

**[sas.answers @ Holland Numerics]: your knowledge-based help desk****SAS<sup>®</sup> software experience available for you  
@ Holland Numerics Limited:**

Experience accumulated since 1981 from SAS software version 79.6 to SAS software version 9.4, using:

- Windows PC
- Windows Server
- UNIX (including Solaris 10 64-bit), Linux
- MVS, OS/390, z/OS
- VAX/VMS, OpenVMS
- OS/2

**Detailed answers can be supplied to you for your questions about the following SAS software components:**

- Base SAS software (including macros, PROC SQL, PROC REPORT, PROC TABULATE, SAS ODBC Driver, DDE, Output Delivery System, ODS Graphics)
- SAS/ACCESS<sup>®</sup> software (including DB2, Oracle, ODBC, PC File Formats/PC Files, Teradata)
- SAS/AF<sup>®</sup> software (including Frame, OLE)
- SAS/CONNECT<sup>®</sup> software
- SAS/GRAPH<sup>®</sup> software (including Output Delivery System)
- SAS/STAT<sup>®</sup>, SAS/ETS<sup>®</sup> software
- Enterprise Guide<sup>™</sup> software (all versions up to 7.1.3)
- SAS Studio<sup>™</sup> software (all versions up to 3.6)
- SAS<sup>®</sup> Integration Technologies (including BI Server)

**General answers can be supplied to you for your questions about the following SAS software components:**

- Web Report, DI, IML, Forecast Studio<sup>™</sup> software
- Enterprise Reporter<sup>™</sup> software
- Enterprise Miner<sup>™</sup> software
- IT Service Vision<sup>™</sup> software
- SAS/EIS<sup>®</sup> software
- SAS/FSP<sup>®</sup> software
- SAS/IML<sup>®</sup> software
- SAS/INSIGHT<sup>®</sup> software
- SAS/IntrNet<sup>™</sup> software
- SAS/MDDDB<sup>®</sup> server
- SAS/SHARE<sup>®</sup> software

### Your agreement:

- You will pay £720 including taxes for your questions to be answered for 1 calendar month from the day your payment is received.
- You can specify up to 5 of your email addresses that can be used to send your questions, either directly or via the web site to [sas.answers@hollandnumerics.com](mailto:sas.answers@hollandnumerics.com), but these must all be specified with your order to make sure your specified users can all start using the service immediately.
- Each of your questions should normally require no more than 1/2 hour to answer.
- Only 1 question from you in any of your emails is recommended, which ensures that the answers to all of your questions are never delayed unnecessarily.
- No limit is currently in force on how many of your questions can be asked in 1 calendar month.
- Your answer will be sent back to whichever of your email addresses was used to send your question.
- No data processing can be carried out for you. However, you can send a small sample dataset (<50kb) attached to your questions emailed directly, although not to your questions emailed via the web site.
- Every effort will be made to send an answer to your question back to you within 48 hours of receipt of that question.
- Unfortunately, Holland Numerics Limited cannot accept responsibility for any problem caused by the implementation or operation of your code that you have not thoroughly tested and approved.

### Contact Information:

Address: [sas.answers @ Holland Numerics]  
Holland Numerics Limited  
94 Green Drift, Royston, Herts SG8 5BT, UK

Email: sas.answers@hollandnumerics.com

## Your request for [sas.answers @ Holland Numerics] cover

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Total Subscription Fee:	£
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Signature:	

### Notes:

- Each specified email address may be changed at the start of the 2<sup>nd</sup> and subsequent months of the subscription. The email addresses are used to access the web interface for [sas.answers @ Holland Numerics].

Send request to this postal address:

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Holland Numerics Limited  
94 Green Drift, Royston, Herts SG8 5BT, UK