



Support Cover Benefits

Technical Support

Unlimited priority technical support is available to all users who have purchased Support Cover. You get to speak to one of our highly qualified team of Act! Certified Consultants directly.

Direct Technical Support via Remote Access

Let us help you by connecting to your PC using a recommended remote access facility. Our technician then has a complete view of your workstation, facilitating a faster resolution to the problem.

On Site Visits

If a problem is severe to the point that it cannot be solved over the telephone, or indeed you need assistance of a consultancy nature, then one of our Act! Certified Consultants will make an on-site visit.

Support Cover members are offered a reduced hourly rate of £70.00 per hour (normally £95)

Typical Use of Technical Support Visits

- Synchronisation problem solving, help in resetting sync to remote users.
- Database crash recovery. Sorting out problems with data corruption.
- System Maintenance, cleaning data, moving data, global replacing
- Assistance with Screen Design Revision
- Contact Management System trouble shooting / diagnostics
- Guidance for administrators on a 1-2-1 basis, identifying and addressing specific issues

Free Updates to Support Cover Members and Upgrades at Reduced Prices

When you join Support Cover, all updates of your Act! Software will be available to you free of charge. Software upgrades will be available at a discounted rate, so you need never worry about keeping up with the latest developments. You'll be the first to benefit from new features that help you to do business faster and more efficiently.

Newsletters & e-Updates

Offering news on developments within the Act! market place and Act! technology.



Support Cover Terms

Support Hours: 9:00am – 5:00pm Monday to Friday

Support Expiry: 12 months from receipt of signed order.

With Basic Support Cover: You are entitled to unlimited telephone technical support for one price, payable annually. All calls will be responded to immediately where possible. However, during times of high demand CRMDATA Limited will make every effort to call back within 1 hour.

Calls will be addressed on a first come – first served basis, with special consideration given to mission-critical issues such as system down time.

Support Users: Normally up to 3 authorised callers may be designated per licensed site. This can be reviewed upon request.

Support Definition: Support is typically defined as efforts toward solving a specific problem with the application software such as an error message generated while performing some function. Operating system or networking support is not included in this cover. Training on general procedures is typically not considered support unless the topic can be covered quickly. Support issues that cannot be resolved in a reasonable amount of time, typically 1/2 hour, including remote connection support, will be referred back as requiring further investigation and will be billed as per our standard arrangements. An onsite visit may be required. Any calls deemed as outside of the support cover will be billed with our standard terms.

Remote Connection: Our support engineers use Teamviewer support software for remote access and problem resolution.

Retainers: that may be in place are unrelated to this cover and apply only to on-site professional services. Balances are not transferable.

Master Development Program Support: is dependent on the Master Developer's support policy and cannot be guaranteed. Some issues may need to be referred directly to the Developer due to issues beyond CRMDATA Limited control.

Support Cover Subscribers: receive discounts on Act! version upgrades.

No Support Cover: Standard Rates with a quarter hour minimum, billed for immediate payment. If payment is past due, no service will be provided without a credit card payment for past due amount. Call backs will be on a first come - first served basis after all support cover subscribers are served.

Disclaimer of Warranty and Limitation of Liability:

CRMDATA Limited support analysts will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed or that all of your questions or issues will be resolved. Our support cover and services are provided "as is", and there are no other warranties regarding such services, expressed or implied.

Because software is inherently complex and might not be free from error, you are advised to verify the results of any service provided and the work of any software programs supported. CRMDATA Limited shall not be liable for any damages resulting from the use of, or inability to use the support cover and services, or from the use of, or inability to use the software programs supported, even if CRMDATA Limited has been advised of the possibility of such damages. This means that CRMDATA Limited is not responsible or liable for damages or costs incurred as a result of loss of time, loss of data, loss of anticipated profits or benefits resulting from the use of the software programs.