



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 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 **subject to the tiered storage usage conditions listed below.**

Service Description	Per Month	Per Month 1-YR Prepaid*
<b>Data Warehouse Package</b> (RBS-DW-001) Bulk data storage service for business. Includes one (1) software license and 20,000 MB (20 GB) of <b>compressed</b> server storage. Add additional Tier-1 or Tier-2 compressed storage as required.	<b>\$57.95</b>	<b>\$52.15</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 Tier-1 Supplemental Storage</b> - (RBS-DS-010) Add 10 GB additional storage to your Data Warehouse Package. <b>Backups restricted to upload speed not-to-exceed 512 kbps.</b> Maximum data transfer per day approximately 5,000 MB.	<b>\$10</b>	<b>\$9</b>
<b>10 GB of Compressed Tier-2 Supplemental Storage</b> - (RBS-DS-020) Add 10 GB additional storage to your Data Warehouse Package. <b>Backups restricted to upload speed not-to-exceed 256 kbps.</b> Maximum data transfer per day approximately 2,500 MB.	<b>\$5</b>	<b>\$4.50</b>



## Frequently Asked Questions

### Data Warehouse Package

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

The Data Warehouse Package offers businesses with large amounts (more than 20GB) of important data (digital pictures, x-ray imagery, audio, video, digital records, etc.) the opportunity to transfer this data to our offsite storage servers at a significantly discounted rate.

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

Most Dr.Backup clients perform their critical data backups in the middle of the night. This means that during these hours, the demand on our network and server resources is highest. By controlling the maximum speed at which Data Warehouse clients transfer information, we reduce the overall load during our "busy hour" and realize operational cost savings. We pass these operational cost 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?

When your Data Warehouse Package service is provisioned, we establish your maximum permitted data transfer rate. Based on this rate, Tier 1 clients can store a maximum of 5,000 MB during any 24 hours period while Tier 2 clients can store up to 2,500 MB. If your backups do not regularly complete in a reasonable timeframe, we recommend you pair-down the amount of data being backed up or reduce the frequency of scheduled backups. Our standard service packages do not contain data transfer rate restrictions and may deliver a faster – albeit more expensive – solution.

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

Absolutely. Technical support hours are from 8am to 7pm 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 Tier-1 or Tier-2 bulk 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.