

Data Repair and Salvage

Receiving errors in your database? Unable to log-in? Don't have a backup to restore? Blackbaud can help. Using our in-house tools, we can diagnose issues like these and many more, and help you solve them.

In order to qualify for this service you must be a current maintenance customer, as it may be necessary to upgrade to a newer build of the software. This type of data repair is outside of the normal scope of your maintenance program and is billed at an hourly rate. Below is our standard agreement for this service.

OVERVIEW

You have a database that you are unable to recover through other means and are requesting Blackbaud's assistance in salvaging as much data as possible. Blackbaud cannot guarantee that all, or any data will be salvaged. You will be asked to provide Blackbaud a copy of the database to be salvaged. Any data salvaged will be returned to you, but the data must be manually reconciled upon return to ensure data is complete.

Blackbaud agrees not to disclose the database except to those Blackbaud employees who need to know such information to carry out the required salvage, nor to use the database except for the purpose of completing such salvage.

EFFORT

The database salvage usually takes between 1 to 6 hours, excluding machine time. Exact time is dependent upon the size and complexity of the database, extent of damage incurred, and the amount of data salvaged from the database. Blackbaud will notify you in writing if the hours will exceed 6 hours. You may then opt to suspend all work or authorize Blackbaud in writing to continue efforts. If Blackbaud is unable to recover any data, you will be responsible for the amount of time spent up to that point.

STAFFING AND FEES

The work will be done on a time and materials basis with the first hour being billable in full regardless of time spent. All work will be performed at Blackbaud headquarters in Charleston, SC. The billing rate is \$275.00 per hour and all fees will be billed upon completion of work and are due upon receipt.

Blackbaud cannot make any guarantees that data is recoverable. In the event that data is lost, it is unlikely that Blackbaud will be able to provide information about exactly what, or how much data has been lost. In either case, the fee remains applicable. *Blackbaud strongly recommends the use of an archival backup solution.* The best insurance against any form of data corruption or loss is regular validated backup. Information on this process can be found on our website in our FAQs section.



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