

Practitioner's Income Tax Act 2010, 37th Edition

Blackberry® Application FAQs

We are pleased to offer the *Practitioner's Income Tax Act 2010, 37th Edition* as a download to your Blackberry®. As this is a new application, we are hopeful that the following questions may answer concerns that you may have:

1. Can I download the *Practitioner's Income Tax Act 2010, 37th Edition* to my I-Phone or to a Palm Treo or other type of portable device?

Answer: You will be able to download the *Practitioner's Income Tax Act 2010, 37th Edition* to any portable device that allows a memory card to be inserted and that supports the e-reader program *mobipocket*. Please click on http://www.mobipocket.com/en/DownloadSoft/popup_SupportedPlatforms.asp to find out the list of devices that the mobipocket reader will support.

2. Is there an extra cost?

Answer: No. The download to the Blackberry® is free with the purchase of a print copy of the *Practitioner's Income Tax Act 2010, 37th Edition*.

3. Does the download work on all Blackberry devices?

Answer: The download works best on the Storm 9700 series. For all other models, a memory card (SD or MicroSD card) must be purchased. Please purchase a card with at least 6 MB of memory. Please note that as the 8700 series does not come with a slot to add a memory card, the download will not work on this device.

4. How and when do I obtain download?

Answer: The download application will be available in April. Please email us at carswell.customerrelations@thomsonreuters.com with your name, company / university name, address, telephone and fax numbers. You will receive an email sometime in early April with instructions on how to download the *Practitioner's Income Tax Act 2010, 37th Edition*.

5. If I purchase one *Practitioner's Income Tax Act 2010, 37th Edition* – how many downloads am I entitled to?

Answer: The purchase of one *Practitioner's Income Tax Act 2010, 37th Edition* entitles you to one (1) download.

6. Can I purchase a digital download of the *Practitioner's Income Tax Act 2010, 37th Edition* separately?

Answer: No, the digital download is available only with the purchase of a print version of the *Practitioner's Income Tax Act 2010, 37th edition*.

7. What navigation improvements have been made to the *Practitioner's Income Tax Act 2010, 37th Edition* on the Blackberry®?

Answer: To allow users to rapidly jump to a desired location, detailed hyper-linking has been built into the Tables of Sections and the Index which are found in the Table of Content. This feature allows the user to navigate the *Practitioner's Income Tax Act 2010, 37th Edition* easily on the Blackberry®. For your convenience, a copy of the navigation help guide has been made available at www.carswell.com/pita37.

8. How much memory is required to download the *Practitioner's Income Tax Act 2010, 37th Edition*?

Answer: The amount of memory used for the download will be approximately 6MB.

9. Do you have a web-hosted version of the *Practitioner's Income Tax Act 2010, 37th Edition* download?

Answer: No at this time we do not offer a web-hosted version of the download.

10. As the download is via the desktop, how does the desk top version differ from the CD-ROM version of the *Practitioner's Income Tax Act 2010, 37th Edition*?

Answer: The CD-ROM version provides five complete editions of the *Practitioner's Income Tax Act*, editions 32 to 37. The download version contains only edition 37.

11. Has there been any changes / enhancements compared to *Practitioner's Income Tax Act 2009, 36th Edition*?

Answer: The *Practitioner's Income Tax Act 2010, 37th Edition* has enhanced navigational capabilities. The 37th edition in the table of contents contains three headings which are not part of the print product. These headings are titled Table of Sections – Income Tax Act, Table of Sections – Income Tax Application Rules and Table of Sections – Income Tax Regulations. By having these headings at the top – it is easier to navigate the Act. For sections which have subsections or definitions – links are provided making it easier to scroll down.

12. Who can I contact if I have technical or research-related questions?

Answer: Please email Carswell.Techsupport@thomsonreuters.com

13. Who can I contact if I have subscription-related questions?

Answer: Please contact customer relations at Carswell at 416-609-3800 or at 1-800-387-5164 between 8:30 AM and 5:30 PM EST.

14. Who can I contact to provide feedbacks / comments on the digital download or on the *Practitioner's Income Tax Act 2010, 37th Edition*?

Answer: We welcome your comments. Please forward to sunita.doobay@thomsonreuters.com