



# Off Hours Support Request

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The information in this document is current as of the date listed in the revision table history.

Revision Table

Date	Description	Revision
09/03/2019	Released	1.0
09/04/2019	Copy edit	1.1

Wednesday, September 4, 2019

Dear Customer:

Off-hours support for migrations and updates is available for a fee of \$600.00 on weekdays, \$800 on weekends. This fee provides direct access to a scheduled support technician for up to 4 hours during the migration/update. Additional time can be purchased in 4-hour increments for the same price, \$600 on weekdays and \$800 on weekends. These updates must be scheduled ahead of time and will be based on staff availability.

During the update, we ask that any required IT personnel with enough permissions, be on hand to make any necessary changes to your system. This is for your benefit and ours, as we try to minimize the disruption to your organization. We also require the starting time of this to be between the hours of 6 PM – 11 PM and 5 AM – 8 AM on weekdays.

Note: Our standard migration/update times are Monday – Thursday, 9 AM – 12 PM.

We would encourage that if you have any questions regarding this to contact us at [support@interbitdata.com](mailto:support@interbitdata.com).

Sincerely,

The Support Group



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