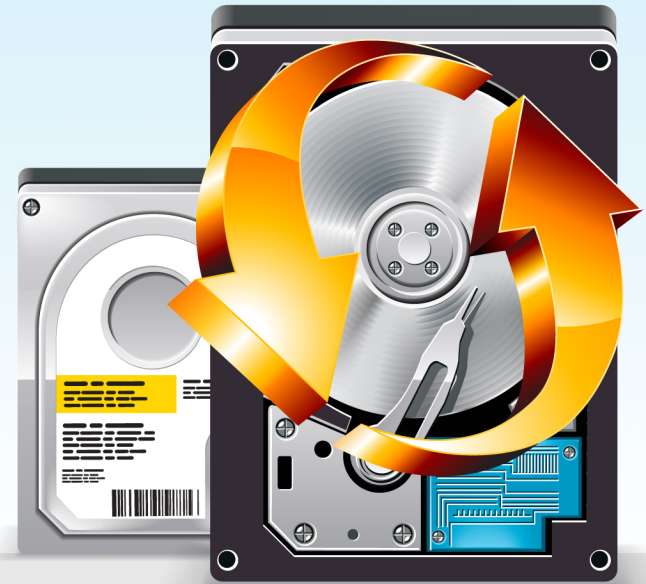


Data loss is emotional and frustrating.

Rest assured, we can get it back

Catalyst is a world leader in data recovery.



Catalyst Data Recovery Details:

Step 1: You must either **arrange a pick up by one of our data technicians at your site**, or you may **ship/deliver the drive in a sealed anti-static bag, in a sturdy, well labeled box** (Boxes like these can typically be found at the UPS store, or any other shipping store). You may obtain an anti-static bag at any computer store; **Memory Express** has these bags.

Step 2: Let us know what option you prefer, or **when you will be dropping off the drive at our location (address is below)**

We do not accept drives without an appointment as we need to confirm payment and code your case file.

***NOTE - Pickup option is \$50.00 for any pickup in the Edmonton or greater area. -- Again, after hours delivery IS NOT available with General or Priority service levels.**

Once your assessment is complete, Catalyst will either recover the data with our software recovery methods, or inform you of the details of the physical failure and determine if the drive is eligible for our forensic recovery process. **'Never let this happen again!'** -- Should you choose an **iVault Backup System** you will receive up to **50% off your data recovery!** To find out more ask your account manager!

Service Levels and costs:

Data recovery is more expensive than data backup. However, in order to mitigate these costs we offer several pricing options:

General	Services is started within our general queue. There is a 8 – 15 business day wait for general service.	\$50 +recovery cost
Priority	Service is started within 8–16 business hours. Typically completed within 1–6 business days.	\$150 +BONUS - \$50 towards recovery cost!
Emergency	Service is started same day, 24/7, and diagnosis and prognosis are generally complete within 3–48 hours.	\$350 +BONUS - \$150 towards recovery cost!

- ▶ **Software recovery** will range between \$150 – \$550 per disk or media entered.
- ▶ **Forensic recovery** is \$350.00 up front and recovery will range between:
 - \$900.00 – \$1900.00 for basic physical failure recovery. (per disk)
 - \$1900.00 – \$4300.00 – for complex physical failure recovery. (per disk)
 - \$4000 and up for any RAID/ Server level recoveries. (Call for more details)

If Catalyst is not able to recover your data with our forensic process you are refunded \$300.00