

Your 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 VPS can take advantage of exclusive access to the Advanced Support Team for Launch Assist. 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

Launch Assist is available for only \$99 for our VPS customers



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

The Advanced Support team is here to 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, or call 888-321-4678 Option 2.

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

AFFORDABLE PREMIER SUPPORT FOR YOUR SERVERS

Purchase a subscription for affordable service

Launch Assist

Two hours of Premier Support to help get your VPS setup.

\$99 one-time fee for new VPS customers.

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.

CUSTOM FIREWALL	Keep intruders away from your server and protect your information. Our advanced firewall protection identifies potential risks and keeps your server secure.
CUSTOM TRANSFER WORK	Transferring files, applications, databases and domains can be a real pain. We can help you get these moved with our Custom Transfer service.
ADVANCED TRANSFER	Have multiple add on domains? Or lots of domains on one cPanel account that needs to be separated into multiple cPanel accounts? Our team can help you get these domains transferred.
ADVANCED SCRIPT INSTALLATION	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.
PCI SCAN/ SECURITY CHECK	We can implement active scanning of your server to check for vulnerabilities so your website is PCI compliant.
FREE OS RELOADS	If data corruption or data loss causes the OS to break, we will reinstall the OS to get you back online.
DISASTER RECOVERY PLANNING	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.

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