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 Support

The scope of Standard customer support is to:

- troubleshoot errors with the Act! product when an Act! error message dialogue is displayed. This excludes errors that the Act! advisor identifies as being caused or influenced by a customer's own infrastructure or set up.

- provide access to Knowledge Base articles or other self-service online resources to help with using the features of Act!.

Enhanced Support

Enhanced Support comprises the following benefits, in addition to the benefits of Standard support:

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

- troubleshooting of issues including those that do not cause an error dialogue to be displayed. This excludes errors that the Act! advisor identifies as being caused or influenced by a customer's own infrastructure or set up

- troubleshooting of issues via remote access on request.

If an issue arises not described above, Act! may be able to provide a Professional Service which is delivered as a minimum one hour appointment.

Customers on an Act! Pro support contract receive services equivalent to Enhanced 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 Support:** troubleshoot errors displayed by an Act! error message dialog with set up and installation **Enhanced Support:** 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) • Troubleshoot issues encountered when an error message is not displayed	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! Premium Cloud (For new account customers only. Book through your	**Standard Support:** • Check database upload and setup • Troubleshoot error messages displayed by an Act! Error message dialog encountered using the browser interface when your	Internet connectivity issues Issues involving customers' software and hardware errors or incompatibility with Act!

Account Executive at time of purchase or available on request within 30 days of first invoice date of your subscription contract.)	supported network infrastructure is otherwise working • Ongoing management of Act!'s own Data Centre Server infrastructure Browser guidance • Act! provisioning, including database **Enhanced Support:** • 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® Gmail integration configuration	Internal Browser and Internet restrictions Preparing data for import
Hardware, operating systems (OS), database platforms, Internet information server (IIS), browsers, etc.	**Standard Support:** 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. **Enhanced Support:** • Guidance on 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 Support:** troubleshoot error messages displayed by an Act! Error message dialog encountered during a re-installation or upgrade. **Enhanced:** – 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	**Standard Support:** • Troubleshoot connectivity error messages within your Act! product when your supported network infrastructure is otherwise working • Troubleshooting connectivity errors 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 **Enhanced:** • Guidance on configuration settings required by your Act! product. • Troubleshoot issues encountered when an error message is not displayed	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

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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 Support:** troubleshoot error messages displayed by an Act! Error message dialog when using Contact Management features **Enhanced Support:** • Feature / settings guidance and configuration advice • Troubleshoot issues encountered when an error message is not displayed	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)
Remote Synchronization	**Standard Support:** • Troubleshoot error messages displayed by an Act! Error message dialog when using synchronization wizards • Troubleshoot connectivity error messages displayed by an Act! Error message dialog when your supported network infrastructure is otherwise working • Troubleshoot error messages displayed by an Act! Error message dialog when using synchronization within Act! **Enhanced Support:** • Feature / settings guidance and configuration advice • Troubleshoot issues encountered when an error message is not displayed	Understand your business model and make recommendations for creating sync sets & remote database deployments Assistance with setting up your network
Database Customization	**Standard Support:** • Troubleshoot error messages displayed by an Act! Error message dialog using the define fields feature or customization tools • Troubleshoot error messages displayed by an Act! Error message dialog when customizing an Act! layout or list view **Enhanced Support:** • Feature / settings guidance and configuration advice • Troubleshoot issues encountered when an error message is not displayed	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 Support:** troubleshoot error messages displayed by an Act! Error message dialog using existing Reports & Templates in Act! **Enhanced Support:** • Feature / settings guidance and configuration advice • Troubleshoot issue encountered with customized reports	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

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	• Troubleshoot issues encountered when an error message is not displayed	
Custom Tables	**Standard Support:** troubleshoot error messages displayed by an Act! Error message dialog using Custom Tables in Act! **Enhanced Support:** • Feature / settings guidance and configuration advice: • Table Management, Field Management and Layout Customization features • Import data to Custom Tables • Loading a template from the Template Library • Troubleshoot issues encountered when an error message is not displayed	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
Importing and Exporting Data	**Standard Support:** troubleshoot error messages displayed by an Act! Error message dialog when importing to or exporting data from Act! features **Enhanced Support:** • Feature / settings guidance and configuration advice when importing to or exporting data from Act! • Troubleshoot issues encountered when an error message is not displayed	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 Support:** • Troubleshoot account setup and error messages displayed by an Act! Error message dialog when accessing Act! Marketing Automation • Troubleshoot error messages displayed by an Act! Error message dialog using AMA features **Enhanced Support:** • Feature / settings guidance and configuration advice with • Account setup and configuration • Drag and Drop Editor, Campaign Workflow, Landing Pages, Assets, and Web Activity features • Troubleshoot issues encountered when an error message is not displayed	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

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Linktivity	**Standard Support:** • Troubleshoot account and user setup and activation issues, issues connecting to an Act! Premium Cloud database and connecting to the Act! API • Highlighting relevant self-service online articles and know how including videos, guides and in product assistance.	Errors with Linktivity – for assistance with these, please submit a case to https://linktivity.net/en/support
Act! Companion (Mobile App)	**Standard Support:** troubleshoot error messages displayed by an Act! Error message dialog using Act! Companion features caused by an issue with the App or Act! **Enhanced Support:** • Feature / settings guidance and configuration advice with • Logging in and initial configuration / set up • Using the features of Act! Companion • Troubleshoot issues encountered when an error message is not displayed	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.
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 Support:** Act! Web API Installation: troubleshoot error messages displayed by an Act! Error message dialog during Act! API install and testing your connection to the web API **Enhanced Support:** • Act! Web API feature / settings guidance and configuration advice when completing the web site administration panel • Troubleshoot issues encountered when an error message is not displayed	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

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Act! SDK and third-party plug-ins	Troubleshoot error messages encountered 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