase order must include the following: 1) PICK operating system serial number; 2) current licensed number of users; 3) desired number of users and 4) upgrade fee (refer to the Altos PICK price list for pricing information).

CONTACT:

For more information contact:
Order Processing Department
(408) 946-6700

V. RESOURCE DIRECTORY

ALTOS HEADQUARTERS DIRECTORY

TELEPHONE NUMBER

Main Operator	(408) 946-6700
Telex	18-4815
Fax	(408) 433-9335
Altos US Hot-line	(800) 258-6787
Altos Application Order Processing (ASAP Order Desk)	(800) 434-2727

DEPARTMENT:

Marketing:	(408) 946-6700
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Competitive Analysis	Ext. 4271
Altos Porting Center	Ext. 4418
Altos Software Availability Program (ASAP)	Ext. 4426
Cooperative Advertising	Ext. 4093
End-User Lead Referral Program	Ext. 2088
Faststart Seminars	Ext. 3142
Teamwork in Technology Seminars	Ext. 4426

Marketing Communications:	(408)946-6700
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Altos Company Store	Ext. 4756
Altos News	Ext. 4413
Collateral Materials	Ext. 3042
Corporate Advertising	Ext. 4412
Direct Mail Program	Ext. 4412
Public Relations Program	Ext. 4411
Trade Shows	Ext. 4410

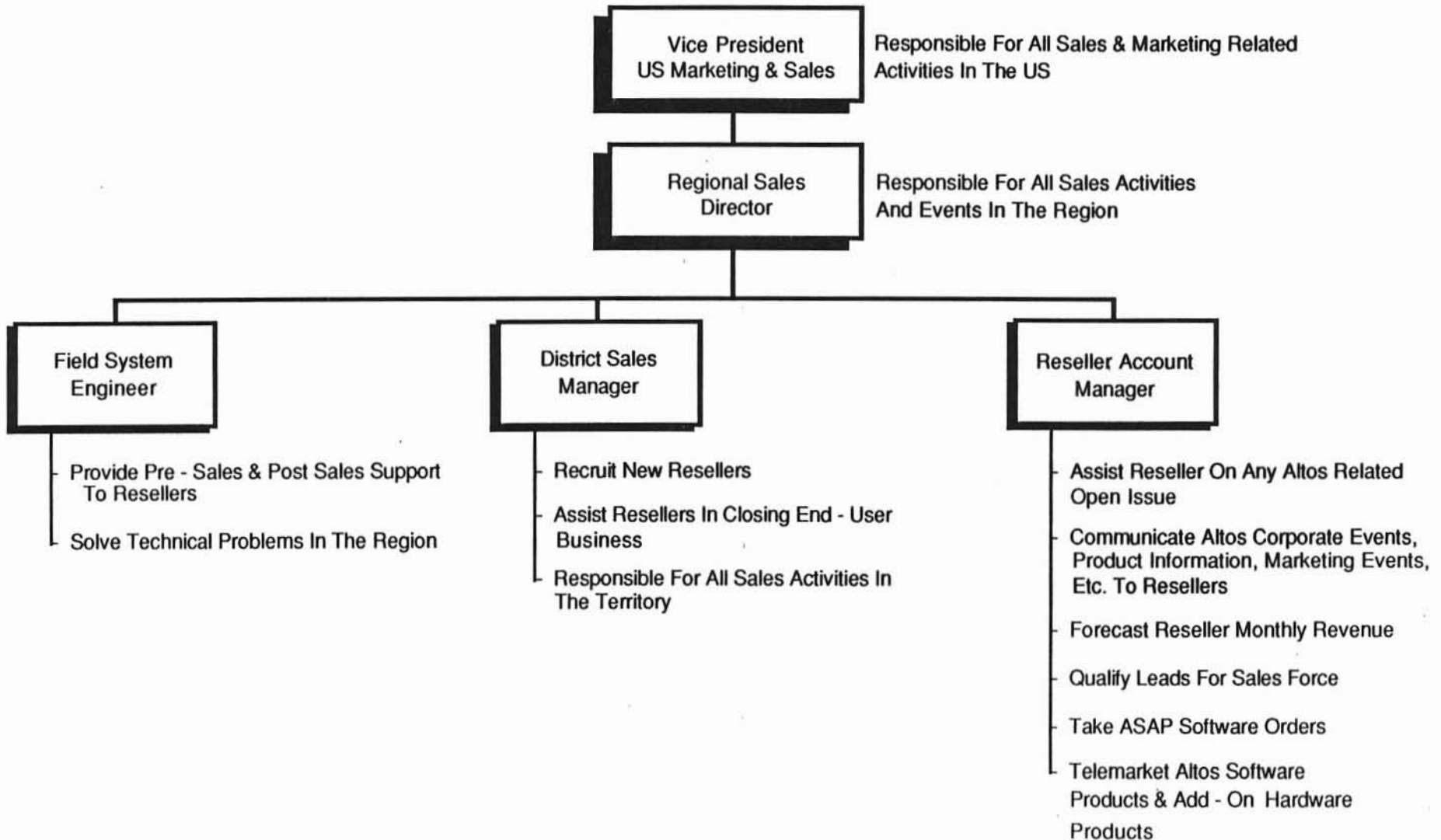
Customer Support:	(408) 434-6688
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Altos On-Site Program	Ext. 3127
Altos Self-Servicing Reseller Program	Ext. 3127
Education and Training	Ext. 3123
Exchange and Repair	Ext. 3002
Technical Support Program	Ext. 3001

Order Processing:	(408) 946-6700
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Customer Support Order Processing	Ext. 3004
Credit	Ext. 2037

Altos US Sales Functional Organizational Chart



ALTOS DISTRICT SALES OFFICES

WESTERN REGION:

**CA: (707), (916), (415), (408),
(209), (805); NV & HI**
2641 Orchard Parkway
San Jose, CA 95134
(408) 946-6700

**CA: (213), (818), (714), (619);
& AZ**
1 Centerpointe Dr. Suite 320
La Palma, CA 90623
(714) 670-1981

OR; WA; ID; WY; MT; AK; UT; NV; CO
1611 116th Ave. NE
Bellevue, WA 98004
(206) 451-1911

TX; OK; LA
13355 Noel Rd. Suite 1075
Dallas, TX 75240
(214) 458-2305

CENTRAL REGION:

MI; OH: (419); IN: (219); IL: (312)
31800 NW Highway #140
Farmington Hills, MI 48018
(313) 855-8470

**KY; WV; IN: (317), (812); OH: (513),(614), (216);
PA: (412),(814)**
4700 Ashwood Dr.
Cincinnati, OH 45421
(513) 530-0372

NE; KS; MO; AR; IA; IL: (618),(217),(309)
35 Corporate Woods, Suite 220
901 West 110th Street
Overland Park, KS 66210
(913) 339-9380

SD; ND; IA; WI; MN; IL: (815)
1660 S. Hwy 100 #122
St. Louis Park, MN 55416
(612) 593-1109

EASTERN REGION:

NY; CT; MA; NJ: (except 609)
419 Mandeville Street
Utica, NY 13052
(315) 733-4259

ME; NH; MA: (617); FI; VT
1 Wall St.
Burlington, MA 01803
(617) 272-2572

**VA; DC; MD, DE, PA: (717),(215);
NJ: (609)**
8381 Old Courthouse Road
Vienna, VA 22180
(703) 442-7500

GA; NC; SC; TN; AL; MS; FL
3675 Crestwood Parkway
Suite 360
Duluth, GA 30136
(404) 564-9790

ALTOS FIELD SYSTEM ENGINEERING OFFICES

**ME; NH; VT; W.PA; MA; MD; RI;
CT; NJ; DE; VA**

Burlington Office Square
1 Wall Street
Burlington, MA 01803
(617) 272-2572
(617) 272-5155 - fax #

**HI; CA; NV; OR; WA; AZ; WY;
MT; ID**

1 Centerpointe Drive
Suite 320
La Palma, CA 90623
(714) 670-1981
(714) 670-7461 - fax #

NC; TN; SC; GA; FL; TN; MS

3675 Crestwood Parkway
Suite 360
Duluth, GA 30136
(404) 564-9790
(404) 564-9866 - fax #

FEDERAL

8381 Old Courthouse Road
Vienna, VA 22182
(703) 442-7500
(703) 821-1813 - fax #

ME; OH; W.PA; W.VA; KY; IN

31800 Northwestern Highway
Suite 100
Farmington Hills, MI 48018
(313) 855-3470
(313) 855-8454 - fax #

WI; MN; ND; SD; NE; IA; IL; MO; AR; KS

1827 Walden Office Square
Suite 240
Schaumburg, IL 60173
(312) 397-5186
(312) 397-8344 - fax #

TX; OK; LA; NM

1 Galleria Tower
13355 Noel Road; Suite 1901
Dallas, TX 75240
(214) 458-2305
(214) 991-8104 - fax #

ALTOS MAJOR ACCOUNT OFFICES

WESTERN REGION:

NORTHERN CALIFORNIA

2461 Orchard Parkway
San Jose, CA 95134
(408) 946-6700

SOUTHERN CALIFORNIA

1 Centerpointe Dr.
Suite 320
La Palma, CA 90623
(714) 670-1981

TEXAS

13366 Noel Rd.
Suite 1075
Dallas, TX 75240
(214) 458-2305

WASHINGTON

1611 116th Avenue N.E.
Bellevue, WA 98004
(206) 451-1911

CENTRAL REGION:

MICHIGAN

31800 NW Highway #140
Farmington Hills, MI 48018
(313) 855-8470

ILLINOIS

1827 Walden Office Square, #240
Schaumburg, IL 60173
(312) 397-5186

EASTERN REGION:

MASSACHUSETTS

1 Wall St.
Burlington, MA 01803
(617) 272-2572

GEORGIA

3675 Crestwood Pkwy.
Suite 360
Duluth, GA 30136
(404) 564-9790

WASHINGTON D.C.

8381 Old Courthouse Rd.
Vienna, VA 22180
(703) 442-7500

FEDERAL OFFICE

WASHINGTON D.C.

8381 Old Courthouse Road
Vienna, VA 22180
(703) 442-7500

ALTOS PICK VAR OFFICES

NORTHWEST:

OR. WA. ID. MT. AK. UT. CO
1611 116th Avenue NE
Bellevue, WA 98004
(206) 451-1911

SOUTHWEST:

CA. NV. HI. AZ
1 Centerpointe Drive
Suite 320
La Palma, CA 90623
(714) 670-1981

SOUTH CENTRAL:

TX. OK. LA. NM
13555 Noel Road, Suite 1901
Dallas, TX 75240
(214) 855-8470

IN. OH. IL. KS. MO. AR
1827 Walden Office Square, Suite 240
Schaumburg, IL 60173
(312) 397-5186

MI. SD. ND. WI. MN
31800 NW Highway, Suite 100
Farmington Hills, MI 48018
(313) 855-8470

OH. NV. KY. PA
4700 Ashwood Drive
Cincinnati, OH 45241
(513) 530-0372

NORTHEAST:

CT. RI. MA. NH. VT. ME
1 Wall Street
Burlington, MA 01803
(617) 272-2572

SOUTHEAST:

GA. AL. MS. NC. SC. FL
3675 Crestwood Parkway
Suite 360
Duluth, GA 30136
(404) 564-9790

VI. INSERTS



ALTOS RESELLER DEMO SYSTEM REQUEST

NOTE: Distributor, Please return this form with the Reseller's invoice to: Credit Department, Altos Computer Systems, 2641 Orchard Pkwy, San Jose, CA 95134 FAX (408)433-0776

Reseller Name _____

Reseller Address _____

Reseller Telephone Number (_____) _____ - _____

On what date was the last Demo System Purchased? ____/____/____
mo. dt. yr.

What was the configuration of the last Demo System purchased?

DEMO SYSTEM CONFIGURATION

DEMO PRICE

#####

FOR ALTOS PERSONNEL USE ONLY

[] APPROVE [] REJECT

Comments _____

Altos Distribution Manager X _____

Altos Vice President, US Sales X _____ (Verbal)_

Received by Altos Credit Department: ____/____/____
mo. dt. yr.

ROAD MAP SUGGESTIONS:

Please return this form to:

Altos Computer Systems
2641 Orchard Parkway
San Jose, California 95134
ATTN: Manager, Reseller Marketing

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CONTACT: _____ PHONE: () _____



_____ ROAD MAP or _____ PRODUCT/SERVICE (please specify)

Thank you for your suggestions!



Altos Computer Systems
2641 Orchard Parkway
San Jose, California 95134
408/432-6200