

Support and Service Plan Changes FAQ

Q: Why has Sage restructured its maintenance and support service plans?

A: We have restructured our Sage Abra service plans to more effectively protect and extend your software investment and provide customer support and services that better meet the needs of your business. The new and improved program, Sage Business Care, will help you more efficiently use your time and resources when operating your Sage solution. Sage Business Care offers two different service plans, so you can select the level of support assistance you require. Included in both plans is software assurance, providing you with enhancements, tax updates, and software alerts to keep your system running at peak performance. Plus, this new program will make it easier for you to get the support you need to enhance your product knowledge, run your business more efficiently, and get the most from Sage Abra.

Q: What are the new Sage Business Care service plans?

A: The Sage Abra SupportPlus plan will be replaced by the Sage Business Care Silver Plan, at no additional cost. The Silver Plan provides you with all of the same benefits you enjoyed as a Sage Abra SupportPlus plan member, with the addition of three more benefits: live chat, discounts on web-based Anytime Learning courses, and discounts on registration to the annual Sage Summit customer conference. With this plan, you'll receive unlimited access to our expert support team. Inquiries are handled in the order they are received, and our dedicated support staff will diagnose issues that you may experience, to get you up and running quickly.

In addition to the Silver Plan we are now offering the Sage Business Care Gold Plan. With this plan, you'll receive all the same benefits of the Silver Plan, plus additional training discounts, product discounts, quarterly support tips and tricks live webcasts, priority access to a dedicated support team, a free annual system check, and free access to the new Sage Employer Resources advice portal. You are invited to take a video tour of the Sage Employer Resources portal at www.SageEmployerResources.com/Abra.

Q: When will these service plan changes take effect?

A: Sage Business Care plans will be available for purchase on November 1, 2010. If you are currently on a Sage Abra SupportPlus plan, you will not see any changes until your current service plan is due for renewal. At the time of renewal, your existing Sage Abra SupportPlus plan will be renewed to a Sage Business Care Silver Plan, or you may choose to upgrade to the Gold Plan. If you are a new customer, you have the choice of purchasing either a Sage Business Care Silver or Gold plan.



Q: Will software upgrades and year-end releases with tax updates still be available, and for which plans?

A: Yes. All service plans will continue to offer software assurance that will keep your business up to date and secure with the latest product upgrades, enhancements, and releases, plus payroll tax, compliance, and regulatory updates (where applicable) during your annual plan period.

Q: Which plans have access to the Knowledgebase?

A: All Sage Business Care service plans will continue to have 24-hour, seven-days-a-week access to the extensive online Sage Abra Knowledgebase.

Q: Have any changes been made to customer telephone and online support?

A: No, the Gold and Silver plans will continue to be annual plans with unlimited telephone and online support. Remote Desktop support will continue to be available for both the Gold and Silver plans.

Q: How do I take advantage of my discounts?

A: Training discounts will be available through Sage University for both Silver and Gold plans. For Gold Plan customers, product discounts will be applied to orders placed with your Business Partner. To take advantage of your Sage Summit customer conference discount, when registration for the conference opens, you will be sent an email with a promo code that you will use to register for the conference.

Q: Who can I speak to about upgrading to Sage Business Care Gold?

A: Your Sage Abra Customer Care Representative is standing by and ready to help you. Please call **800-898-8208**.

