



Doing Business with North Star, Inc.

Regular Business Hours of North Star, Inc.: 8am-5pm M-F

Support calls during regular hours:

(303)-552-0018 Main Number

Dispatch (Renae) - she is in charge of all the technicians schedules; dispatch can contact technicians with your messages and support issues, for over the phone support. Please call or email dispatch only to schedule all onsite support visits and all remote support requests. Dispatch can be reached at **303-552-0018 option 1**. If you get voicemail, please leave a message, dispatch or a tech will call you back within the 2 hour response time, usually sooner. If your service issue is of an urgent nature please press 9 when you call the main number and someone can assist you. You can also reach our dispatch group via e-mail at rditirro@nssit.com.

All technical support (e-mail/or phone support) is billed to the current labor contract/maintenance agreement, or at our current hourly open rate.

After Hours support calls:

If calling for support after regular business hours, please call **303-552-0018 and press 9**.

Please leave a voicemail message and a North Star, Inc. support staff member will call you back. (Please keep in mind after hours rates apply for any support outside of our normal business hours.) After hours support calls and Saturdays are charged at time and a half. Sundays are double time, and holidays are triple time and are subject to technician availability. Guaranteed after-hours support is not part of the standard block-of-time contract or maintenance agreement, and is an option that must be selected on the contract/maintenance agreement.

Email List:

All clients that we do work for, whether it's for a quick and small job or for a long IT relationship, are automatically added to our group email list. This is how we let you know about things happening at North Star, tell you about our giveaway winners, let you know about security alerts that affect your business, and more. If you decide you don't want to be part of our email communication, then feel free to opt-out using the link on one of the emails. However, opting-out does not mean we will never contact you via email. Many times you'll hear directly from our office manager or the company owners and technicians. Just wanted to give you a heads up about how this works.