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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Act! Support Service Coverage</th>
<th>Outside Act! Support Service Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Act! Premium (Desktop) set-up and installation</td>
<td>Please refer to our Getting Started pages at act.com for online help.</td>
<td>Preparing data for Import</td>
</tr>
<tr>
<td></td>
<td>Standard Support: troubleshoot errors displayed by an Act! error message dialogue with set up and installation</td>
<td>Internal Browser and Internet restrictions</td>
</tr>
<tr>
<td></td>
<td>Enhanced Support: set up and installation guidance including:</td>
<td>Migrating data from an Act! database for one version of Act! to a later version of Act!</td>
</tr>
<tr>
<td></td>
<td>• Installation or upgrade procedure guidance</td>
<td>Internal networking and file sharing</td>
</tr>
<tr>
<td></td>
<td>• Installation and setup wizard guidance</td>
<td>Getting started, set up and configuration support is available as a separately charged service. Please contact us for additional information.</td>
</tr>
<tr>
<td></td>
<td>• Guidance about database upgrade process (version 7 and above only)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Guidance about Act! integration to supported third party software (including Microsoft Office and Gmail integration)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot issues encountered when an error message is not displayed</td>
<td></td>
</tr>
<tr>
<td>Getting Started services for Act! Premium Cloud (For new account customers only. Book through your</td>
<td><strong>Standard Support:</strong> Check database upload and setup</td>
<td>Internet connectivity issues</td>
</tr>
<tr>
<td></td>
<td><strong>Standard Support:</strong> Check database upload and setup</td>
<td>Issues involving customers' software and hardware errors or incompatibility with Act!</td>
</tr>
<tr>
<td></td>
<td><strong>Standard Support:</strong> Troubleshoot error messages displayed by an Act! Error message dialogue encountered using the browser interface when your</td>
<td></td>
</tr>
</tbody>
</table>
# Act! Premium Scope of Support

| 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 | 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 |
## Act! Premium Scope of Support

<table>
<thead>
<tr>
<th>Feature</th>
<th>Standard Support</th>
<th>Enhanced Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Management / Sales Features (Contacts, Groups, Company, Calendar, Task List, History List, Opportunities and Act! Insight)</td>
<td>Describe availability of Knowledge Base articles and video learning content</td>
<td>Phone or remote help using Contacts, Groups, Company, Calendar, Task List, History List, Opportunities and Act! Insight</td>
</tr>
<tr>
<td></td>
<td><strong>Standard Support:</strong> troubleshoot error messages displayed by an Act! Error message dialog when using Contact Management features</td>
<td>Understand your business model and make recommendations for configuration</td>
</tr>
<tr>
<td></td>
<td><strong>Enhanced Support:</strong></td>
<td>Product training (onsite or remotely)</td>
</tr>
<tr>
<td></td>
<td>• Feature / settings guidance and configuration advice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot issues encountered when an error message is not displayed</td>
<td></td>
</tr>
<tr>
<td>Remote Synchronization</td>
<td><strong>Standard Support:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot error messages displayed by an Act! Error message dialog when using synchronization wizards</td>
<td>Understand your business model and make recommendations for creating sync sets &amp; remote database deployments</td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot connectivity error messages displayed by an Act! Error message dialog when your supported network infrastructure is otherwise working</td>
<td>Assistance with setting up your network</td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot error messages displayed by an Act! Error message dialog when using synchronization within Act!</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Enhanced Support:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Feature / settings guidance and configuration advice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot issues encountered when an error message is not displayed</td>
<td></td>
</tr>
<tr>
<td>Database Customization</td>
<td><strong>Standard Support:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot error messages displayed by an Act! Error message dialog using the define fields feature or customization tools</td>
<td>Changes to your layout, including creating and adding fields, customizing columns, adding menus and toolbars</td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot error messages displayed by an Act! Error message dialog when customizing an Act! layout or list view</td>
<td>Provide a layout design service</td>
</tr>
<tr>
<td></td>
<td><strong>Enhanced Support:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Feature / settings guidance and configuration advice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot issues encountered when an error message is not displayed</td>
<td></td>
</tr>
<tr>
<td>Creating &amp; Editing Reports &amp; Templates</td>
<td><strong>Standard Support:</strong> troubleshoot error messages displayed by an Act! Error message dialog using existing Reports &amp; Templates in Act!</td>
<td>Understand your business model and make recommendations for running, creating or editing Reports &amp; Templates.</td>
</tr>
<tr>
<td></td>
<td><strong>Enhanced Support:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Feature / settings guidance and configuration advice</td>
<td>Microsoft Word support</td>
</tr>
<tr>
<td></td>
<td>• Troubleshoot issue encountered with customized reports</td>
<td>Connecting your Act! data to third party reporting tools</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provide a report design service</td>
</tr>
</tbody>
</table>
# Act! Premium Scope of Support

| 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 |
# Act! Premium Scope of Support

<table>
<thead>
<tr>
<th>Service</th>
<th>Standard Support</th>
<th>Enhanced Support</th>
<th>Third Party Hosting Providers</th>
</tr>
</thead>
</table>
| 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 | Not included except to support Act! as outlined in this document |
| 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 | 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 |
| SMS4Act!                    | **Standard Support:** troubleshoot error messages displayed by an Act! Error message dialog using Act! SMS4Act! | **Enhanced Support:**  
  • Feature / settings guidance and configuration advice with  
  • SMS4Act configuration  
  • Send SMS  
  • SMS Record History | Message Media Account Settings  
  Plan upgrades  
  SMS deliverability failures  
  Payment / Credit disputes |

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.
### Act! Premium Scope of Support

| Act! SDK and third-party plugins | 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 |
| Act! Apps | Act! will provide contact details for the App vendor. | All setup and feature support to be delivered by each vendor. Each vendor will have their own terms and conditions that are separate to of an Act! subscription. |