



Online Backup Solution

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1 About online backup

Online backup is a solution that is offered to allow small business to manage their backup's with minimal fuss and cost, it does not rely on changing tapes or any form of removable media nor does it rely on end user intervention. A small application is installed on your server, this application monitors changes to existing, new and deleted files. This information is compressed and encrypted and sent via your internet connection overnight to our datacenter. You can recover files from our datacenter at any time (24x7x365).

2 Duration of Service

This service is offered on a rolling monthly basis; each month is billed and paid for in advance. The service can be cancelled at any time. There are no refunds for part use or early cancellation of a prepaid month.

3 Billing and Payment Terms

Billing for this agreement is monthly in advance, terms are 7 days net.

4 Historical data

You can specify how much historical data you wish to keep. This is set by days, the number of days you select is only limited by how much backup storage you wish to use.

5 Recovering data

Data can be recovered two ways:-

- Via the backup manager application on your server, or another computer.
- In the case of a major disaster - directly from us.

If you require data in an emergency we can provide your data to you on a removable disk, you then run a small application to decrypt your data using your encryption password.

6 Hours of support

You can access your data 24x7x365. Should you wish to access your data via a removable disk (i.e. have us provide it to you) we also offer 24x7 support, see our pricing for more details.

7 Pricing

The following table outlines the pricing associated with this service.

Standard Service Fees		Ex GST
Initial setup	Once off charge	\$400.00
Storage Fee*	Per 1 Gb per Month	\$1.00
Recovery of data by The Unit in the event of a disaster.**		
Invoke disaster - During 8:30 am to 5:00 pm NSW Business days	One off	\$300.00
Invoke disaster - Outside of business hours	One off	\$750.00
Retrieval fee	Per 1 Gb	\$2.00
Deposit for removable media	Per 500 Gb	\$500.00

*A min storage fee of \$5 per month applies.

**You can recover files yourself in the event of disaster via the internet. However you may require them quicker than you can download them, As we have physical access to our datacenter we can supply your files for you on removable storage.

8 Sign Up

Please complete the following and send it to us via fax, post or email. Once received we will issue your first invoice. Upon receipt of payment your account will be set up and we will send you details on how to set up the service on your machine(s).

We can assist with this process if required for a small fee.

Company Details		
	Name	
	Address	
	Suburb	
	State	
	Phone	
Billing Details		
	Company Name	
	Person Name	
	Address if different to above	
	Email Address#	
	Phone	
	Fax	
Service Details		
	Date to commence service	
	Initial Storage Requirement (Gb)*	
	Data Retention Period (Days)	

Please note that this is a pre paid service.

#Invoices will be sent to your nominated email address unless otherwise stipulated.

*Your storage allocation can be increased or decreased at any time, changes are reflected in the next billing cycle.

I accept the terms and conditions above and wish to commence this service as at the commencement date indicated above.

Print Name: _____

Sign: _____

Date: _____

The Unit Australia Pty Ltd (Trading as The Unit)
ABN 37 129 885 516

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