

# Ubuntu Telephone Support

Contributed by Gerald Butler  
Friday, 18 May 2007  
Last Updated Friday, 18 May 2007

Butler, Freeman & FOSS now provides telephone support for Ubuntu® Linux. Support sessions must be pre-arranged 24 hours in advance.

Our hours of availability for telephone support are:

Monday - Friday, 6:00 PM - 12:00 AM EDT/EST

Saturday & Sunday, 8:00 AM - 11:00 PM EDT/EST

We charge \$17.50 per 30 minute increment of telephone support. You may purchase as many increments as you feel you will need. We accept payments exclusively via PayPal® where you may choose to pay from your PayPal® account or using any of the PayPal® supported methods of payment.

When we have received confirmation from PayPal® of your payment along with your desired date and time for support, we will staff a technical support specialist to be available for your call. Should you choose to change the Date/Time you wish for your support, we require notice at least 8 hours in advance.

If you cancel your telephone appointment at least 8 hours in advance, we will refund your purchase or reschedule your support appointment. If you do not cancel at least 8 hours in advance, you will not be entitled to a refund; however, we will work with you to reschedule your appointment for a more opportune time and date.

To cancel a purchased telephone support appointment, please Contact Us. Include your name and PayPal® order verification number (aka Receipt Number or Confirmation Number) with your request. All requests for cancellation received at least 8 hours in advance of your scheduled telephone support appointment will be honored.

If you purchase more support than you require in a single session, you may use the additional purchased time at your convenience for up to 1 year from the date of purchase. To use unused purchased time, you must simply Contact Us. Include your name and PayPal® order verification number (aka Receipt Number or Confirmation Number), and the date/time you would like to schedule use of your additional purchased telephone support time.

To schedule your telephone support date and time and purchase telephone support hours (in 30 minute increments at \$17.50 per increment), please use the PayPal button shown below.

Ubuntu Linux Telephone Support  
(30 minutes for \$17.50).

Buy it Now!