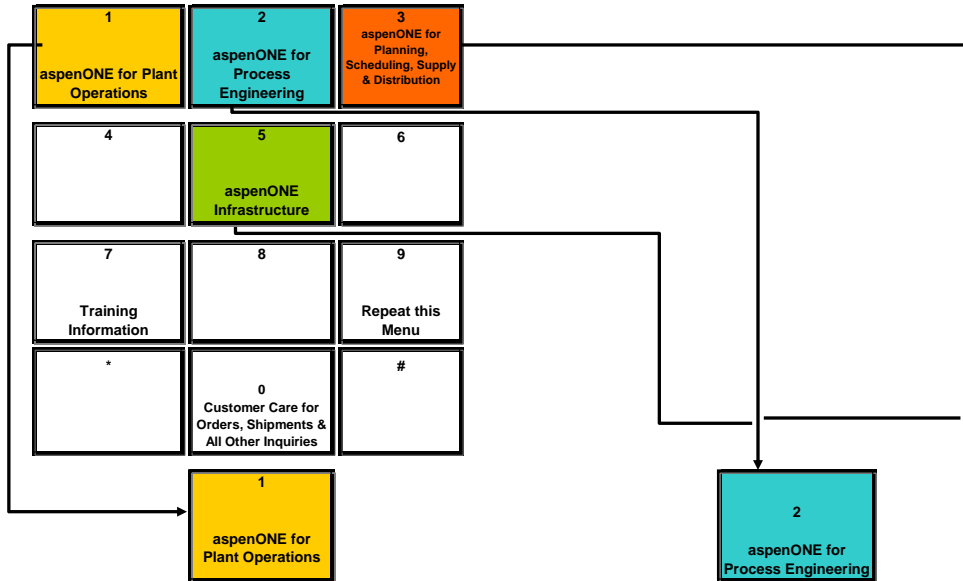


AspenTech European Telephone Support Center - Quick Phone Guide

Main Menu Commands



Phone Tips:

· Primary phone number for all products:
+44 (0) 1189226555
Also available are toll-free numbers for 15 countries in Europe and South Africa.

· You don't have to wait for the recorded message. If you know the number sequence, enter them as soon as the system answers. For example you can immediately

- Press '11' for Aspen InfoPlus.21 support
- Press '22' for Aspen Plus support
- Press '23' for Aspen HYSYS support
- Press '32' for Aspen PIMS support
- Press '41' for Installation & License Manager support

· Press "0" for the Customer Care team to receive assistance for non-technical issues such as Orders, Shipments, Invoices and Website Access

1 Aspen InfoPlus.21, IP.21 Process Browser, Process Explorer & Related products	2 Aspen Production Record Manager	3 Aspen Operations Reconciliation & Accounting
4 Aspen DMCplus State Space Controller Aspen Watch	5 Integration Infrastructure	6 Role Based Visualization
7 SETCIM	8	9 Repeat this Menu
*	0 Customer Care for Orders, Shipments & All Other Inquiries	# Return to Main Menu

1 Installation and License Manager	2 Aspen Plus, Polymers, Rate-Based Distillation & Related Products	3 Aspen HYSYS, HYSYS Petroleum Refining, HYSYS Upstream and Related Products
4 Aspen HTFS, Shell & Tube Exchanger, Air Cooled Exchanger, Plate Exchanger, Hetran, Shell & Tube Mechanical	5 Aspen Plus Dynamics Custom Modeler Batch Distillation	6 Aspen Process Economic Analyzer, In-Plant Cost Estimator, Capital Cost Estimator & Related Products
7 Aspen Basic Engineering	8 Aspen Batch Process Developer Process Manual, Process Tools	9 Aspen Flare System Analyzer and Aspen Energy Analyzer
*	0 Customer Care for Orders, Shipments & All Other Inquiries	# Return to Main Menu

1 Aspen SCM and Related Applications	2 Aspen PIMS and Aspen Petroleum Scheduler	3 Aspen Retail
4 Aspen IMOS	5 Integration Infrastructure	6 Role Based Visualization
7	8	9 Repeat this Menu
*	0 Customer Care for Orders, Shipments & All Other Inquiries	# Return to Main Menu

1 Installation and License Manager	2 Integration Infrastructure	3 Role Based Visualization
4 Event Management	5	6
7	8	9 Repeat this Menu
*	0 Customer Care for Orders, Shipments & All Other Inquiries	# Return to Main Menu