



# The Marina Program

Meeting the changing needs of marinas since 1985.

## The Marina Program relocates to California!

We at Watch Captain are constantly striving to improve the quality of our customer support services. In keeping with that tradition, effective immediately, Customer Support for The Marina Program will be handled from the Watch Captain California office under the direction of Annette Kord. Annette Kord has been a programmer, and most recently program manager for The Marina Program for the past ten years.

Joining Annette as the senior customer support representative for The Marina Program is Jason Phillips. Jason has over ten years of experience in programming, quality assurance and customer support. Jason has been handling support calls with Annette since joining Watch Captain this past March. Making this move will allow our primary TMP support team members to work more closely together on your behalf.

## Important Contact information and new telephone number, 1(866)870-7332.

As always, support requests can be submitted via e-mail to [tmpsupport@watchcaptain.com](mailto:tmpsupport@watchcaptain.com). This e-mail address is constantly monitored by our support team and is our preferred method for receiving and responding to requests for support.

Should you need to contact us by telephone, our direct, toll number for The Marina Program is now 951-824-9402. The new toll-free number is 1-866-870-7332. This toll-free number replaces the previous number you have been using. Please update your records accordingly.

If we are unable to answer your call immediately, it probably means that we are helping other customers or are away from the phone for some reason. Please leave a detailed message regarding your question or issue and your complete contact information so that a TMP support representative can get back to you as soon as possible.

While we work very hard to make sure we return each call as promptly as possible, please be sure to indicate in your message an acceptable timeframe for a return call and specific situation so we can be sure to prioritize your call appropriately. This will allow us to prioritize the handling of your case as efficiently as possible. For instance, if your system is down and you are unable to work we would want to prioritize your issue over another issue where an existing workaround exists or where an immediate response was not required. We rely on the good old fashioned honor system when reviewing incoming support requests so unless otherwise specified, we return calls on a first come, first serve basis.