



Services Catalog

2007/2008

Linux Server Systems General Information

Linux based servers have become a very powerful tool to use. Their low cost and high flexibility makes them available to all kinds of business – from small offices to large hosting companies. **Info Data Center Ltd.** can provide customers with a powerful yet cost efficient solutions, tailored to their needs.

Info Data Center Ltd. offers a free phone/e-mail consultation and a no obligation quote to identify exactly what you require. Once you get the hardware, we do the rest !

Info Data Center Ltd. also offers services to maintain your server system after installation. We are able to ensure your server remains up to date with the latest security patches as well as ensure that your server is working at peak efficiency.

What is Included

With your new Linux Server System you will receive the following:

- *Linux Based System(s)*
- *On-site OS Installation (Available for Bulgarian customers)*
- *4 free general usage support telephone calls (to be used within 30-days of installation)*
- *30-day general usage support via e-mail*
- *1-year labor warranty*

Additional Services :

- *Setup of workstations*
- *Remote Administrator support*
- *Training*
- *Extra telephone support calls*
- *Extension of e-mail support*
- *Extension of labor warranty*
- *And many more...*

Features

Info Data Center Ltd. can provide your Linux Server System with the following features some of which come as included and others as optional, depending on the system you require:

Network Configuration
DNS Server
Proxy Server
E-Mail Server
Firewall Configuration
Database Server
Print Server
Groupware

DHCP Server
Virtual Private Network (VPN)
Web Server
Webmail Server
Virus Protection
File Server
Data Security
And more ...

Addons

In addition you are offered a variety of options for customizing your system according to your needs, help and support, upgrades, contracts, payment methods, etc.

Pricing

All prices do not include taxes and are subject of confirmation. To receive up-to-date information call us at **+359-889-599-449** or e-mail us at **info@infodatacenter.com**.

Entry Level Class LSS	starts at:	€ 199
General Class LSS	starts at:	€ 399
Project Class LSS	starts at:	€ 599
Business Class LSS	starts at:	€ 799
Enterprise Class LSS	starts at:	€ 999

Support & Warranties

Some of these features come as standard for the packages and yet this does not mean static. Their theoretical unlimited flexibility and ease of incorporation into all aspects of the products in practice, makes them a perfect fit to your confidence as a Linux Server System owner.

Entry Level Class Linux Server System

The following is our Entry Level Class Linux Server System product specifications. The prices quoted do not include taxes and are subject to confirmation.

System Information

Base System

Features	Internet Firewall Internet Connection Sharing File Server
General Usage Support	Yes ¹
Warranty	Yes ¹
Base Price	€ 199

¹ For more information refer to the Support & Warranties pages of this document.

Optional Features and Additional Information

The following are upgrades you can make to the base system and information we require. If a component you require is not listed here please let us know and if the component is available to us we will give you a updated quote with the new component.

OS Related

DNS Server	+ € 49
WWW Server	+ € 49
Proxy Server	+ € 49

Network Related

Wired Network	+ € 0
Wireless Network	+ € ask

Warranties

1-year OS labor warranty	+ € 0
2-year OS labor warranty	+ € 199
3-year OS labor warranty	+ € 389
longer OS labor warranty	+ € ask

General Usage Support

4 phone support calls* + 30-day e-mail support	+ € 0
8 phone support calls* + 180-day e-mail support	+ € 99
15 phone support calls* + 1-year e-mail support	+ € 189
30 phone support calls* + 2-year e-mail support	+ € 349
more phone support calls* + longer e-mail support	+ € ask

*Support calls are valid within the e-mail support period.

Remote Administrator Support

Recommended option*. Please note that selecting Remote Administrator **overrides** the support option above. You receive 5 support calls per month and free e-mail support for the duration of your remote administrator use. **First month free of charge.**

* For more information refer to the Remote Administrator pages of this document.

Additional Support

48-Hour Burnin Test	+ € 0
Workstation Support	+ € ask

General Class Linux Server System

The following is our General Class Linux Server System product specifications. The prices quoted do not include taxes and are subject to confirmation.

System Information

Base System

Features	Internet Firewall Internet Connection Sharing Proxy Server File Server WWW Server
General Usage Support	Yes ¹
Warranty	Yes ¹
Base Price	€ 399

¹ For more information refer to the Support & Warranties pages of this document.

Optional Features and Additional Information

The following are upgrades you can make to the base system and information we require. If a component you require is not listed here please let us know and if the component is available to us we will give you a updated quote with the new component.

OS Related

DHCP Server	+ € 49
DNS Server	+ € 49
Database Server	+ € 49
Print Server	+ € 49

Network Related

Wired Network	+ € 0
Wireless Network	+ € ask

Warranties

1-year OS labor warranty	+ € 0
2-year OS labor warranty	+ € 199
3-year OS labor warranty	+ € 389
longer OS labor warranty	+ € ask

General Usage Support

4 phone support calls* + 30-day e-mail support	+ € 0
8 phone support calls* + 180-day e-mail support	+ € 99
15 phone support calls* + 1-year e-mail support	+ € 189
30 phone support calls* + 2-year e-mail support	+ € 349
more phone support calls* + longer e-mail support	+ € ask

* Support calls are valid within the e-mail support period.

Remote Administrator Support

Recommended option*. Please note that selecting Remote Administrator **overrides** the support option above. You receive 5 support calls per month and free e-mail support for the duration of your remote administrator use. **First month free of charge.**

* For more information refer to the Remote Administrator pages of this document.

Additional Support

48-Hour Burnin Test	+ € 0
Workstation Support	+ € ask

Project Class Linux Server System

The following is our Project Class Linux Server System product specifications. The prices quoted do not include taxes and are subject to confirmation.

System Information

Base System

Features	Internet Firewall Internet Connection Sharing DNS Server FTP Server Database Server WWW Server Groupware Data Security ¹
General Usage Support	Yes ²
Warranty	Yes ²
Base Price	€ 599

¹ Depends on hardware availability.

² For more information refer to the Support & Warranties pages of this document.

Optional Features and Additional Information

The following are upgrades you can make to the base system and information we require. If a component you require is not listed here please let us know and if the component is available to us we will give you a updated quote with the new component.

OS Related

DHCP Server	+ € 49
Virtual Private Network (VPN)	+ € 99
Proxy Server	+ € 49
Print Server	+ € 49
Mail Server	+ € 199

Network Related

Wired Network	+ € 0
Wireless Network	+ € ask

Warranties

1-year OS labor warranty	+ € 0
2-year OS labor warranty	+ € 199
3-year OS labor warranty	+ € 389
longer OS labor warranty	+ € ask

General Usage Support

4 phone support calls* + 30-day e-mail support	+ € 0
8 phone support calls* + 180-day e-mail support	+ € 99
15 phone support calls* + 1-year e-mail support	+ € 189
30 phone support calls* + 2-year e-mail support	+ € 349
more phone support calls* + longer e-mail support	+ € ask

* Support calls are valid within the e-mail support period.

Remote Administrator Support

Recommended option*. Please note that selecting Remote Administrator **overrides** the support option above. You receive 5 support calls per month and free e-mail support for the duration of your remote administrator use. **First month free of charge.**

* For more information refer to the Remote Administrator pages of this document.

Additional Support

48-Hour Burnin Test	+ € 0
Workstation Support	+ € ask

Business Class Linux Server System

The following is our Business Class Linux Server System product specifications. The prices quoted do not include taxes and are subject to confirmation.

System Information

Base System

Features	Internet Firewall Internet Connection Sharing FTP Server DNS Server WWW Server Mail Server Print Server Data Security ¹
General Usage Support	Yes ²
Warranty	Yes ²
Base Price	€ 799

¹ Depends on hardware availability.

² For more information refer to the Support & Warranties pages of this document.

Optional Features and Additional Information

The following are upgrades you can make to the base system and information we require. If a component you require is not listed here please let us know and if the component is available to us we will give you a updated quote with the new component.

OS Related

Virtual Private Network (VPN)	+ € 99
File Server	+ € 49
Proxy Server	+ € 49
Webmail Server	+ € 49
Spam Filter	+ € 49
DHCP Server	+ € 49
Virus Protection ¹	+ € 699
Database Server	+ € 49

¹ Requires annual subscription of € 300 for virus updates, first year included.

Network Related

Wired Network	+ € 0
Wireless Network	+ € ask

Warranties

1-year OS labor warranty	+ € 0
2-year OS labor warranty	+ € 199
3-year OS labor warranty	+ € 389
longer OS labor warranty	+ € ask

General Usage Support

4 phone support calls* + 30-day e-mail support	+ € 0
8 phone support calls* + 180-day e-mail support	+ € 99
15 phone support calls* + 1-year e-mail support	+ € 189
30 phone support calls* + 2-year e-mail support	+ € 349
more phone support calls* + longer e-mail support	+ € ask

*Support calls are valid within the e-mail support period.

Remote Administrator Support

Recommended option*. Please note that selecting Remote Administrator **overrides** the support option above. You receive 5 support calls per month and free e-mail support for the duration of your remote administrator use. **First month free of charge.**

* For more information refer to the Remote Administrator pages of this document.

Additional Support

48-Hour Burnin Test	+ € 0
Workstation Support	+ € ask

Enterprise Class Linux Server System

The following is our Enterprise Class Linux Server System product specifications. The prices quoted do not include taxes and are subject to confirmation.

System Information

Base System

Features	Internet Firewall Internet Connection Sharing DNS Server FTP Server WWW Server Proxy Server File Server Mail Server Groupware Database Server Data Security ¹
General Usage Support	Yes ²
Warranty	Yes ²
Base Price	€ 999

¹ Depends on hardware availability.

² For more information refer to the Support & Warranties pages of this document.

Optional Features and Additional Information

The following are upgrades you can make to the base system and information we require. If a component you require is not listed here please let us know and if the component is available to us we will give you a updated quote with the new component.

OS Related

Virtual Private Network (VPN)	+ € 99
Webmail Server	+ € 49
Spam Filter	+ € 49
DHCP Server	+ € 49
Virus Protection ¹	+ € 699
Print Server	+ € 49

¹ Requires annual subscription of € 300 for virus updates, first year included.

Network Related

Wired Network	+ € 0
Wireless Network	+ € ask

Warranties

1-year OS labor warranty	+ € 0
2-year OS labor warranty	+ € 199
3-year OS labor warranty	+ € 389
longer OS labor warranty	+ € ask

General Usage Support

4 phone support calls* + 30-day e-mail support	+ € 0
8 phone support calls* + 180-day e-mail support	+ € 99
15 phone support calls* + 1-year e-mail support	+ € 189
30 phone support calls* + 2-year e-mail support	+ € 349
more phone support calls* + longer e-mail support	+ € ask

* Support calls are valid within the e-mail support period.

Remote Administrator Support

Recommended option*. Please note that selecting Remote Administrator **overrides** the support option above. You receive 3 support calls per month and free e-mail support for the duration of your remote administrator use. **First month free of charge.**

* For more information refer to the Remote Administrator pages of this document.

Additional Support

48-Hour Burnin Test	+ € 0
Workstation Support	+ € ask

General Support Services

- **Phone Support (available worldwide 24/7/365)**

Phone support is available to customers requiring assistance in using their computer system. Each call is charged at € 14 (taxes not included) per incident. This fee will be waived if the fault was caused by **Info Data Center Ltd.** itself, the fault was unsolvable or under special circumstances. **Info Data Center Ltd.** offers a certain number of free support calls for each system sold.

You may contact **Info Data Center Ltd.** phone support at **+359-889-599-449** .

- **Remote Support (available worldwide 24/7/365)**

Remote support enables us to administer your system directly without the need for us to be on-site. Remote support is only available to systems which are connected to the Internet and have remote access software installed and working. Remote support software (if needed) is provided by us free of charge.

Remote support is charged initially € 24 (taxes not included) per incident including the first hour then € 19 (taxes not included) per additional hour or part thereof. This fee will be waived if the fault was caused by **Info Data Center Ltd.** itself, the fault was unsolvable or under special circumstances.

You may contact **Info Data Center Ltd.** remote support at **+359-889-599-449** or by message to ICQ UIN **233267**.

- **On-Site Support (call us to check availability)**

On-Site support is available for faults that are unsolvable by phone/e-mail/remote support or if you would like extra functionality added to your system.

Standard On-Site Support

Standard support is for on-site support with a response time within 3 business days. Initial charge is € 19 (taxes not included) including the first hour then € 24 (taxes not included) per additional hour or part thereof.

Immediate On-Site Support

Immediate support is for on-site support with a response time within the same day during business hours. Initial charge is € 29 (taxes not included) including the first hour then € 34 (taxes not included) per additional hour or part thereof.

Immediate After Hours On-Site Support

Immediate after hours support is for on-site support with a response time within the same day outside of business hours including weekends and public holidays. Initial charge is € 39 (taxes not included) including the first hour then € 44 (taxes not included) per additional hour or part thereof.

Immediate After Hours Support may not always be available. If an emergency situation appears call **+359-889-599-449** anytime to check availability. We promise you we will do our best to help you out.

You may contact **Info Data Center Ltd.** at **+359-889-599-449** or by message to **ICQ UIN 233267** to discuss your self-customized on-site or remote support needs.

- **E-mail Support**

E-mail support is available to customers requiring assistance in using their server system. Each support e-mail is charged at € 9 (taxes not included) per incident. This fee will be waived if the fault was caused by **Info Data Center Ltd.** itself, the fault was unsolvable or under special circumstances (*vis major*). Each **Info Data Center Ltd.** product includes a period of free e-mail support.

If you are having an issue with your server system please send an e-mail to **support@infodatacenter.com** making sure you include your name, business name, customer id, machine id if applicable and any other relevant to the case information.

Note: For security reasons the e-mail address here must match the e-mail address you have supplied to us.

Remote Administrator Support (RAS) Service

The Remote Administrator Support Service will give you an outstanding planning, configuration, maintenance and support for your own or hired server system directly from us at the best price on the IT market. This service will ensure that your server systems are working at peak efficiency and maximum security. This service can be ordered as a standalone package or in combination with other services.

Choosing our RAS service you will receive the following benefits:

- **Cutting-edge security for your Linux Server System(s)**

When a new security patch is made available we will install it on your systems within one business day. This ensures the maximum of security for your system and network.

- **24/7/365 System(s) OS monitoring**

We check if your operating system is running and will contact you if for whatever reason the server has become inaccessible or gone down.

- **24/7/365 System(s) HDD monitoring**

The RAS service will ensure that there is still plenty of hard drive space on your server and we will contact you if space becomes low.

- **Other Equipment and processes are running normally**

We make sure that all your hardware (such as processors, hard drives, fans etc.) and services (such as the WEB, FTP, POP and SMTP) are running correctly without any faults.

- **System(s) Integrity**

We do everyday tests which check systems integrity thus making sure your system has not been compromised by an attack from the Internet or from local account owner.

- **Configuration changes**

If the need arises, we will make basic changes to your systems. These changes include modifying your firewall setting, general web and e-mail server setting among other things.

- **Account(s) Maintenance**

We will add, remove and modify user accounts from the servers for you. All you have to do is to provide us the information required and the user will be modified within one business day. All features of the account will be setup for the new user automatically by us.

- **General system changes**

If there is a small change that you require for your servers let us know and we will make the change for you.

- **Availability and cost efficiency**

When the RAS service is used you will have the benefit of a systems administrator available to help 24/7 at a fraction of the cost of a full-time administrator as following:

1 Supported LSS with :

< 50 accounts	99 / month
50 - 100 accounts	159 / month
100 - 200 accounts	199 / month
> 200 accounts	ask / month

2-5 Supported LSS **10 % discount**

6-10 Supported LSS **15 % discount**

>10 Supported LSS **ask**

- **Additional Workstation Support**

Workstation Support Services are optional and with limited availability. ¹

¹ For more information on this issue please refer to the Workstation Support Services pages of this document.

Additional Workstation Support Services

- **General Information**

In addition to all our Linux Server Systems, **Info Data Center Ltd.** may be able to offer you help with the workstations that will be served by them.

Info Data Center Ltd. recommends this option to all our clients that want to do their office tasks with confidence. We at **Info Data Center Ltd.** put security and privacy at first place. To discuss your personal needs and requests free of charge call us at **+359-889-599-449** .

Please note that Workstation Support Service is optional. It is available only if Remote Administrator Support Service is activated.

- **Availability:**

For now Workstation Support Service is available only to Bulgarian customers.

- **Pricing:**

0-4 Supported Linux Workstation PCs	+ 99 / month
5-9 Supported Linux Workstation PCs	+ 149 / month
10-14 Supported Linux Workstation PCs	+ 189 / month
15-19 Supported Linux Workstation PCs	+ 219 / month
>20 Supported Linux Workstation PCs	+ ask

Linux Server Systems Comparison Chart

The following is a comparison chart between the different server systems we offer. For more information on each product please refer to the proper pages of this document.

	Entry Level Class LSS	General Class LSS	Project Class LSS	Business Class LSS	Enterprise Class LSS
<i>Routing</i>	x	x	x	x	x
<i>Firewall</i>	x	x	x	x	x
<i>DNS</i>	o	o	x	x	x
<i>WWW</i>	o	x	x	x	x
<i>Proxy</i>	o	x	o	o	x
<i>File</i>	x	x	-	o	x
<i>Mail</i>	-	-	-	x	x
<i>Print</i>	-	o	o	x	x
<i>DBS</i>	-	o	x	o	x
<i>VPN</i>	-	-	o	-	o
<i>Webmail</i>	-	-	-	o	o
<i>Spam Filter</i>	-	-	-	o	o
<i>FTP</i>	-	-	x	x	o
<i>Groupware</i>	-	-	x	-	o
<i>DHCP</i>	-	o	o	o	x
<i>Data Security</i>	-	-	x	x	x
<i>Virus Protection</i>	-	-	-	o	o
<i>Warranties</i>	x	x	x	x	x
<i>Support</i>	x	x	x	x	x
<i>Base Price</i>	199.00	399.00	599.00	799.00	999.00

Domain Names and Web Hosting Services

Info Data Center Ltd. offers its clients domain name registration service. Domain names can be registered in all available TLDs. For more information and current pricing please call at **+359-889-599-449** or check our website at **infodatacenter.com** .

Clients are offered custom web hosting plans depending on their needs or they can choose from several web hosting packages with preassigned features as follows:

Hosting Package	S	M	L	XL
Web Space	50 MB	350 MB	1000 MB	3000 MB
Bandwidth	Unlimited	Unlimited	Unlimited	Unlimited
Subdomains	1	5	25	50
Parked Domains	0	0	2	5
Addon Domains	0	0	2	5
Mail Accounts	1	5	25	50
FTP Accounts	1	5	10	50
Mailing Lists	0	0	1	2
MySQL Databases	1	2	10	20
SSH Access	No	No	No	Yes
Static IP Address	No	No	No	Yes
POP3 / IMAP Access	Yes	Yes	Yes	Yes
FTP session Control	Yes	Yes	Yes	Yes
SMTP Access	Yes	Yes	Yes	Yes
Webmail	Yes	Yes	Yes	Yes
E-mail Domain Forwarding	Yes	Yes	Yes	Yes
Spam Assassin	Yes	Yes	Yes	Yes
BoxTrapper Spam Trap	Yes	Yes	Yes	Yes
Spam Filters	Yes	Yes	Yes	Yes
Auto Responders	Yes	Yes	Yes	Yes
Webalizer Web Stats	Yes	Yes	Yes	Yes
Webalizer Ftp Stats	Yes	Yes	Yes	Yes
Analog Stats	Yes	Yes	Yes	Yes
Latest Visitors	Yes	Yes	Yes	Yes
Raw Log File	Yes	Yes	Yes	Yes
Raw Log Manager	Yes	Yes	Yes	Yes
Agora Cart	Yes	Yes	Yes	Yes
Bulletin Board	Yes	Yes	Yes	Yes
HTML/Java Chat Room	Yes	Yes	Yes	Yes
phpMyChat	Yes	Yes	Yes	Yes
CGI Wrapper	Yes	Yes	Yes	Yes
Random HTML Generator	Yes	Yes	Yes	Yes
Simple Guestbook	Yes	Yes	Yes	Yes
Advanced Guestbook	Yes	Yes	Yes	Yes
Counter	Yes	Yes	Yes	Yes
Clock	Yes	Yes	Yes	Yes
Countdown Timer	Yes	Yes	Yes	Yes

FormMail Clone	Yes	Yes	Yes	Yes
CGI e-mail	Yes	Yes	Yes	Yes
EntropySearch	Yes	Yes	Yes	Yes
EntropyBanner	Yes	Yes	Yes	Yes
File Manager	Yes	Yes	Yes	Yes
Disk usage Stats	Yes	Yes	Yes	Yes
Redirects	Yes	Yes	Yes	Yes
Search Engine Submit	Yes	Yes	Yes	Yes
Subdomain Stats	Yes	Yes	Yes	Yes
Cron jobs	Yes	Yes	Yes	Yes
Manage OpenPGP Keys	Yes	Yes	Yes	Yes
SSL Manager	Yes	Yes	Yes	Yes
Domain Trace/Lookup	Yes	Yes	Yes	Yes
phpMyAdmin	Yes	Yes	Yes	Yes
Geeklog	Yes	Yes	Yes	Yes
Mambo Open Source	Yes	Yes	Yes	Yes
Nucleus	Yes	Yes	Yes	Yes
PHP-Nuke	Yes	Yes	Yes	Yes
PostNuke	Yes	Yes	Yes	Yes
WordPress	Yes	Yes	Yes	Yes
Xoops	Yes	Yes	Yes	Yes
b2evolution	Yes	Yes	Yes	Yes
e107	Yes	Yes	Yes	Yes
InvisionBoard	Yes	Yes	Yes	Yes
PhpWiki	Yes	Yes	Yes	Yes
osCommerce	Yes	Yes	Yes	Yes
phpBB	Yes	Yes	Yes	Yes
Coppermine	Yes	Yes	Yes	Yes
AdvancedGuestBook	Yes	Yes	Yes	Yes
Front Page Extensions	Yes	Yes	Yes	Yes
Password Protected Folders	Yes	Yes	Yes	Yes
Custom Error Pages	Yes	Yes	Yes	Yes
Index Manager	Yes	Yes	Yes	Yes
Shockwave / Flash Support	Yes	Yes	Yes	Yes
CGI-BIN Access	Yes	Yes	Yes	Yes
PHP 5, Perl Support	Yes	Yes	Yes	Yes
Error Logs	Yes	Yes	Yes	Yes
Daily Backup	Yes	Yes	Yes	Yes
99,9% Guaranteed Uptime	Yes	Yes	Yes	Yes
24/7 Support	Yes	Yes	Yes	Yes
ZEND Optimizer	Yes	Yes	Yes	Yes
Support Ticketing System	Yes	Yes	Yes	Yes
Monthly payment price	€ 1.00	€ 3.59	€ 9.59	€ 29.59
6 months payment price	€ 5.59	€ 20.59	€ 55.59	€ 175.59
12 months payment price	€ 9.59	€ 35.59	€ 105.59	€ 345.59
24 months payment price	€ 18.59	€ 65.59	€ 205.59	€ 685.59

Web Hosting Addons Information

Clients can create their own custom hosting plans.

1. Addons

1 IP Address	+ € 1.59 / m. (€ 14.59 / y.)
100 MB Web Space	+ € 1.59 / m. (€ 14.59 / y.)
1 MySQL Database	+ € 1.59 / m. (€ 14.59 / y.)
1 Addon Domain	+ € 1.59 / m. (€ 14.59 / y.)
1 Parked Domain	+ € 1.59 / m. (€ 14.59 / y.)
1 E-mail Account	+ € 0.59 / m. (€ 5.59 / y.)
1 FTP Account	+ € 0.59 / m. (€ 5.59 / y.)
1 Mailing List	+ € 5.59 / m. (€ 59.59 / y.)

2. Notes

Addon Domains within the preassigned packages can be exchanged for parked domains and vice versa.

Payments for domain registrations and applications are non-refundable.

Standard Terms & Conditions

1. Trademark Usage

The name **infodatacenter.com** and the **infodatacenter.com** logo may not be used in any advertising or marketing material without the express written permission of **Info Data Center Ltd.** **infodatacenter.com** and the **infodatacenter.com** logo may be used when referring to **Info Data Center Ltd.**

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2. Website Usage

No part of the **infodatacenter.com** website may be reproduced without the express written permission of **Info Data Center Ltd.** Exceptions to this is for Internet search engines and the **infodatacenter.com** logo as long as the logo is not used in any advertising or promotional material.

3. Product and Service Information

Info Data Center Ltd. aims to ensure that the service provided is fault free and will repair any faults at no charge within the warranty period indicated for each product. **Info Data Center Ltd.** does not guarantee that any of its services or products are completely fault free. **Info Data Center Ltd.** disclaims all other warranties with regards to the information provided here and the products it supplies. In no event will **Info Data Center Ltd.** be liable for any damages, of any type, regarding to the use of any aspect of **infodatacenter.com**. **Info Data Center Ltd.** can not guarantee any product or service which was developed external to us.

If **Info Data Center Ltd.** services are required to repair a damaged system, it reserves the right to charge extra to clients if the damage caused to their system is not due to **Info Data Center Ltd.**, be it either hardware or software. This is also true for clients using the Remote Administration service. However **Info Data Center Ltd.** can not charge extra if the fault was caused by itself.

Info Data Center Ltd. can not guarantee that some of the 3rd party services required to use some of the features supplied are available to every client or that they will exist for the duration required by the client. It is possible for **Info Data Center Ltd.** to delay the start of work while the client checks if said services are available to them. It is the clients responsibility to ensure the services are available before informing **Info Data Center Ltd.** to begin the work, after work has begun the full fee is payable to **Info Data Center Ltd.** even if a required service it not available to the client.

4. Refunds

Generally no refunds are available on any product or service sold by **Info Data Center Ltd.** unless the supplied product was not what the client requested.

Due to the nature of customizing the equipment to each customers needs, it is possible that a certain product required by the client was not included in the initial cost estimate. The client may be asked to pay for said product at which time the client may decide to either pay for the required product or cancel their order with a full refund. **Info Data Center Ltd.** can not profit from such a event and will be required to offer a discount to the customer on the work it provides. This does not hold true if the customer changes the specification of their requirement.

5. Licensing

If the client is supplying software to **Info Data Center Ltd.** it is up to the client to ensure that the software is fully licensed for them to use. **Info Data Center Ltd.** accepts no responsibility for any software received from the client which is not licensed properly. **Info Data Center Ltd.** will ensure to the best of its ability that any software it supplies to the client is fully licensed. However since **Info Data Center Ltd.** does not produce the software included it can not be held responsible for any licensing, patent or copyright issues which may occur in the future.

6. Pricing Changes

Info Data Center Ltd. reserves the right to adjust pricing with 30 days notice. This only applies to ongoing services provides by **Info Data Center Ltd.** Any pre-paid amounts still remain valid and the services which was paid will be continued in full with no extra charge.

7. Statement Changes

Info Data Center Ltd. reserves the right to modify this statement. Clients will be notified when such changes occur.

Warranties

We understand how important computers are to daily life these days and how vital it is to keep downtime to a absolute minimum. Therefore when a computer does break down we will do whatever we can to repair the defective machine as soon as possible. While not always possible we aim to solve the problems for you within one working day.

There are several points the client should note:

None of the warranties provided by **Info Data Center Ltd.** and their representatives does not cover damages due to external causes. Such causes include, but are not limited to, accidents, misuse, incorrect installation, incorrect storage, incorrect usage, deliberate or accidental destruction, fire, liquids, normal wear and tear, act of God (*vis majeure*), problems caused by external components or services, third party servicing, modifications and problems with electrical power.

Contractual warranties are limited to their purpose of existence. None of them can overrule the ones stated in the above paragraph neither those in the General Terms & Conditions.

Contact Information

If you have any further questions that you might want to ask us, please feel free to do so. Different contact methods are available to customers.

1. Postal Contact Information

Address: Info Data Center Ltd. HQ
21, Raiko Aleksiev Str.,
1113, Sofia,
Bulgaria, EU

2. Telephone Contact Information

Phones: +359 2870 5757 ; +359 889 599 449 ; +359 885 451 592

3. Electronic Contact Information

WWW: <http://infodatacenter.com>