



The Fountain Green Group

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Photoshop, Illustrator, & InDesign Help Desk Support Program

Isn't it always that issues often seem to arise when you have a tight deadline? You try everything but nothing seems to work. Time is money and it is great to be able to turn to Veronica Langridge for support either on line or by phone. Veronica is a 25 year veteran who has been teaching and answering tough questions for years on behalf of her students and corporate customers.

Adobe Photoshop, Illustrator and InDesign are the backbone of most graphic operations. Veronica has been teaching these programs, from the Introductory to Advanced levels, since their inception. We are pleased to announce that Veronica is on board at The Fountain Green Group to provide our customers with support and/or training.

Ever phoned Adobe for assistance? In many cases they will take your request and get back to you. Who knows when that may be? You can not afford to sit around waiting for Adobe to call back!

When you are pressed for time and in a production environment, you need assistance now, not sometime in the next few hours, the next day or whenever. This is where Veronica and The Fountain Green Group step in and get you back up and running.

A La Carte Service Options

Support	Price	Program Interval	Billing
Single Incidence	\$ 65.00	Per Incidence	Prepaid

Contract Block Packages

Package	Price	Cost Per Incident	Expiry	Billing
10 Incidence	\$ 450.00	\$ 45.00	None	Prepaid
25 Incidence	\$ 1,062.50	\$ 42.50	None	Prepaid
50 Incidence	\$ 2,000.00	\$ 40.00	None	Prepaid
100 Incidence	\$ 3,750.00	\$ 37.50	None	Prepaid



There is no expiry date on the packages, so unused incidence calls can be used at any time. Services offered Monday through Friday 9:00 a.m. to 5:00 p.m. Eastern Standard Time except for Holidays.

Note: Special arrangements can be made to cover hours, weekends and holidays outside our normal service window.

All block packages are prepaid and have no expiry date. If multiple people are using the support program we do require that a list of users and a contact person who administers the contract so we can notify them of when the support call has been used. A special code will be issued to the contract holder and must be provided each time support is requested.

For more information please contact Rob at [The Fountain Green Group](#).