



Customer Support Policies

Sage Customers

Overview

Getting your job done is your priority. Making sure your software is helping you is ours. Sage provides a complete portfolio of support options that can be customized to meet your business requirements. These include software maintenance and upgrades, Customer Support and payroll tax table updates. Through industry-leading support, we focus on helping you increase the value of your investment by supporting your needs and solving your toughest problems.

The policies listed in this document are intended to clarify the Customer Support Services available. Sage may alter, discontinue or add services at our discretion from time to time and will provide at least 30 days notice to the Customer.

Definitions

The following should help to clarify the specific use of certain terms in this policy document.

Customer

Sage Customers include all those who have purchased a Sage product.

Certified Consultant

Partners who have successfully completed the certification process for any number of product sets become Certified Consultants. They are responsible for implementing and configuring Sage applications for customers who employ their services.

Solution Provider

Solution Providers are authorized dealers and resellers of Sage applications and products.

Case

For purposes of this document, a Case is any distinct instance of a problem, error or clarification of a product's feature or function reported by the Customer to Sage for analysis or resolution.

Resolution

For purposes of this document, Resolution is the providing of an explanation, clarification, recommendation, or solution to a Case.

Supported Version

Generally, the term Supported Version is used to define the versions of Sage products that are eligible for support. The currently shipping release of the product and the most recent prior version are considered to be Supported Versions when evaluating eligibility for support.

Noncustomized Software

Noncustomized Software is any Sage application that has not had its programming code, design, or data altered. Examples of such changes may include adding tables, fields, indexes, scripts, etc. External applications written to access any Sage application through direct or indirect means are considered to be customizations affecting the out-of-the-box functionality of the original Sage application.

Product Set List

This policy document applies to the following sets of Sage products:

- Sage Accpac
 - Sage Accpac ERP
 - Sage Accpac Options
- Sage Accpac HRMS
- Sage Accpac Insight
- SageCRM
 - SageCRM for Sage Accpac ERP
- Sage Pro
 - Sage Pro ERP
 - Sage Pro Add-Ons

Support Plan Benefits

This table compares the Customer Support services included in the Software Assurance and Priority Software Support plans.

	Software Assurance	Priority Software Support*
Product Upgrades & Updates	Yes	Yes
Self-Service Web-Based Resources	Yes	Yes
Online Access to Case Histories	No	Yes
Toll-free technical support	No	Yes
Assisted E-mail Technical Support	No	Yes
Assisted Live Chat Technical Support	No	Yes
Payroll Update Plan (PUP)	No	Yes
Unlimited Anytime Learning	No**	Yes
TechTuesday	No	Yes
25% off for any trainer led courses	No	Yes

**A current Software Assurance plan must be purchased separately before Priority Software Support can be purchased.*

***Software Assurance provides 1 free Anytime Learning session.*

Entitlement

Customers who have purchased a valid Priority Software Support service are entitled to the number of cases identified in their Priority Software Support. Each case reported by, or on behalf of, the Customer to Sage counts as a Case submitted for Resolution and will be subtracted from the total number of the Customer's remaining Cases. The Sage Customer Support representative will determine how many Cases will be handled during the course of each contact.

Current Priority Software Support Customers are entitled to receive support for the Supported Version. For Sage's End-To-End Solutions, Sage Accpac Options and Sage Accpac Add-on products, Sage will provide support for the versions of these products certified to work with the Supported Version of the Sage product with which they are integrated.

More information on support plans can be found on our website at <http://www.sageaccpac.com/support/>.

Customer Responsibilities

The Customer must have a current support plan for each product set and their account must be up-to-date and in good standing. When purchasing Software Assurance or Priority Software Support, the Customer must purchase Software Assurance or Priority Software Support for all products and product sets.

Sage's ability to provide support may be conditional upon the Customer providing all requested assistance and information deemed reasonably necessary to resolve a particular problem.

For more information as to how to ensure your case is addressed in a consistent and timely manner, please refer to the [Customer Support Case Resolution and Escalation Process](#) document for details at <http://support.accpac.com/techsupport/>.

Exceptions

Cases involving pre-sales information and product enhancement requests or unpublished Sage product defects will not be subtracted from the Customer's remaining Cases. Any cases initiated for previously reported, published and/or fixed program problems will be decremented from the Customer's remaining cases.

New Version Releases

To ensure a smooth transition for customers after a new version is released, Sage will provide limited support for the older product for a transitional period after the release of the new version. Sage Customer Support will provide advanced notice about the date for ending support of the retiring

product version. After this announced date, customer support will no longer be available for the retired product version. To receive support for any Sage product, the product must be installed in a supported environment.

Program Fixes

For Sage verified and confirmed program problems, Customer Support will work with the CC or customer to evaluate and set the severity of the program problem. Using this information, Sage will determine the need for a temporary program fix, incorporation into a Service Pack or inclusion in a future release. Any program fixes provided will be made available only in the current version of the product.

For more detail information on the severity levels, please refer to the **R&D Service Level Guidelines for Customer Support & Services (SLG)** found at <http://support.accpac.com/techsupport/>, as well as the Priority Levels section found below.

Customer Support Services

Entitled Customers are eligible to receive technical and nontechnical support within the following scope of the services available from Customer Support.

Services Provided

Sage Customer Support provides the following support services to Priority Software Support Customers for the Supported Version of Noncustomized software installed and operating within the requirements outlined in the product's requirements document:

- Provide information on program functionality.
- Clarify and explain the significance of error messages.
- Review customized macros/reports and offer suggestions to questions.
- Answer simple pre-sales questions.
- Assist with connectivity for hosted services.
- Investigate product activation code problems.
- Provide assistance in determining whether a Case is program, database, or environment related.
- Utilize remote assistance tools as necessary to assess a Customer's Case.
- Recommend Sage products to fulfill appropriate business needs.
- Suggest third-party products and services.

Services Not Provided

The following services are beyond the scope of Sage Customer Support and will be referred to Solution Providers, Certified Consultants or to Education Services:

- Providing database repair and administration.
- Creating, updating, or supporting any modifications/customizations, including customized reports, or third-party products.
- Assisting with network troubleshooting and support.
- Providing product training.
- Installing products, upgrades, or service packs.
- Providing accounting support (Please contact a designated accounting professional).

To determine the appropriate resource for your support needs, refer to our **Sage Software Support Resource Guide** found at <http://www.sageaccpac.com/support/> for detailed information and examples.

External Support Resources

Should the Customer require enhanced training on a specific product set, training is available for an additional fee from Sage University. Please visit the Sage University at <http://www.sagesoftwareuniversity.com/> for more information.

Given the complexity of the Sage product sets, should you require additional support outside the scope of Sage Customer Support services, please engage a Solution Provider or Certified Consultant.

Priority Levels

All Support cases are assigned a “Priority Level”. These levels are based the impact of a problem on a customer’s operations, and affected customer population.

Critical Priority

This type of error renders the software completely inoperative (system down) or affects the vast majority of customers.

Examples are:

- Fatal error resulting in system crash.
- Error that results in Customer being unable to perform core business operations.

High Priority

This type of error materially restricts the use or performance of the software or impacts a significant number of customers.

Examples are:

- Tax update results in incorrect calculations to be performed when running payroll.
- Error in critical report (i.e. reporting compliance or taxation related reports).

Medium Priority

Medium Priority is used for issues and situations, while significant, are not considered serious. These issues will typically affect an important process or feature while leaving all other areas of the system functioning normally or impacts a limited number of customers.

Examples are:

- Error on a non-critical report. (i.e. Vendor listing, GL Account descriptions wrong).
- Minor performance issues that require unique circumstances to encounter.

Low Priority

Low Priority is used for issues, including documentation errors, not requiring immediate attention to maintain the customer's business operations with an impact on a limited number of Customers or limited to a specific environment and/or business process.

Examples are:

- General “How-To” questions.
- Spelling mistake in documentation or on-line help.
- Cosmetic issue (i.e. inconsistent fonts, incorrect report heading) on screen.

Accessing Customer Support

For those Customers on Priority Software Support, contact us online at <http://support.accpac.com/techsupport/>.

For those Customers interested in our support plan options, please visit us on-line at <http://support.accpac.com/clients/ServiceAndSupport/default.asp>.

Hours of Operation

Customers can obtain live technical assistance from Customer Support Monday to Friday from 6:00 am to 5:00 pm Pacific Time with the exception of Wednesdays when it is available from 6:00 am to 4:00 pm Pacific Time. Please call 1-800-253-1372.

Sage Pro Customer Support is available from 7:00 am to 4:00 pm, Monday to Friday at 1-877-828-6373.

Connectivity support for Sage's Hosted Solutions is available 24 hours a day, 7 days a week, 365 days a year.

Service Levels

Although Sage can guarantee neither response times nor hold times due to the seasonal nature of call volumes, Sage will endeavor to meet the following service level targets during standard business hours as described above:

- **Live Chat**
Sage will target a maximum average hold time of 60 seconds on your initial contact.
- **E-mail**
Cases initiated through e-mail will be responded to within 2 business hours during normal North American hours of operation.
- **Live Telephone Support**
Sage will target a maximum average hold time of 2 minutes on your initial contact. Should a callback be required, Sage will target a response within three hours.

Resource Channel Definitions

Methods of communication with Customer Support shown above are defined as follows:

- **Telephone Support**
Immediate response to the Customer's support inquiries over the telephone provided by Sage Customer Support Analysts.
- **E-Mail Support**
Response to Customer Support inquiries via e-mail provided by Sage Customer Support Analysts
- **Chat Support**
Immediate response to Customer support inquiries via online text-based chat sessions provided by Sage Customer Support Analysts.
- **Newsletter**
Access via e-mail or web to quarterly newsletters containing all of the latest information related to service packs and product releases.
- **Self-Service**
Access to the online knowledge base and Sage Community Forums.

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