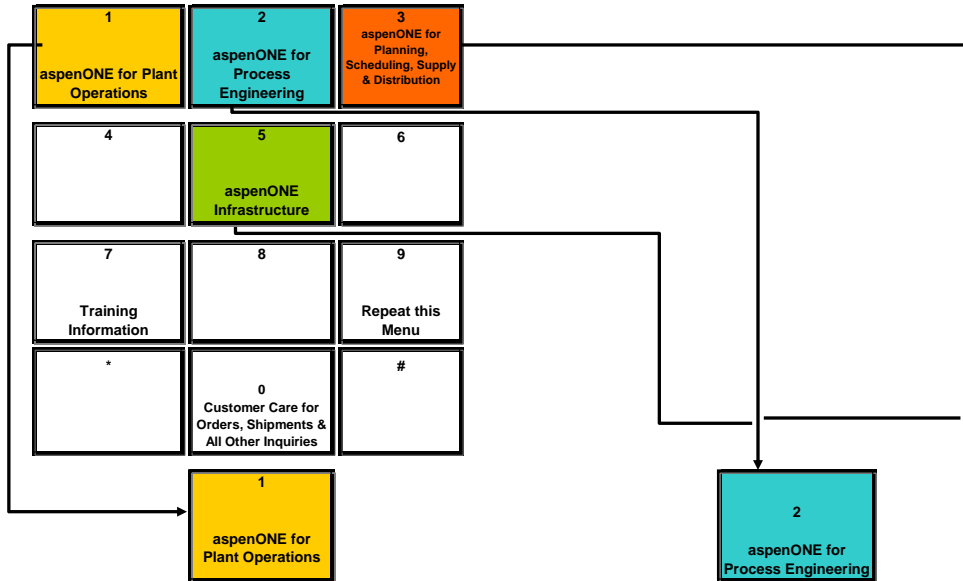


AspenTech Asia-Pacific Telephone Support Center - Quick Phone Guide

Main Menu Commands



Phone Tips:

In-country Technical Support phone numbers are available from the Support Site.

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 '51' 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