**Collabrance Change of Service Request**

|  |  |
| --- | --- |
| Subscriber: |  |
| City, State: |  |
| **Services To Be Changed** |
|  |
| **Collabrance Service Offerings** | **Remove Service** | **Add Service** | **Date of Change** |
| Basic User Support |[ ] [ ]  --/--/2024 |
| NOC Services (RMM tools and device monitoring) |[ ] [ ]  --/--/2024 |
| NOC with Services Desk (RMM tools add Service Desk access) |[ ] [ ]  --/--/2024 |
| **Authorization To Remove Ancillary Services**  |
| Fortigate Device and Management Services |[ ] [ ]  --/--/2024 |
| Backup/Data Protection  |[ ] [ ]  --/--/2024 |
| Hosted Email Solutions and add-on products  |[ ] [ ]  --/--/2024 |
| Other Services: (***Please List***) |  |[ ] [ ]  --/--/2024 |
| Comments: | *\* Billing for any service changes will take effect at the end of the current month.*  **\****\*If adding services, pricing from the current Pricing Calculator/Order Form will be used to determine the new billing amount.* |

|  |  |
| --- | --- |
| Service Provider:**Technical Contact Coordinating Removal Activities** |  |
| Technical Contact: |  |
| Phone: |  | Email: |  |

***Please submit the completed form to Orders@Collabrance.com***

**Authorized Signature**

Print Name:

Signature: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Date: --/--/2024

**Service Cancelation Procedure**

Collabrance requires 30 business days lead time to cancel service. All services are billed for the entire month in which service is canceled.

* For services that include hardware to be returned (e.g. Fortinet), the final month for invoicing will be the month Collabrance receives the product in our Cedar Rapids office, and it is verified to still be in good working condition.
* When canceling Datto services, Collabrance needs to be notified by the 10th of the month in which cancelation is requested to have these charges stopped with our vendor. If we do not receive notification by the 10th of the month, you will be billed an additional month of service.
* For software, cloud and monitoring services (e.g., Intermedia, Excel Micro, Pax 8 and Intronis) the final full month of invoicing will be the month the service is canceled, and the software is uninstalled.
	+ For Pax8 and Intermedia, the service will bill a full month of service for the month the service is canceled or transferred with the vendor, regardless if the Service Provider is billed for a portion of said month.

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