DATA RESTORATION & RECOVERY PRICING

December 2018

vitruvi™

VITRUVI DATA RESTORATION & RECOVERY PRICING

Vitruvi retains backups of the data from the system according to data retention policies in the Customer's contract. To access or restore historical data, please contact support@vitruvi.cc.

VITRUVI DATA RECOVER SERVICES

Customers can access backups, restore data, and move data between workspaces. Data restoration services cover the transfer of data between workspaces as well as the restoration of historical backups. We offer two tiers of priority support when addressing these requests:

- **3 Business Day** – Vitruvi support team will complete data recovery and restoration services within 3 business days of receiving the request, subject to the size and scope of the request.

- **24 Hour** - Vitruvi support team will complete data recovery and restoration services within 24 hours of receiving the request, subject to the size and scope of the request.

TYPE	WORKSPACE	DESCRIPTION	3 BUSINESS DAY	24 HOUR
Restore	New	Restore a specified workspace to a specific date into a new workspace	$2,500	$5,000
Restore	Existing Staging	Specify a specific date to restore the system into your staging	$300	$600
Restore	Existing Production	Specify a specific date to restore the system into your active workspace. This includes up to 8 hrs of senior consulting to ensure data integrity during the restoration of the backup	$2,500 plus additional consulting charges	$5,000 plus additional consulting charges
Move	Common Jurisdiction	Transfer data between workspaces within a common jurisdiction	$300	$600
Move	Different Jurisdictions	Transfer data between workspaces in separate jurisdictions	$500	$1,000

All prices are in the currency of the associated Order Form.