



Dr.Backup Cloud Backup Archive Service Description

Service Overview

The Dr.Backup Cloud Backup Archive Service provides customers with a secure, permanent, and portable copy of their cloud backup data. This service is designed for organizations that require verified access to their stored information outside of the cloud environment.

It is particularly appropriate for customers who:

- Maintain a business continuity plan requiring end-to-end testing to validate backups
- Are closing or selling their business and need a permanent record of all online data storage
- Terminated their cloud backup service and want a copy of their online data

Service Elements

Encrypted USB Media Provisioning

A 2TB USB disk drive is provided to the customer at the conclusion of this service. The drive is encrypted using Microsoft BitLocker technology, ensuring its contents remain secure during shipping without the need for a physical data vault.

Archive Preparation

Online archive contents are retrieved, decrypted and decompressed. The most recent version of each file, folder, database, and application dataset is then copied to the protected USB media on the preparation date.

Password Protection

A unique password is assigned to the disk. When prompted, this password enables customer to mount and read the archive contents. Without assigned password, contents are secured and unreadable.



Service Conditions

Request for fulfillment within must be within 30 days of any account re-initialization (fresh start) or termination of online cloud backup service.

Standard fulfillment requires approximately 2 weeks. Orders placed in December and January may experience processing delays due to seasonal demand.

Up to 1.8TB of customer data can be included on the standard USB disk media. Archives exceeding this size will incur a media upcharge. An additional service fee may also apply to any archive which contains over 1,000,000 individual files. In these cases, a custom service quote is required.

Deliverables

Encrypted USB disk containing archive data is shipped to a US Address supplied by customer.

We'll provide (via email) the assigned password necessary for secure media access.

Documentation of archive preparation date, shipping date and shipping insurance information claim number will also be provided at the conclusion of the service.

Summary

The Dr.Backup Cloud Backup Archive Service ensures customers receive a secure, encrypted, and portable copy of their cloud backup data. Whether for compliance, continuity testing, or business closure, this service provides peace of mind and permanent access to critical information on physical media.

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