

PHONE: 0900 782 858

 CUSTOMER
 SALES AGENT

 Phone
 Phone

Every SWISSVAULT version offers in the case of a disaster the possibility to restore data via the Internet at no additional charges. This functionality is also available for file based recovery and can be initiated immediately!

Pos.	Qty.	Description of service item	USD (excl. VAT)
Physical restore of a copy (not encrypted) - original data remains at SWISS FORT KNOX			
Procedure		The customer releases the encryption key to SWISSVAULT. The data will be released on a mobile data medium (USB) in an un-encrypted status. (Mobile device remains a property of SWISSVAULT).	
Duration		The data medium is ready for shipment or pick-up in Gstaad (BE) within max. 15h	
Support		The restore procedure is simple and well documented. The required support is relatively low.	
900		Flat fee for all service versions, possible up to 500GB of data volume	1'267.00
Physical restore of the original data (encrypted) - without remaining copy at SWISS FORT KNOX			
Procedure		The StorageCenter at SFK will be handed out to the customer temporarily (Eco). A TwinCenter will be reconfigured as StorageCenter and handed to the customer (Pro). This procedure is not available for Solo and Combo.	
Duration		The StorageCenter is ready for shipment or pick-up in Gstaad (BE) within max. 5h	
Support		The data restore is complex and can require several support hours by SWISSVAULT	
ATTENTION!		There is no more copy at SFK. The customer is therefore in possession of the last existing data copy.	
901		Flat fee for Eco and Pro (per StorageCenter / TwinCenter)	2'112.00
Physical restore of a copy (encrypted) - original data remain at SWISS FORT KNOX			
Procedure		The total data volume will be copied onto an additional StorageCenter. With the service version Pro the StorageCenter will remain at the customer location as replacement for the lost hardware (additional charges as per pos. 911/912 will apply). With all other service versions, this StorageCenter will be returned to SWISSVAULT after the successful restore.	
Duration		3 hours of preparation and 5h per 100GB for the actual data copy procedure.	
Support		The data restore is complex and can require several support hours by SWISSVAULT	
902		Flat fee up to 500GB for all service versions	4'139.00
903		Flat fee from 501GB to 1,000GB for all service versions	4'983.00
904		Flat fee as of 1,000GB for all service versions	5'828.00
Support service through SWISSVAULT			
		Support by phone from 09am - 5pm (CET): +41 (0)900 782 858, incl. Netviewer	101.00
		Support at client location during business hours (with appointment), excl. travel exp.	152.00
		Support at client location outside business hours (with appointment), excl. travel exp.	304.00
		Travel expenses for support efforts per Km (from Zug)	1.00
905		One time fee for initialisation of physical restore outside business hours	1'267.00
906		One time fee for immediate availability at customer location (for support)	845.00
Transportation of data medium from SWISS FORT KNOX to the client location			
907		Pick-up by customer in Zweisimmen / Gstaad (BE), Switzerland	free
908		By SWISSVAULT, per km (as of Gstaad)	1.60
909		Per courier (UPS, Fed-Ex,...)	variable
910		Per helicopter (within Europe), per flight hour (as of Gstaad)	4'983.00
Replacement of hardware for SWISSVAULT Pro			
911		StorageCenter small - without disks	3'294.00
912		StorageCenter large - without disks	5'828.00
913		Storage disk with 250GB storage space (only in combination with valid contract)	338.00
914		Storage disk with 500GB storage space (only in combination with valid contract)	549.00
Total SWISSVAULT restore procedures, excl. VAT			-

INITIALISATION BY

Company _____

Name & function _____

Place & date _____

Signature _____