

**Y**our web presence is extremely valuable - reliability and speed of execution are critical. With Premier Support, our already great technical support is taken to another level, helping you to achieve your objectives faster.

## COMPLETE SUPPORT FOR INMOTION HOSTING SERVER SOLUTIONS

### LAUNCH ASSIST™

Every InMotion Hosting dedicated server includes two hours (four hours for commercial class) of Premier Support available within the first 30 days. The purpose is to get your server productive as quickly as possible. Customers typically use Launch Assist for items including:

- Site transfer
- LAMP stack configuration
- SSL setup
- DNS setup
- Firewall configuration
- Storage partitioning
- Security planning
- Backup planning
- Training on WHM/cPanel



*Premier Support is the best way to get going fast and keep your server performing optimally.*

## AN EXPERIENCED TEAM DEDICATED TO YOU

Premier Support customers have exclusive access to our Advanced Support team, comprised of highly experienced staff who are very familiar with the InMotion Hosting software stack and hardware, as well as with a wide variety of application software.

## SEPARATE CONTACT POINTS

Premier Support customers have separate phone and email contact points to get them through to the Advanced Support team faster.

## HELP WITH MORE TECHNICALLY COMPLEX SOLUTIONS

Advanced server configurations including clustering, load balancing and failover require Premier Support. The Advanced Support team can also assist with security planning, custom partitioning, application software configuration and tuning and more.

## A MORE PERSONAL TOUCH FROM A SMALLER TEAM

Premier Support customers work with a smaller pool of support staff. While you won't have a single, dedicated support representative, you are more likely to hear a familiar voice. The smaller team can also keep each other apprised of the status of your server.

## PREMIER SERVICE AT AN AFFORDABLE PRICE

InMotion Hosting's Premier Support plans are designed to increase your success and satisfaction, not lighten your wallet. Monthly rates are low, with only a 3 or 6-month commitment. You're not trapped in a high-cost plan.

The Advanced Support team is available during the hours of 9:00am–9:00pm EST, Monday to Friday. When the team is not available, please feel free to contact 24/7 Technical Support via live chat, email [support@inmotionhosting.com](mailto:support@inmotionhosting.com), or call 888-321-4678 Option 2.

## AFFORDABLE PREMIER SUPPORT FOR YOUR SERVERS

Purchase a subscription for affordable service

### Level I\*

One hour of Premier Support per month.

\$40/month + \$45/hour beyond your first hour.

### Level II\*

Two hours of Premier Support per month.

\$70/month + \$40/hour beyond your first two hours.

### Level III\*\*

Three hours of Premier Support per month.

\$100/month + \$37.50/hour beyond your first three hours.



\* 3-month commitment, billed monthly

\*\* 6-month commitment, billed monthly

\*\*\* Without subscription, Premier Support is \$75/hour



## PREMIER SUPPORT SERVICES (partial list)

*When you have more complex or urgent support needs is when Premier Support makes the biggest difference for your business. It's the team and the services you need, at an affordable price. Don't see what you need below? Don't worry - we can assist with most server-related issues.*

<b>CUSTOM FIREWALL</b>	Keep intruders away from your server and protect your information. Our advanced firewall protection identifies potential risks and keeps your server secure.
<b>CUSTOM TRANSFER WORK</b>	Transferring files, applications, databases and domains can be a real pain. We can help you get these moved with our Custom Transfer service.
<b>CUSTOM CONFIGURATION SUPPORT</b>	Sometimes your hardware needs are more than what we offer. Our team helps you create your own servers to match the requirements that you need. From cluster creation, adding more RAM, and additional hard drives to virtualizing your web server, we can do it for you.
<b>ADVANCED TRANSFER</b>	Have multiple add on domains? Or lots of domains on one cPanel account that needs to be separated into multiple cPanel accounts? Our Advanced Transfer service can help you get these domains transferred. Give us a call to learn more about our Advanced Transfer service.
<b>ADVANCED SCRIPT INSTALLATION</b>	More advanced processes call for more advanced scripts. Our team is familiar with numerous common software sets, as well as with standard Linux installation processes for software they have not worked with before.
<b>PCI SCAN/ SECURITY CHECK</b>	We can implement active scanning of your server to check for vulnerabilities so your website is PCI compliant.
<b>FREE OS RELOADS</b>	If data corruption or data loss causes the OS to break, we will reinstall the OS to get you back online.
<b>DISASTER RECOVERY PLANNING</b>	If disaster strikes and your server goes down, stay one step ahead with a disaster recovery plan. Possible solutions include specialized backups or even a cold spare virtualized environment in a different data center.

Call today to get started: Premier Support **(888) 321-4678**, option **7**