

From: SoftLayer noreply@softlayer.com
Subject: Transcript of your chat
Date: 6 May 2015 14:36
To: Ragnar ragnar@raghon.no

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Here is the copy of the recent chat that you requested

General Info	
Chat start time	May 6, 2015 8:18:12 AM EST
Chat end time	May 6, 2015 8:36:17 AM EST
Duration (actual chatting time)	00:18:04
Operator	Valentine C

Chat Transcript
<p>info: Thank you for choosing SoftLayer. A representative will be with you shortly.</p> <p>info: You are now chatting with 'Valentine C'</p> <p>Valentine C: Hello,</p> <p>Valentine C: How may i help?</p> <p>Ragnar: Hi, I've just done a small error, and ordered a VM in the wrong account. Is it possible to move this VM to the correct account ?</p> <p>Valentine C: Sorry, we are not able to move servers from account to account</p> <p>Valentine C: You will have to cancel and re-order in new account</p> <p>Ragnar: Will we still be billed for a month for this error ?</p> <p>Valentine C: Once you order the replacement server and have an order ID, cancel the wrong server and update the cancellation ticket with the Order ID of the replacement server</p> <p>Valentine C: Then ask for pro-rated credits</p> <p>Valentine C: If the value of the replacement server is equal to or more than the wrongly ordered server, then you will get a pro-rated credit</p> <p>Ragnar: ok .. so we will just be charged for an hour or two ?</p> <p>Ragnar: still there ?</p> <p>Valentine C: Was it a monthly server or an hourly server?</p> <p>Ragnar: monthly</p> <p>Valentine C: Then we will calculate on a daily basis</p> <p>Valentine C: Not hourly</p> <p>Ragnar: so we will be charged by one day if we cancel to day ?</p> <p>Valentine C: That is the meaning of pro-rated</p> <p>Ragnar: ok.. thanks for you kind assistance</p> <p>info: Your chat transcript will be sent to ragnar@raghon.no at the end of your chat.</p> <p>Valentine C: Once we get a cancellation ticket with the Order ID of the new server, then we will handle</p> <p>Valentine C: You're welcome</p> <p>info: Your chat transcript will be sent to ragnar@raghon.no at the end of your chat.</p>