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System 7 Pro: Turn-around Time For Digisign Processing (7/94)

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TOPIC -----

A customer with System 7 Pro (7.1.1) sent the Digisign information approximately 3 weeks ago (to RSA Data Security, Inc.) to the correct address and has not received a reply yet.

DISCUSSION -----

I have contacted RSA and received the following information:

- The "usual" turn-around for signature processing is two weeks from the time the request is received at RSA.
- It is ok to give customers the phone number, after they have been told of the "expected" turn-around time.
- The phone number is (415) 595-8782 and they should ask for "Certificate Services".

Article Change History:

27 Jul 1994 - Revised title to more accurately reflect contents.

Support Information Services

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