

Act! Remote Support Pack Order Form

Today's Date: _____

Company: _____

Contact(s): _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Act! Technical Support: Support incidents will be handled by our consultants.

Check One	Description	Price
	8-hour Remote Act! Support Pack via the use of web, phone or email. Minimum of 15 minutes per incident not to exceed 8 hours. Support under 15 minutes will apply as 1 incident. A preset appointment time may be required. Additional requests for consulting or training may be applied to the support agreement and will be deducted according to our standard pricing schedule. Expiration: 12 months from this signed agreement. For TopLine hosting customers, support pack valid for 12 months or until the termination of the hosting contract.	\$1400*
	4-hour Remote Act! Support Pack via the use of web, phone or email. Minimum of 15 minutes per incident not to exceed 4 hours. Support under 15 minutes will apply as 1 incident. A preset appointment time may be required. Additional requests for consulting or training may be applied to the support agreement and will be deducted according to our standard pricing schedule. Expiration: 12 months from this signed agreement. For TopLine hosting customers, support pack valid for 12 months or until the termination of the hosting contract.	\$700*
	2-hour Remote Act! Support Pack via the use of web, phone or email. Minimum of 15 minutes per incident not to exceed 2 hours. Support under 15 minutes will apply as 1 incident. A preset appointment time may be required. Additional requests for consulting or training may be applied to the support agreement and will be deducted according to our standard pricing schedule. Expiration: 12 months from this signed agreement. For TopLine hosting customers, support pack valid for 12 months or until the termination of the hosting contract.	\$350*
Web Communication Act! consultants solve problems online with ease. This browser-based, real-time solution creates an interactive environment that is significantly more personal and more effective. Included in the support price.		
Important Note: Support is REMOTE only and does not include onsite consulting. If onsite consulting is requested, a separate quotation will be prepared. A preset appointment time may be required.		

TopLine Results Corporation

Payment Terms: Prepaid by check, Visa, MasterCard or American Express. All orders should be directed to: **TopLine Results Corporation, 1099 Quail Court, Suite 200, Pewaukee, WI 53072.** Tel: 800-880-1960, Fax: 800-878-6641.

Professional Disclaimer: TopLine Results Corporation agrees to perform the services in a professional manner and as otherwise set forth in this agreement. TopLine Results Corporation warrants that services provided for the customer will perform as specified by this Agreement. Customer expressly agrees that neither TopLine Results Corporation nor personnel employed by TopLine Results Corporation shall be liable to the customer for any loss, liability, damage, cost or expense of customer (including lost profit or any other direct, indirect, or consequential damages) resulting from, or attributable to performance of the services. It is the responsibility of Customer to create and test all data backups prior to commencement of the project. Therefore, these data backups will be the source from which restoration is to happen in the event of any hardware/software failure, malfunctions or errors. TopLine Results Corporation must have access, when necessary, to responsible and informed parties within the information technology department (IT), TopLine Results cannot be responsible for losses of project hours, if this person(s) is not accessible.

Thank you for choosing TopLine Results Corporation as your CRM partner!

I acknowledge as an authorized representative that I have read and agreed to the terms of this agreement.

Total Payment Amount: \$ _____ plus any applicable sales tax

***Support contracts are subject to sales tax (Wisconsin).**

Name of Authorized Company Representative: _____

Company Title: _____

Signature: _____

Date: _____ PO Number (If Any): _____

Email address (for invoice and confirmation purposes): _____

Payment Information:

(Circle One) MC VISA AMEX Check **(must be prepaid)**

Credit card information:

Last 4 Digits of the Card No. _____

Cardholder Name _____

Expiration Date _____

Cardholder Signature _____

Credit card billing address (if different from page 1): _____

For credit card payments, please call us at 800-880-1960 x106 or x208 to provide your full card details.

**Please send BOTH PAGES of this form to TopLine Results Corporation
via email to info@toplineresults.com or by fax to 800-878-6641.**