

ACT! Software Support* from Bluebird includes...

Telephone Help Line: Providing access to our support staff. You can contact us between 9.00am and 6.00pm, Monday to Friday.

E-mail Support: You can e-mail us with a query at any time and we will aim to respond within 12 hours. We will also provide a live 'chat' link that enables you to engage in text-based communication with us in a messenger style format in 'real time'.

Advice: You are invited to seek our advice regarding the use of your ACT! system including the potential benefits of applying updates and upgrades. You can call us at any time to consult our technicians regarding advice on system features or add-ons that might help you address specific needs.

On site support: We are able to offer on-site support for our contract customers in the East and West Midlands at a reduced rate of £65 per hour. There is a minimum charge of 2 hours on-site time and no travelling costs. For contract customers outside the postcode areas listed below, the same structure will be applied except that we will charge travelling time beyond 2 hours (round trip) at £65 per hour:

B (Birmingham), CV, CW, DE, LE, NG, NN, TF, WS, WV, ST.

For none-contract customers, we will attend site to resolve ACT! issues on a time chargeable basis at £81.25 per hour plus VAT with a minimum of 3 hours chargeable time plus travelling costs.

On line support: Using the power of the internet and state-of-the-art web tools, our technicians are able to 'dial in' to your server or workstation and see the problem that you are encountering at first hand. We can either watch your screen remotely or even take control of your system to help rectify errors. No special software is required to enable this other than a simple ActiveX control that installs over the internet when we log in. Providing you have a broadband internet connection, this technology enables us to provide rapid fixes to many of the more complex problems that are not fixable via a simple phone conversation.

Business Advice: With the benefit of many years of sales and marketing experience, we are ACT! users too. This means that we understand how business works and why it is important to you to get the best from your ACT! system.

We can offer practical advice around database, sales automation and marketing systems to help your business grow, and support you in making management and business decisions.

Upgrade Discount: Where contract customers upgrade to a more recent version of ACT!, Bluebird will offer a further 5% discount against new licences, in addition to any upgrade discount offered by Sage.

*At peak periods and busy times when calls cannot be answered immediately, an answering service will record details of the support request. We will endeavour to respond to all recorded messages within 60 minutes within our core business hours. All Bluebird support is offered in accordance with the terms detailed in our Support Contract document and Service Level Agreement.

ACT! Software Support Contract premiums

Oct 2008

ACT! v6.0		ACT! Std (v7-11)		ACT! Prem W/grps / Web	
Users	Ann. Premium	Users	Ann. Premium	Users	Ann. Premium
1	£ 90.00	1	£ 74.19	1	£ 82.50
2	£ 129.00	2	£ 102.00	2	£ 165.50
3	£ 185.75	3	£ 146.63	3	£ 247.50
4	£ 215.50	4	£ 188.06	4	£ 330.50
5	£ 232.50	5	£ 223.13	5	£ 412.50
6	£ 242.50	6	£ 255.00	6	£ 495.00
7	£ 252.50	7	£ 286.88	7	£ 577.50
8	£ 262.50	8	£ 318.75	8	£ 660.00
9	£ 272.50	9	£ 344.25	9	£ 742.50
10	£ 282.00	10	£ 363.38	10	£ 750.00
15	£ 360.00	15	n/a	15	£1,057.50
20	£ 445.00	20	n/a	20	£1,350.00
25	£ 530.00	25	n/a	25	£1,687.50
30	£ 595.00	30	n/a	30	£2,025.00
35	£ 680.00	35	n/a	35	£2,362.50
40	£ 765.00	40	n/a	40	£2,700.00
45	£ 850.00	45	n/a	45	£3,037.50
50	£ 935.00	50	n/a	50	£3,375.00
55	n/a	55	n/a	55	£3,712.50
60	n/a	60	n/a	60	£4,050.00
65	n/a	65	n/a	65	£4,387.50
70	n/a	70	n/a	70	£4,725.00
75	n/a	75	n/a	75	£5,062.50
80	n/a	80	n/a	80	£5,400.00
85	n/a	85	n/a	85	£5,737.50

All premiums are invoiced in advance. Please note that no support calls or communications are accepted unless a valid contract is in place with premium paid.

Payment terms: Support contract premiums are invoiced in advance. *Payment due within 14 days of invoice date	Bank Details for Electronic Payment: Royal Bank of Scotland Derby Cornmarket Branch Sort Code: 161818 A/c: 10241483 Refer to invoice no.
Company Registered in England No. 5292012 VAT Number 855 4467 94 All products and services are offered for sale in accordance with our standard terms and conditions of sale Thank you for your business	