

Service and Support Rates

AutoBackup Remote Backup and Archive Services

Remote Backup (Active Data *)	\$3.00/GB/Month	Roughly 10% of client data is active.
Remote Archiving (Archive Data **)	\$1.00/GB/Month	Roughly 90% of client data is archive.
<p>* Active data is any new data that has been added, accessed, updated or recovered within a clients billing period. ** Archive data is data that has not been accessed, updated or recovered within a clients billing period.</p> <p>For a general quote please visit http://www.autobackup.ca/content/solutions/quote.asp.</p>		
General Email Support & Help Desk Access	Included	This is included with service and subscribes to the Guaranteed Standard Recovery Time.
Guaranteed Standard Recovery Response	Included	Within 8 business hours (does not include data transfer time which is based on the standard recovery hourly rate).
Managed Backup & Archive Services	22%	22% cost of data stored.

AutoBackup and Fortress Additional Support Services

Additional Restore Bandwidth	\$5.00/GB	Charged if client exceeds 5GB monthly restore maximum.
General Telephone Support	\$60.00/Hour	1/2 Hour minimum.
General Onsite Technical Support	\$120.00/Hour	1 Hour minimum. (\$95.00/Hour if block of 10 hours is purchased)
Standard Recovery	\$120.00/Hour	Data recovery during regular business hours.
Standard After Hours & Holiday Hourly Recovery	\$240.00/Hour	Data recovery after business hours and holidays.
Guaranteed 4 Hour Recovery Response	\$50.00/Month	Response within 4 business hours. Additional fees are charged for at standard recovery hourly rate.
Guaranteed 2 Hour Recovery Response	\$100.00/Month	Response within 2 business hours. Additional fees are charged for at standard recovery hourly rate.
Guaranteed Immediate Recovery Response	\$200.00/Month	Response within 15 minutes. Additional fees are charged for at standard recovery hourly rate.
Immediate Recovery Response Per Instance	\$5000.00/Instance	Charged if a client requests immediate recovery response at any time and they have not subscribed to that service.
Hot Replication Service (Client Supplied NAS)	Contact For Price	Includes daily onsite data replication to device.

AutoBackup Service Options For Accounts > 100GB Of Storage

Local Backup Functionality	\$15.00/Month	To enable and utilize local backup option.
Versioning	\$15.00/Month	We must have 2 versions in order to provide our basic services. Anything over 2 will incur this cost.
Administrative and Web Restore Access	\$40.00/Month	Includes 5GB of restore bandwidth. Allows network administrators to login to their accounts, see usage, make new executive clients, setup new accounts etc.

Fortress BRICK Service

Pelican Hard Security Cases	Contact For Price	Requirements are based on what needs to be stored. Padlocks are not included but can be provided.
BRICK Storage	Min of \$30.00/Month	Price depends on what is being stored in our secure environment.

Miscellaneous Services

Business Continuity / Disaster Recovery Consulting	\$125.00/Hour	1 Hour minimum. (\$100.00/Hour if block of 10 hours is purchased)
On-site Training & Workshops	\$125.00/Hour	1 Hour minimum. (\$100.00/Hour if block of 10 hours is purchased)
Data/BRICK Pickup or Delivery	\$30.00	
Manual Data Transfer	\$30.00/Hour	1 Hour minimum.