Act! Premium Scope of Support

This document outlines the scope of technical product support offered to Act! customers with an active contract for Act! Premium, Growth Suite and related products, other than Act! CRM Classic (Essentials, Standard and Expert tiers). For the scope of support of Act! CRM Classic please see the KB article "What Support Services are Available for Act! CRM - Essentials, Standard and Expert Tiers?". Or Act! CRM (Starter, Professional and Expert tiers) for the scope of support act! CRM please see KB article "What Support Services are Available for Act! CRM - Starter, Professional and Expert Tiers?".

Act! provides support only when products are used as described in the System Requirements and with recommended platforms. We reserve the right to limit each phone call with an Act! customer support advisor to one hour and/or one incident.

Standard tier

The scope of standard customer support is to:

- troubleshoot errors (as described below) with the Act! product. This excludes errors that the Act! advisor identifies as being caused or influenced by a customer's own infrastructure or set up; and

- provide guidance on using the features of Act! by providing access to Knowledge Base articles or other self-service online resources.

Ultimate and Enhanced Support add-ons ("Add-ons")

In addition to standard customer support, customers with these Add Ons receive:

- phone based and remote access guidance on how to use the features of Act!

- troubleshooting of issues via remote access on request.

For customers which prefer to receive the Add-ons on a one-time basis, they are available to purchase as a Professional Service delivered as a minimum one hour appointment.

Customers on an Act! Pro support contract receive services equivalent to standard customer support.

Should you require any additional service to that described below, for example training or consultative advice, please contact us, or if you have one, your Act! Certified Consultant.

The scope of Act! technical product support is described in the table below.

Category	Act! Support Service Coverage	Outside Act! Support Service Coverage
Act! Premium (Desktop) set-up and installation	Please refer to our Getting Started pages at act.com for online help. Standard tier: trouble shooting issues with set up and installation Add-ons: set up and installation guidance including: • installation or upgrade procedure guidance • installation and setup wizard guidance • guidance about database upgrade process (version 7 and above only) • guidance about Act! integration to supported third party software (including Microsoft Office and Gmail integration)	Preparing data for Import Internal Browser and Internet restrictions Migrating data from an Act! database for one version of Act! to a later version of Act! Internal networking and file sharing Getting started, set up and configuration support is available as a separately charged service. Please contact us for additional information.
Getting Started services for Act! Growth Suite deployment (For new account customers only. Book through your Account Executive at time of purchase or available on request within 30 days of first invoice date of your subscription contract.)	Standard tier: • Check database upload and setup • Troubleshoot issues using the browser interface when your supported network infrastructure is otherwise working • Ongoing management of Act!'s own Data Centre Server infrastructure Browser guidance • Act! provisioning, including database	Internet connectivity issues Issues involving customers' software and hardware errors or incompatibility with Act! Internal Browser and Internet restrictions Preparing data for import

	Add-ons: • Guidance on initial import/upload of existing data for setup • Guidance about automatic back-up feature • Guidance about the features in the browser interface • Guidance on Microsoft Outlook® configuration for integration	
Hardware, operating systems (OS), database platforms, Internet information server (IIS), browsers, etc.	Standard tier customers should refer to Act! System Requirements and our Knowledge Base at act.com for information about configuration settings required by your Act! product, and for information about adding Act! and SQL exceptions to a Microsoft® Windows™ firewall. Add-ons: • Guidance on any specific configuration settings required by your Act! product. • Guidance about adding Act! and SQL exceptions to the Windows firewall only	Understand your technical requirements and make system recommendations Installation of 3rd party applications and hardware Troubleshooting stability, performance or other problems Troubleshooting operating system issues – firewall, antivirus, permissions, etc.
Re-installation & Upgrades	Installation and upgrade help is available at our Getting Started pages at act.com and our Knowledge Base at act.com Standard tier: troubleshoot problems encountered during a re-installation or upgrade. Add-ons – as for set up and installation.	Migrating data from an Act! database for one version of Act! to a later version of Act! Local (on-site) or remote installation services Consulting services to install or resolve non-Act! installation issues specific to your organization's technical environment. Leading or controlling deployment and installation processes
Network Connectivity	Troubleshooting connectivity issues within your Act! product when your supported network infrastructure is otherwise working Troubleshooting connectivity to an Act! hosting center when Internet connectivity is working and your Third Party Hosting provider is otherwise working If troubleshooting identifies that a problem is caused by, or relates to, a customer's environment, the Act! advisor will treat the issue as resolved	Troubleshooting internet connectivity Troubleshooting other connectivity issues that exist outside of your Act! product Assistance with unsupported networks Installation, troubleshooting or configuration of network (WAN/LAN) security/cards/cabling/hardware/software
Contact Management / Sales Features (Contacts, Groups, Company, Calendar, Task List, History List, Opportunities and Act! Insight)	Describe availability of Knowledge Base articles and video learning content Standard tier: troubleshoot issues Add-ons: features and settings guidance	Phone or remote help using Contacts, Groups, Company, Calendar, Task List, History List, Opportunities and Act! Insight Understand your business model and make recommendations for configuration Product training (onsite or remotely)

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Remote Synchronization	Standard tier: • Troubleshoot issues with running synchronization wizards • Troubleshoot connectivity issues within your Act! product when your supported network infrastructure is otherwise working • Troubleshoot problems when configuring or using synchronization within Act! Add-ons: Guidance about running synchronization wizards	Understand your business model and make recommendations for creating sync sets & remote database deployments Assistance with setting up your network
Database Customization	Standard tier: • Troubleshoot issues with Guidance about how to customize an Act! layout • Troubleshoot problems encountered during database customization in Act! Add-ons: Guidance how to customize an Act! layout	Changes to your layout, including creating and adding fields, customizing columns, adding menus and toolbars Provide a layout design service
Creating & Editing Reports & Templates	Standard tier: troubleshoot issues encountered using existing Reports & Templates in Act! Add-ons: guidance about how to edit a report or template	Understand your business model and make recommendations for running, creating or editing Reports & Templates. Microsoft Word support Connecting your Act! data to third party reporting tools Provide a report design service
Custom Tables	Standard tier: troubleshoot issues encountered using Custom Tables in Act! Add-ons: • Guidance about how Table Management, Field Management and Layout Customization features work • Guidance about how to import data to Custom Tables • Guidance about how to load a template from the Template Library	Understand your business model and make recommendations for creating or editing Custom Table templates Editing Custom Table scripts Edit source data such as Excel or CSV Provide a custom table design service

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Importing and Exporting Data	Standard tier: troubleshoot issues importing data into Act! using Act! features Add-ons: guidance about importing to or exporting data from Act!	Migrating data from an Act! database for one version of Act! to a later version of Act! Resolving issues with corruption of data relating to migrating, importing or exporting of data between databases or versions of Act! Understand your business model and make recommendations for importing and exporting data Edit source data such as Excel or CSV Export data from third party software or validate data formatting Create your data definition files or mappings for data import
Act! Marketing Automation	Standard tier: • Troubleshooting account setup and configuration problems including accessing the Act! Marketing Automation service • Troubleshooting problems encountered using features Add-ons: • Guidance about account setup and configuration • Guidance about how to use Drag and Drop Editor, Campaign Workflow, Landing Pages, Assets, and Web Activity features	Onboarding and training including with setting up CNAME Help with creating or rebuilding templates beyond giving help and troubleshooting in use of the template editor Advice with, or setting up specific process automation beyond guidance about the Campaign Workflow feature Training on marketing best practice and needs specific to your business Deploying Web Activity, web tracking code to websites Understanding your business model and make recommendations for end to end campaign workflow and template design
Act! Companion (Mobile App)	Standard tier: troubleshooting issues encountered using Act! Companion features caused by an issue with the App or Act! Add-ons: • Guidance about logging in and initial configuration, and help with set up • Guidance about the features of Act! Companion and how to use them	Download and Install problems with App store, consult App store vendor regarding such problems Android or iOS errors unrelated to Act! Companion Network or internet access on your mobile device, contact your provider.

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Data Migration Wizard	Standard tier: troubleshoot issues with the default (per the Wizard) record and field mapping to Act! from the third party applications/files listed in the Wizard Add-ons: Guidance about using the default (per the Wizard) record and field mapping to Act! from the third party applications/files listed in the Wizard	Migrating data from an Act! database for one version of Act! to a later version of Act! Resolving issues with corruption of data relating to migrating, importing or exporting of data between databases or versions of Act! Custom migrations from third party CRM Preparing data for migration from third party CRM or CSV data exports Custom field mapping
Third Party Hosting Providers	Not included except to support Act! as outlined in this document	Manage the Data Centre Server or IT infrastructure Website and database provisioning Initial import/upload of existing data for setup if standard import fails Server-side back-ups Setup and troubleshooting connectivity and sync of offline client and Third Party Hosting provider's Cloud server Troubleshoot internet connectivity Resolve local PC errors Preparing data for import
Act! Web API and Act! Connect Link	Standard tier: Act! Web API Installation: troubleshoot errors encountered during Act! API install to confirm successful installation, including testing your connection to the web API Product add-ons: Act! Web API Configuration: guidance completing the Web site administration panel	Act! Web API Configuration: guidance completing the Web site administration panel Securing your Webserver: integrations and services require a secure web server (SSL); if you are unsure about configuring this, please consult an Act! Certified Consultant or other IT professional Creating and personalizing integrations using the Web API Configuring external (outside your network) access to the API
Act! SDK and third party plug-ins	Troubleshoot issues with the performance of the Act! SDK. If troubleshooting identifies that a problem is caused by, or relates to, third party software, app or add in, the Act! advisor will treat the issue as resolved	End user support of third party software, app or add in (refer to relevant third party) Provide advice or technical information for add-in code or design Create an add-in