



Off Hours Support Request

Interbit Data, Inc.
251 West Central Street Natick, Massachusetts 01760 USA
(508) 647-0013 www.interbitdata.com

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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
07/08/2020	Updated logo	1.2
10/28/2020	Updated price-chart	1.3

November, 2020

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.

Table 1-0 Price chart

DAY OF WEEK	TIME	Price
Monday	6:00 p.m. to 11:00 p.m.	\$600.00
Tuesday	6:00 p.m. to 11:00 p.m.	\$600.00
Wednesday	6:00 p.m. to 11:00 p.m.	\$600.00
Thursday	6:00 p.m. to 11:00 p.m.	\$600.00
Friday	6:00 p.m. to 11:00 p.m.	\$600.00
Monday	11:00 p.m. to 5:00 a.m.	\$800.00
Tuesday	11:00 p.m. to 5:00 a.m.	\$800.00
Wednesday	11:00 p.m. to 5:00 a.m.	\$800.00
Thursday	11:00 p.m. to 5:00 a.m.	\$800.00
Friday	11:00 p.m. to 5:00 a.m.	\$800.00
Monday	5:00 a.m. to 8:00 a.m.	\$600.00
Tuesday	5:00 a.m. to 8:00 a.m.	\$600.00
Wednesday	5:00 a.m. to 8:00 a.m.	\$600.00
Thursday	5:00 a.m. to 8:00 a.m.	\$600.00
Friday	5:00 a.m. to 8:00 a.m.	\$600.00
Saturday	6:00 a.m. to 6:00 a.m.	\$800.00
Sunday	6:00 a.m. to 6:00 a.m.	\$800.00
Saturday	6:00 p.m. to 6:00 a.m.	\$1000.00
Sunday	6:00 p.m. to 6:00 a.m.	\$1000.00

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.

Sincerely,

The Support Group

A handwritten signature in black ink that reads "Brian Main". The signature is written in a cursive style with a large initial "B" and "M".

Brian Main
CTO
251 West Central St, Suite 36
Natick MA 01749
Phone: 508.647.0013
Fax: 508.647.0864

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