



Service Plus Statement of Guarantee

Our goal is to provide all Service Plus Customers with total network availability. Using the latest Microsoft Technologies coupled with Hewlett Packard Equipment, we are able to accomplish this goal. The Service Plus program also adds to this by providing Replacement Warranty for every device we supply as well as the labour to setup and configure it.

Using the Best Practices we have developed over the last 8 years, and with the support of our Hardware and Software Partners, we guarantee that your Network will be up and running within Hours, not days. There will be no cost for this during our regular business hours (8:00am to 5:00pm, (MST) Monday to Friday excluding statutory holidays).

In the event that an onsite server is not required, customers may choose to have their business servers located and maintained at one of our two locations. These locations offer redundant failover for the backup and protection of your business data.

For this service, we provide the following three options:

1. Single Server – local backup and image of the server with critical data being backed up at both of our locations.
2. Single Server with cold failover - local backup and image of the server with critical data being backed up at both of our locations. Data is guaranteed to run with the previous day's data within 8 hours.
3. Single Server with hot failover - local backup and image of the server with critical data being backed up at both of our locations. Data is guaranteed to run with current data within 2 hours (*provided applications have been approved for this service*).

Our Guarantee

Below is a list of unacceptable practice's for SSI and the remediation options available to you.

Onsite Environment:

- Failure to replace a faulty piece of hardware within 24 hours.
- Failure to deliver on 3 hour response time either physically or remotely (*This is not a guarantee of up time, only that a technician will begin work on the initial problem*).
- Failure to report to the Customer on a critical issue should it arise i.e. Data backup operation failure.

Hosted Environment:

- Failure to have a copy of the critical data folder.
- Failure to have the "cold" system up and running within 8 hours.
- Failure to have the "hot" system operating within 2 hours.

Remediation Options:

- A credit equal to one month's Service Plus billing will be issued to the Customer for the device that failed and was not replaced within 24 hours.
- For a Service Plus Hosted environment, the Customer will be upgraded to an onsite solution.
- A buyout will be issued to the Customer for 50% of the remaining payments and all equipment will be returned.

Edmonton Office

18220 – 102 Avenue Edmonton, AB T5S 1S7
Phone: 780.413.8458 Fax: 780.451.0943

Calgary Office

110, 777 – 8th Avenue SW Calgary, AB T2P 3R5
Phone: 403.210.2022 Fax: 403.262.0226