



## QuickBooks Service Discontinuation Plan

Updated and effective from: 20<sup>th</sup> February 2009

Each year, we strive to deliver the best products to our customers by investing in technology that makes QuickBooks better and easier to use. One of the ways we are able to do that is to manage the costs associated with supporting older releases. We believe this enables us to provide you with the right level of service, while still providing leading-edge business solutions to our customers at the lowest cost.

Our practice is to support the most current version of QuickBooks, plus the prior two versions. If you are currently using an older version of QuickBooks and do not need certain business services (such as Payroll and Phone Support), you can continue to use the software as you have been. However, if you would like to continue receiving technical support or use other services, you will need to install and register a supported version of QuickBooks software.

As services to older versions are scheduled to be discontinued, Intuit provides affected customers with advance notice in a variety of ways, including mail or email notifications, in-product notifications, but usually through the website ([www.quickbooks.co.uk](http://www.quickbooks.co.uk)). Each QuickBooks Product is generally supported for a period of up to three years. QuickBooks Payroll is also supported for three years but to the end of the tax year i.e. 5<sup>th</sup> April. The present exception is for QuickBooks 2004 users where we are extending the support for an additional year, as per the table below.

Replacement CDs, patches, product updates, diskettes, and manuals will no longer be available for discontinued QuickBooks products. Intuit provides customer support regarding registration and keycode data for discontinued versions of QuickBooks under Intuit's standard terms and conditions, if that data is available.

However, Intuit cannot assure that we will be able to register, provide keycodes, or offer data and password recovery for discontinued QuickBooks products. For these reasons, we strongly recommend that customers use supported versions of the software.

Terms, conditions, features, service options and pricing for support offerings and optional services are subject to change.

Products	Services	Supported Until (Sunset Date)
QuickBooks 2008	Support Plan and Services	April 5 <sup>th</sup> , 2011
QuickBooks 2008 with Small Business Payroll	Support Plan and Services	April 5 <sup>th</sup> , 2011
QuickBooks 2006*	Support Plan and Services	April 30 <sup>th</sup> , 2009
QuickBooks 2006 with Small Business Payroll*	Support Plan and Services	April 5 <sup>th</sup> , 2009

- \*QuickBooks Pro 2006 and QuickBooks Accountant 2006 customers using **both** payroll and multicurrency functionality will continue to receive payroll updates beyond April 5th 2009, until further notice.

- \*QuickBooks Pro 2006 and QuickBooks Accountant 2006 customers using multicurrency functionality will continue to be supported until further notice

Further clarification of the support cessation exceptions can be obtained by calling Intuit Customer Service on 0845 606 2161

## Frequently Asked Questions About QuickBooks Support Policies

### **Q: How do I know which version of QuickBooks I have?**

**A:** Open the QuickBooks program and simultaneously press the **Ctrl** key and the "1" key on the keyboard (above the 'Q'); The Product Information window will display the QuickBooks version and release number on the top line.

### **Q: Are replacement parts available for discontinued versions of QuickBooks?**

**A:** No. Once a version of QuickBooks has been discontinued, replacement CDs, diskettes, and manuals are no longer available from Intuit.

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### **Q: Why is Intuit discontinuing phone support and access to Add-On business services?**

**A:** Every year, a growing base of customers purchase the most recently available version of QuickBooks. Retirement of older versions allows us to focus on supporting our more current products, which are used by the vast majority of our QuickBooks customers.

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### **Q: What will happen to my service after the discontinuation date if I don't upgrade?**

**A:** If you attempt to use a service after it has been discontinued you will get a message explaining that the service is no longer available through QuickBooks. This message will include instructions for upgrading to the most current version of QuickBooks and directions for migrating your existing account to your new QuickBooks software.

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### **Q: Once I upgrade, do I need to do anything to activate my add-on business services or support?**

**A:** Once you upgrade to a supported version of QuickBooks, you'll be prompted to have your account information automatically transferred. Once this information is transferred, you can continue to use your add-on business services as usual.

If you have an active Support Plan and upgrade prior to the discontinuation date, your support coverage will not be affected and Intuit will continue to provide support until the Plan's expiry date. If you have an active pre-paid Support Plan (such as an Annual Support Plan) that expires after the discontinuation date, your support coverage will continue until the Plan's expiry date.

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### **Q: How long can I continue to register a discontinued version of QuickBooks?**

**A:** Intuit provides customer support regarding registration and keycode data for discontinued versions of QuickBooks under Intuit's standard terms and conditions, **if that data is available**.

However, Intuit cannot guarantee that it will be able to register, product updates, patches, provide keycodes, or offer data and password recovery for versions of QuickBooks that have been

discontinued. For these reason, we strongly recommend that customers use supported versions of the software.

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**Q: I am on QuickBooks 2006 and use multicurrency, what should I do if I need support?**

**A:** We recommend that you continue using your current product until further notice.

