

## **Covetrus Online Backup Description of Services Explanation of Services Version 10. 2020**

The Covetrus Online Backup solution is an offsite data storage service available for all Covetrus, Inc. (Covetrus) practices. Utilizing the internet and the Covetrus Local Backup software powered by Veeam, Covetrus Online Backup allows you to automatically transfer data from your clinic to a secure location. Each Covetrus Online Backup subscriber will receive an e-mail acknowledging the success of the upload.

The data is stored for a period defined by you during installation and can be retrieved by download in the event your clinic suffers a loss of data or determines a copy of previous data is necessary. Maintaining multiple copies of backups at separate locations greatly reduces the risk of data loss to your clinic. Online data storage should be a key element in every disaster recovery plan.

Covetrus Online Backup facilitates transferring your critical business data to secure servers. The data is then duplicated to a second secure site to provide greater protection against natural disasters. While you can use a local backup option of your choosing, we recommend the Covetrus Local Backup Software to get the critical business data locally for Covetrus Online Backup to transfer.

The service is completely customizable, allowing you to select how often and how much data you back up and store each month. The cost of Covetrus Online Backup is based on the accumulated amount of data a subscriber uploads in a monthly period.

As a subscriber of Covetrus Online Backup, you will receive the following benefits:

- Secure off-site Backup protection of critical data
- User Defined Backups – Each subscriber can indicate how often and how much data is transferred
- Access to data stored by Covetrus Online Backup upon request.

### **Privacy**

Covetrus Online Backup is committed to ensuring the security of your data. We use 256-bit encryption when collection and transferring all information. All information is subject to the terms of the Covetrus Privacy Policy, available at [www.covetrus.com](http://www.covetrus.com), which may be updated from time to time.

### **Pricing**

The cost of Covetrus Online Backup is based on the actual, accumulated storage utilized by a subscriber in a one (1) month period. Refer to the table below to determine monthly cost of service. After one year of continuous service, 'Covetrus Online Backup' service rates will automatically adjust to rates set forth by Covetrus, which may be updated from time to time.

Covetrus Local Backup	\$10 /month
Covetrus Online Backup Small Business Tier 0 (1 GB)	\$16.99 /month
Covetrus Online Backup Tier 1 (1 to 10 GB)	\$29.99 /month
Covetrus Online Backup Tier 2 (10+ to 20 GB)	\$59.99 /month
Covetrus Online Backup Tier 3 (20+ to 30 GB)	\$79.99 /month
Covetrus Online Backup Tier 4 (30+ to 75 GB)	\$99.99 /month
Covetrus Online Backup Tier 5 (75+ to 500 GB)	\$199.99 /month
Covetrus Online Backup Tier 6 (500+GB to 1 TB)	\$299.99 /month

Covetrus Online Backup Overage past 1 TB	\$0.25/GB /month over 1 TB
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- One Time Setup Fee: \$19.99 for new subscriptions – waived for migrations from IDSS
- Data Retrieval Fee: Fee ONLY applies if subscription has been cancelled and retrieval is for data within twelve (12) month period of upload.
- USB Hard Drive Copy of Data: Available upon request for \$29.99 plus shipping

#### **Billing of Service**

Covetrus Online Backup will be billed monthly based on the actual data storage used. Any accrued setup fees will be included in the first monthly billing cycle. Payments for Covetrus Online Backup service is due within thirty (30) days of the invoice date. Failure to pay may result in interruption or loss of service and may subject the subscriber to additional fees in the event that Data Retrieval or other services are required.

#### **Information on Covetrus Online Backup**

Please call Covetrus, Inc. at 855-478-7920