

November 19, 2008

To: All MiRealSource Offices
From: Dave DeRees, CEO
Subject: NEW BUSINESS HOURS
Effective – Monday, November 24, 2008

Effective Monday, November 24, 2008 the ***normal business office hours*** for MiRealSource will be ***9:00 a.m. to 4:00 p.m. Monday – Friday.***

As always, Tech Support Department will be staffed seven (7) days a week to support the members – however, the ***after hours support has been modified as follows:***

TECH PAGER: (*immediate response*) 586.363.0429
IMMEDIATE RESPONSE: mirealsource.com/techsupport
NEXT BUSINESS DAY: support@mirealsource.com

Monday – Friday: 4:00 p.m. – 9:00 p.m.
Saturday: 8:00 a.m. – 8:00 p.m.
Sunday: 11:00 a.m. – 6:00 p.m.

Please add mirealsource.com/techsupport to your favorites list and keep the pager number (586.363.0429) handy for use during the ***above mentioned after hours times*** for any help you need that ***cannot wait until the next normal business day.***

However, if you need assistance that ***does not require “immediate” response***...you may use the email tech support provided as in the past... support@mirealsource.com ... and ***you will be contacted by the next business day.***

Thank you ☺