Plans & Pricing

Will we be charged if our old IT provider is uncooperative?

We always work collaboratively with your existing provider to ensure a smooth transition. However, if an outgoing provider refuses to provide necessary documentation or access, we may occasionally need to bill for project time to safely reverse-engineer or map your systems. This is always a last resort, and we will always discuss options with you before any additional time is incurred.

Attached files:

Unique solution ID: #1011
Author:
Last update: 2026-11-28 05:31

© 2026 Charlie Nelson <charlie.nelson@gatehouseit.co.uk> | 2026-11-28 06:38
URL: http://kb.gatehouseit.co.uk/content/0cat=1/12/en/will-we-be-charged-if-our-old-it-provider-is-uncooperative.html