



Remote Backup Service – Data Warehouse Package

[www.drbackup.net](http://www.drbackup.net)



If for any reason you are not absolutely delighted with the ease-of-use, safety or convenience of our service -- please let us know immediately. We will either fix the issue or refund 100 percent of your monthly service fee.

For clients that want the security of online backup for **more than 20 GB** of compressed data storage, our **Data Warehouse Package** allows the backup of larger quantities of static data at a substantially discounted price.

The Data Warehouse Package includes Microsoft Windows®-compatible backup software for use on one (1) PC, laptop or server. Additional PCs can be added to the service package as sub-account(s) with disk storage ‘pooled’ across all devices. Users can perform an unlimited number of backups and restorations using any broadband Internet connection.

Service Description	Per Month	Per Month 1-YR Prepaid*
<b>Data Warehouse Package</b> (RBS-DW-002) Bulk data storage service for business. Includes one (1) software license and 50,000 MB (50 GB) of <b>compressed</b> server storage.  <i>Note: Backup speed is capped at 512 kbps (~5GB/day) There is no limit on restore (download) speed.</i>	<b>\$59.95</b>	<b>\$53.95</b>
<b>Additional PC (sub-account)</b> (RBS-ID-001) Add PCs by purchasing additional software licenses. Disk storage ‘pool’ is shared by all systems in the plan.	<b>\$5.00</b>	<b>\$4.50</b>
* Includes a 10% prepaid annual contract discount.		

Additional Storage	Per month	Per Month 1-YR Prepaid*
<b>10 GB of Compressed Supplemental Storage -</b> (RBS-DS-010) Add 10 GB additional storage to your Data Warehouse Package.	<b>\$10</b>	<b>\$9</b>

Prices effective 1/1/2012



## Frequently Asked Questions

### Data Warehouse Package

#### 1. What's the advantage of the Data Warehouse Package?

The Data Warehouse Package offers organizations with large amounts of static data (i.e., scanned images, digital pictures, x-ray imagery, audio, video, pdfs, digital records, etc.) the opportunity to store this data on our offsite storage servers at a significantly discounted rate.

#### 2. How can you offer such low prices for large quantities of data?

Many clients have a large amount of information that infrequently changes. Once an initial "baseline" upload is complete, data transmitted each night is relatively modest. The Data Warehouse Package controls the maximum amount of data which can be transferred in any 24-hour period. By capping upload transfer speeds, we recognize operational cost savings. We pass these savings along to you in the form of reduced storage fees.

#### 3. We sometimes upload large batches of data. Is it ok if our backups run during the day?

In many cases, especially with newer computer equipment, your backups will run silently in the background. You may not even be aware a backup is in progress. Our open file agent technology permits you to work on files during the day – yet still get a snapshot backup of those data files that are currently in use.

#### 4. What happens if we try to send you too much data in one night or our backups do not complete in 24 hours?

The Data Warehouse Package supports a transfer speed of 200MB/hour for a total of ~5GB per day. If your backups do not regularly complete in a reasonable timeframe, we recommend you review list of files/folders selected for backup to ensure they are all necessary.

Note: Dr.Backup standard service packages permit much faster transfer rates and may be a better fit for situations where backup speed is paramount.

#### 5. Do I still get business-class service and support with the Data Warehouse Package?

Absolutely. Technical support hours are from 8am to 6pm eastern time. Emergency after-hours data restore assistance is available from an on-call technician.

#### 6. What happens if over time, I need additional storage?

Accounts which exceed their storage allocation receive an automatic 10% overdraft at no charge. If this amount is exceeded for over 30 days, we will ask you to upgrade your storage plan or reduce the size of your backups. Clients that prepay their annual service can receive additional storage by paying a pro-rata fee.

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