

Benefits	Sage Business Care Bronze	Sage Business Care Silver	Sage Business Care Gold
Upgrade Assurance (Version Upgrades¹)	✓	✓	✓
Service Release Updates	✓	✓	✓
Toll-Free Telephone Customer Support		5 incidents²	Unlimited²
Voice Customer Support		✓	✓
Voice Message Support (Guaranteed Response of Four Business Hours)			✓
Advanced Level Customer Support			✓
Remote Desktop		✓	✓
Live Chat²		5 incidents²	Unlimited²
Access to Online Knowledgebase	✓	✓	✓
50% Off Sage ACT! Anytime Learning Courses³	✓	✓	✓
Multi-year Discounts		✓	✓