



You are currently purchasing services directly from intY, but there are changes to how you will purchase them in the future. These changes will take effect on 30th August 2024. Below, we have outlined what this means for you and the necessary next steps.

Dear [customer name],

We want to inform you about an important change in the services you currently receive from us. In December 2023, intY was acquired by Giacom. Since then, we have been integrating our businesses. As part of this, we will no longer maintain direct relationships with end customers in order to focus 100% on the IT channel.

Your partner has previously invited you to purchase services directly from us. We value our relationship with them and have given them the option to establish a direct relationship with you, taking full ownership of the relationship.

Next steps to take:

- If you have not heard from your partner before 30th August 2024, please contact them to understand the available next steps.
- They will guide you through the transition process, explain the new billing procedures, and address any questions you may have.
- Please note that if we do not hear from your partner, your services will be scheduled to be discontinued following your next renewal date after 30th August 2024. You will be required to pay for them until that date.

Need help?

If you are unable to contact your partner, please reach out to us at hello@inty.com

Contact us