

## How do I start the trial?

Simply respond to offer on our website or contact your account manager. The time limited trial will be setup for you with login credentials and instructions sent via email.

## Will I be notified prior to the end of the trial period.

Yes, you will receive notification that the trial period is about to end.

## Will I get technical support whilst on my free trial?

Yes, there is no difference between trial and production customers. Customers may raise a service ticket via the Node4 support hotline (0845 123 2229) or via the on-line portal -<https://www.node4.co.uk/mynode4/>

## Can I add extra capacity or virtual machines to my free trial?

Yes, but these will be billed at standard rates and will terminate at the same time as the free trial unless an order is place for continuation of all backup services.

## How do I continue the service after the trial?

Simply notify your account manager that you wish to continue or expand your backup service and provide an order number, service will then continue uninterrupted.

## Do I need to be an existing Node4 customer to take advantage of the trial offer?

A. No, we will set you up as a customer as part of the trial with no obligation to continue working with Node4 in the future (although we hope you will)

## How does the service terminate if I choose not to continue with the trial?

At service commencement, Node4 raise both a provisioning order and provisioning cease instruction, the service will automatically be shut down after 90 days unless renewed as a chargeable service.

## Is the software limited in any way within this trial?

No, this is a fully functional version of Cloud Connect Backup limited only by the trial duration. The advantage of this is that no changes are required to the software edition should you choose to continue the service after the trial.

## What happens to my data if I do not continue with the trial?

At service cessation, the gateway will no longer function, and the backup capacity will be re-used. It is strongly recommended that if the trial has been used for production data that an alternative backup target is provisioned before the end of your trial.

## Why is the offer limited to 10 virtual machines and 1TB of storage?

Node4 need to keep the offer within practical limits that allow the customer to implement a realistic trial over a reasonable time period.

Is your organisation ready to take its first step or the next step on the cloud journey by leveraging cloud backup as a service? Click [here](#) to start your free trial