

**Subject:** Re: CLI - Technical Support Request - (MuVo Sport C100)  
(KMM10715019I16636L0KM)  
**From:** Tian  
**Date:** Sat, 8 Jul 2006 21:27:38 -0700  
**To:** "Creative Americas Customer Support"

I would still like to get my MuVo C100 repaired, what are my options?

On 7/8/06, Creative Americas Customer Support  
<[CLI.support@customercare.creative.com](mailto:CLI.support@customercare.creative.com)> wrote:

Dear Tian,

I apologize for the inconvenience, but according to the information provided, this product is either EOSL (End of Service Life), or you are beyond your complimentary e-mail support period.

For more information on EOSL products, please visit our knowledge base at [us.creative.com](http://us.creative.com), support, knowledge base, and search for SID9764. This will bring you to an article titled "Creative's End of Service Life (EOSL) Policy Frequently Asked Questions". A direct link is included below for your convenience.

<http://us.creative.com/support/kb/article.asp?l=2&sid=9764>

Every Creative product is covered by our award-winning customer support services, which include:

- ? Complimentary telephone support for the first 60 days of ownership to help you get started with your product
- ? Complimentary email support for the duration of your product's warranty
- ? Warranty service by telephone or email for the duration of your product's warranty
- ? Unlimited access to our portfolio of web-based support services for the life of your product

If you are beyond your complimentary support period, there are a few options that are available for you.

1. You may take advantage of our free web-based services including a searchable knowledge base, forums, product documentation, tutorials, and downloads.
2. You may utilize 3rd party online forums and discussion groups that can be found using online search engines.
3. You may contact our telephone support to purchase a Creative Tutor session from one of our expert technical advisors.

Our online portfolio of web-based services can be located on our site at [us.creative.com](http://us.creative.com) under support. Under here you will see the "Discussion Forums" and "Knowledge Base". Drivers can be found under the "downloads" section.

More information on the Creative Tutor session can be found below.

#### Creative Tutor

You're eligible to receive complimentary telephone support for 60 days to help you install and get started with your new product. At any time after that during the service life of your product, you're welcome to use Creative Tutor for expert help and advice by phone.

Our support advisors are available to help you with installing your Creative product, solving problems, teaching you new ways to use your Creative products or walking you through the included software and applications. Your Creative Tutor session covers any one issue with which you want assistance and lasts up to 30 minutes.

A 30-minute Creative Tutor session is available any time during regular operating hours for \$12.99.

Tel 1-405-707-8777

Operating Hours (Central Time)  
9AM-6PM, Monday-Friday  
Closed Public Holidays

If you are covered under a CCPP (Creative Care Protection Plan) and are within the warranty and service coverage of your plan, please reply back with the e-mail address the plan was purchased under, as well as your CCPP order and reference number.

If your unit is not EOSL, or you are within your warranty period, please reply back with the name, model number, serial number, place of purchase, and date of purchase of the product which you require assistance with.

If you still require assistance, please reply to this email with any previous correspondence to ensure the quickest and most accurate service.

Best Regards,

Jason  
Technical Support  
Creative Labs Americas

To provide feedback on your "Creative Experience" please click on the following link:

<http://www.creativehelp.com/support/contact/welcome.asp?r=CLI&d=TS>

This link is provided so that you may provide feedback on your "Creative Experience". If you require further troubleshooting or have additional questions simply reply to the original mail and we will be glad to assist you.