



# Business Care for Act!

Latest Technology. Peace of Mind. Exceptional Value.

## Protect and extend your Act! investment

There's no better way to protect and extend your Act! investment than with Business Care, a comprehensive maintenance and support plan that delivers the latest technology, peace of mind, and exceptional value to you and your business.

With Business Care, you get automatic access to new product innovations, expert support you can count on, and valuable extras that optimize your system and grow your business.

## Business Care Bronze – Our Basic Plan

**Business Care Bronze** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating and desktop systems<sup>1</sup>. You also receive valuable extras, like 50% off of online training with Act! Anytime Learning<sup>3</sup>, and exclusive discounts for Act! emarketing and select Marketplace solutions.

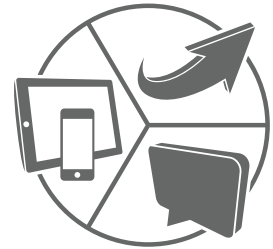
## Business Care Silver – Our Essential Plan

**Business Care Silver** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating and desktop systems<sup>1</sup>. You also receive unlimited access to expert Act! Technical Support Advisors, plus valuable extras, like discounts on online training with Act! Anytime Learning<sup>3</sup>, and exclusive discounts for Act! emarketing and select Marketplace solutions, such as Handheld Contact<sup>TM4</sup>.




## Business Care Gold – Our Premier Plan

**Business Care Gold** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating and desktop systems<sup>1</sup>. You also receive unlimited access to advanced-level Act! Technical Support Advisors, and have the ability to schedule appointments or leave a voice message for a dedicated contact. Plus, receive valuable extras, like online training at no charge with Act! Anytime Learning, and exclusive discounts for Act! emarketing and select Marketplace solutions, such as Handheld Contact<sup>TM4</sup>.

To subscribe to Business Care, call 866-873-2006, visit [act.com/businesscare](http://act.com/businesscare), or contact your Act! Certified Consultant.\*



- **Latest Technology:**  
Stay current with the newest product innovations, plus stay compatible with popular operating and desktop systems, because you receive automatic feature enhancements and platform updates.<sup>1</sup>
- **Peace of Mind:**  
Get the help you need, when you need it, to keep your business running smoothly, because you have access to expert Act! Technical Support Advisors ready to assist you.<sup>2</sup>
- **Exceptional Value:**  
Save on valuable extras, like online training with Act! Anytime Learning, and exclusive discounts for Act! emarketing and select Marketplace solutions, such as Handheld Contact<sup>TM4</sup>.

	Best value GOLD	SILVER	BRONZE
 <b>Latest technology</b> • Feature and platform enhancements	✓	✓	✓
 <b>Peace of mind</b> • Customer support • Advanced-level Act! Technical Support Advisors • Appointment scheduling • Voice message support	unlimited ✓ ✓ ✓	unlimited	
 <b>Exceptional value</b> • Act! Anytime Learning • Handheld Contact™ • Act! emarketing Discounts • Act! Marketplace Discounts	✓ 50% off ✓ ✓	Essentials Library - Free! Advanced Library - 50% Off 50% off ✓ ✓	50% off ✓ ✓

## Latest Technology

- Feature and Platform Enhancements: Stay current with the newest product innovations, plus stay compatible with popular operating and desktop systems, because you receive automatic feature enhancements and platform updates.<sup>1</sup>

## Peace of Mind

- Customer Support: Get the help you need to keep your business running smoothly, because you can consult with expert Act! Technical Support Advisors ready to help quickly resolve technical issues related to Act!. Interact with Act! Technical Support Advisors through the method most convenient for you, including live chat and toll-free phone options.<sup>2</sup>
- Advanced-level Act! Technical Support Advisors: Have access to our most advanced-level Act! Technical Support Advisors.
- Appointment Scheduling: Consult with dedicated Act! Technical Support Advisors on a date and time most convenient for you, because you have the ability to schedule appointments.
- Voice Message Support: Avoid wait time by leaving a message for Act! Technical Support Advisors and receive a guaranteed response within 4 business hours.

## Exceptional Value

- Get up-to-speed quickly with online training courses available with Act! Anytime Learning.
- Powerful and easy-to-use emarketing tools enable you to quickly segment lists and groups, then create, send, and track professional, eye-catching email campaigns that reach customers and prospects with the right message at the right time - all from within Act!, with Act! emarketing. Up to a \$180 value
- Get exclusive discounts on Marketplace solutions.

<sup>1</sup>Provides access to the latest feature enhancements and platform updates for your Act! software released during your enrollment. Business Care is not required for continuous access to product fixes for supported versions. <sup>2</sup>Phone support and live chat are offered 8:30 a.m. to 8:30 p.m. ET Monday through Friday for Business Care Gold and Business Care Silver customers. Act! Technical Support Advisors reserve the right to limit each call to one hour or one incident. <sup>3</sup>Offer cannot be combined with other promotions or discounts. The discount is off MSRP. <sup>4</sup>These products and services are provided by a third-party vendor. Discounts are available for Business Care Gold and Business Care Silver subscribers only. Swiftpage and its affiliates are in no way liable or responsible for any claims made related to products or services provided by third-party vendors. Swiftpage does not guarantee the quality of third-party products or services.

\* Act! Certified Consultants are third-party vendors. Swiftpage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

**Important Note:** Review Act! system requirements at [act.com/systreq](http://act.com/systreq). You must purchase one license of Act! per user. Scalability varies based on hardware, size, and usage of your database. Visit [act.com/marketplace](http://act.com/marketplace) or contact your add-on product provider to determine compatibility for your add-on products. **For Act! emarketing:** Basic account included (email up to 500 contacts per month). Product features vary based on services chosen. Visit [act.com/act-emarketing](http://act.com/act-emarketing) for details. **For Business Care:** Credit card required to activate service. Business Care plans are automatically renewing and subsequent one-year terms will automatically be billed to the same credit card or drafted from the same bank account on the plan expiration date at the then current rate unless you contact us at least seven (7) calendar days prior. Swiftpage will notify you thirty (30) days in advance of your expiration date. Renewal is not required for continuous access to product fixes for your supported versions.

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