

ONGOING SUCCESS

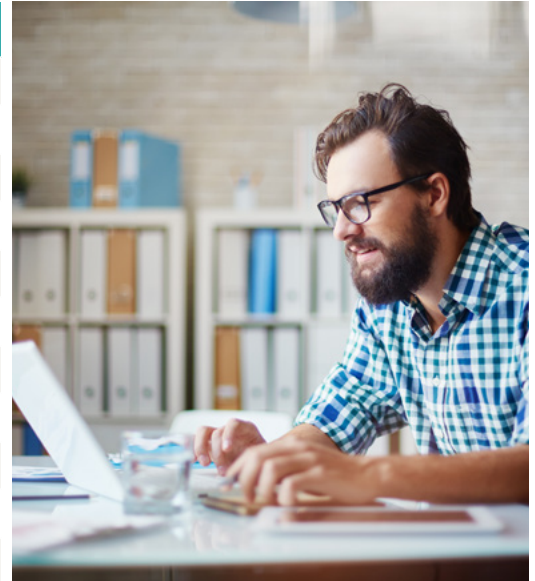
PREMIER PLUS PACKAGE

Our unrivaled support can help you succeed with the Act-On platform, whatever your goals may be. And, regardless of your subscription, you'll get unlimited access to training and support services for the lifetime of our relationship. It's just one more thing that sets Act-On apart from our competition. Whether you need help to keep prospects moving through the funnel, keep customers engaged, or measure marketing's contribution to revenue, we've got you covered. We'll meet you where you're at by providing support services that are tailored to your specific needs.

Our Premier Plus package is ideal for the mid-market customer who may be new to marketing automation, or is simply looking for Act-On to take additional ownership in their success.

Premier Plus Ongoing Success Package Includes:

Act-On University	✓
Online Community	✓
Local Business Hours Web Case & Phone Support	✓
24x5 Web Case & Phone Support	✓
24x7 Technical Support with Accelerated response times	✓
Accelerated SLAs (Response Times)	✓
Designated Support Team for Web Cases**	✓
Authorized Support Contacts***	7
Premier Technical Support Phone Line	✓
Named Customer Success Manager	✓
Annual Cost	\$15,000



Premier Plus includes a named Customer Success Manager who will become familiar with your goals and success metrics - assistance auditing your campaigns and quarterly business reviews are a few of the many benefits of being aligned with this consistent resource.

On the support side of the house, you'll benefit from expanded operating hours, faster response times, and direct access to Act-On's most seasoned support team – ensuring timely solutions and consistent interactions.