Act! Premium Hosted Sales Guide & FAQ

November 2013

Note: The information contained in this document is subject to change at any time.

Q. What is Act! Premium Hosted?

With Act! Premium Hosted you get on-demand access to the #1 best-selling Contact and Customer Manager in a secure Cloud environment, plus additional included benefits like video training, expert support, automatic upgrades, and nightly backups for a worry-free experience.

Q. How much does Act! Premium Hosted cost?

Act! Premium Hosted is available as a convenient pay-as-you-go subscription.

3 – 4 users	$50.00 / user / mo
5 – 9	$47.50 / user / mo
10 – 29	$45.00 / user / mo
30 – 99	$42.50 / user / mo
100 – 499	$40.00 / user / mo
500 +	$37.50 / user / mo

A one-time $299 startup fee applies.

Q. What is included with Act! Premium Hosted?

- ✓ Act! Premium, the #1 best-selling Contact and Customer Manager

- ✓ Act! Premium Mobile[1] – HTML5-based mobile client

- ✓ Automatic Act! Premium software updates and upgrades

- ✓ Act! Premium Hosted Business Care –including unlimited technical support for covered items

- ✓ Unlimited access to the Act! Premium Hosted instructional video library

- ✓ User setup and maintenance

- ✓ 24x7 system monitoring and nightly backups

- ✓ One (1) conversion of an existing Act! database

[1] Act! Premium Mobile requires setup and configuration of Act! Premium (access via Web). Data access available via active Internet connection from supported device browsers. Review Act! system requirements at act.com/systreq. You are responsible for all data-related charges.

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- ✓ One (1) live Act! Instructional Webinar
    - ○ This seminar is a live web-based session for end-users and database administrators. The session is private and is scheduled at the convenience of the customer. End-users will login to the webinar to learn how to effectively use the Act! Premium program. Instructional seminars may be customized for customers' specific needs. Agenda is provided and phone lines are open for questions and discussion.

- ✓ One (1) offline client database, with setup assistance
    - ○ The offline client database allows for additional administrative functionality as well as the use of Act! Add-on applications. In addition, an offline client / Windows® option is available for users to access their complete Act! database when they are not connected to the internet.

Q. What additional services are available?

- Additional Act! database conversion: $250.00/each. Database size limitations may apply
    - ○ This includes the conversion of one existing Act! database using standard conversion processes.
    - ○ Act! database repair charges may be quoted and charged separately.
- Additional Act! Premium Hosted Offline Client: $119.00/each.
- Professional Services available at an additional cost.

Q. What is the contract period for Act! Premium Hosted?

All Act! Premium Hosted contracts will be one (1) year terms, and will auto-renew on the anniversary date for a subsequent one (1) year term.

Q. What is the Offline Client?

Offline access is a complete copy of the customer's Act! Premium Hosted database installed locally on the user's computer, to give access to Act! Premium when a connection to the web is unavailable[2] The offline client database is pre-programmed and set to synchronize changes to the master database that we host when the user is connected to the internet. It also gives the customer the ability to update user settings and customize reports. Offline client databases can be set to automatically synchronize changes between the master database as frequently as every one hour. Installation of Act! Premium software and remote copy of the master database is required for offline client users. Use of Act! Premium software is included with the subscription.

[2]Offline access is not available for Mac® users unless using Parallels® with a supported Windows operating system. Review Act! system requirements.

Q. How does the customer subscribe and get started?

- **Get Started**: Contact an Act! Account Representative at (866) 873-2006 or your local Act! Certified Consultant[3] for a quote.
- **Register**: Approve your quote and complete your Act! Premium Hosted user information online.
- **Create Your Account**: Setup users and upload/backup data.
- **Access**: Login from your computer via Internet Explorer®, Firefox®, or Chrome®, or from your iPad®, iPhone®, or Android™ device.

Q. How long does it take to set up?

Orders are typically processed and setup is available within 1-2 business days. However, order processing and setup can take up to 3 business days.

Q. How does the customer get support?

Subscription to Act! Premium Hosted includes free, unlimited access to training videos online. The Act! Premium Hosted Library is a collection of online training videos that teach basic Act! Premium tasks. These videos are recorded so they're available whenever you have the time and access to the internet. For more information or to register, please visit the Act! Premium Hosted Library. Additionally, the Act! Knowledgebase has links to videos and other educational information.

Business Care for Act! Premium Hosted provides access to product upgrades so you always have the newest Act! innovations and feature enhancements[4] You also receive unlimited access to expert Act! Support Advisors ready to help quickly resolve technical issues related to Act![5].

Click here for live chat access or click the in-product Live Chat link through the web client. Or call (877) 716 6296. Act! Customer Support is available Monday through Friday from 8:30 am to 8:30 pm EST.

Q. Can existing Act! data be converted?

Yes! The conversion of one (1) existing Act! database is included with the Act! Premium Hosted subscription. Additional Act! database conversion/imports can be done for an additional fee of $250.00 / each.

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[3]Act! Certified Consultants are third-party vendors. Swiftpage is in no way liable or responsible for any claims made to products or services provided by third-party vendors.

[4]Provides access to the latest upgrades and updates for your Act! software released during your enrollment.

[5]Phone support and live chat are offered 8:30 a.m. to 8:30 p.m. ET Monday through Friday. Act! Support Advisors reserve the right to limit each call to one hour or one incident.

Q. What if contacts need to be imported?

Customers can import contacts into the local database if they are using the Offline Client. Alternately, this service can be performed for the customer for an additional fee.

Q. Are there differences in functionality between Act! Premium Hosted (web users) and the Offline Client?

Yes, please see the chart below.

	Web Users	Offline Client
Act! add-ons	No	Yes
Data Imports	No	Yes
Database Customization	Yes	No
Add New Users	No	No
Modify User Security Access	No	Yes
Limited Access	No	Yes
Customize Reports	No	Yes
Create Local Data Backups	No	Yes

Further, to view full differences between the Windows and Web clients, view this KB.

Q. Is Act! Premium Hosted secure?

Yes. All servers are monitored 24/7 and are protected with SSL certificates. Additionally, the data center is SAS70 compliant. Customer data is backed up nightly and maintained for 14 days.

Q. How do customers access Act! Premium Hosted?

Each customer will receive an email containing a web link to access Act! Premium Hosted after completing the Act! user information. Act! Premium Hosted can then be accessed via web browser using a computer or supported mobile devices. View compatibility requirements here.

Q. Which web browsers does Act! Premium Hosted work with?

Please review Act! Premium Hosted System Requirements.

Q. Does Act! Premium Hosted include a mobile solution?

Yes, Act! Premium Hosted includes Act! Premium Mobile[6] at no additional charge. With Act! Premium Mobile you can stay connected to your business by accessing key Act! details from your favorite supported device. View more details here.

Q. Which mobile devices or platforms does Act! Premium Mobile support?

Please review Act! Premium Hosted System Requirements.

Q. Can customers add or subtract users during their term?

New users can be added any time during the term; however, customers cannot subtract users. Upon contract renewal, a customer may choose to reduce their user count.

Q. Is there a cancellation penalty if Act! Premium Hosted is cancelled before the term of the contract expires?

Yes, two months of service beyond the current month.

Q. Does the service remain active during the two-month penalty period?

No.

Q. If the customer leaves the service, can they take their database with them?

Yes.

[6]Act! Premium Mobile requires set-up and configuration of Act! Premium (access via Web). Data access available via active Internet connection from supported device browsers. Review Act! system requirements here. You are responsible for all data-related charges.

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Q. Does the customer need to purchase Act! licenses with Act! Premium Hosted or the Act! Premium Hosted Offline Client?

No. Act! Premium Hosted is a subscription-based service, not a purchase-based offering, thus the Act! licenses are not owned by the customer.

Q. Can a customer own their own licenses *and* have their database hosted?

No. At this time, Act! cannot provide service to customers that want to own their own licenses and subscribe to the Act! Premium Hosted service. However, customers can purchase their own licenses and have Act! Premium hosted by an authorized Hosting Provider. More information can be found here.

Q. Can a customer have multiple databases in a single account?

Yes. Each additional database is $150. **NOTE:** For customers currently maintaining multiple databases, we recommend merging into a single database and if necessary, restrict access by user. The Professional Service fee to merge Act! Premium Hosted databases is $250 / each.

Q. What is the maximum size for an existing Act! database to be hosted?

The maximum database size that can be hosted with Act! Premium Hosted is approximately 3GB. **NOTE:** Exceptions may be made for large accounts. Please speak with an Act! Premium Hosted Account Manager.

Q. Will custom fields from an existing Act! database convert into Act! Premium Hosted?

Yes.

Q. Will templates and custom reports from an existing Act! database convert into Act! Premium Hosted?

Yes. Depending on the version of the existing Act! database, minor adjustments may be needed.

Q. Where can I find a full list of Terms and Conditions for Act! Premium Hosted?

The Act! Premium Hosted Terms and Conditions can be found at act.com/aphterms.