

## Snap WebHost Subscription Form

Snap WebHost is the powerful survey management and analysis system. It provides administration of email invites, reminders, quotas, and automated analysis to show results in real time. For users of Snap Professional covered by the Annual Maintenance Coverplan agreement, WebHost is available as a subscription on Snap's servers or as a product for installation on your own server.

To sign up for a WebHost subscription there are 3 steps for you to complete which will enable us to set up your account and provide you with a password.

### Step 1 – The Licensing Details

Please read both the Important Information overleaf and the full Software License that is displayed on the Welcome Pack, your Snap CD or the Snap Surveys website. Then sign here to confirm that you have both read these documents and that you agree to the terms.

Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Organisation: \_\_\_\_\_ Signature: \_\_\_\_\_

### Step 2 – Level of Service

*You are charged for the total number of replies received per year. Should you exceed your selected number of replies, we will invoice you to upgrade to the next tier plus a €75 admin fee.*

#### For a "1 researcher + 10 client" login

- |                                |                          |                    |
|--------------------------------|--------------------------|--------------------|
| Up to 1000 replies per year    | <input type="checkbox"/> | €300 (0,3/reply)   |
| Up to 5000 replies per year    | <input type="checkbox"/> | €500 (0,1/reply)   |
| Up to 10,000 replies per year  | <input type="checkbox"/> | €700 (0,07/reply)  |
| Up to 25,000 replies per year  | <input type="checkbox"/> | €1250 (0,05/reply) |
| Up to 50,000 replies per year  | <input type="checkbox"/> | €2000 (0,04/reply) |
| Up to 100,000 replies per year | <input type="checkbox"/> | €3000 (0,03/reply) |
| Over 100,000 replies per year  | <input type="checkbox"/> | €4500              |
| Additional 10 client logins    | <input type="checkbox"/> | €450               |

#### Server Installation

If you would prefer to install Snap WebHost on your own server for unlimited surveys, invitations, reminders and replies for a one-off cost of €4500, please contact sales on +32 (0)2 712 95 55

### Step 3 – The Order Details

Email address : \_\_\_\_\_ Contact name : \_\_\_\_\_

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_ Purchase order number : \_\_\_\_\_

Snap Serial Number : \_\_\_\_\_ Order value : \_\_\_\_\_

**Please fax this order form to us on +32 (0)2 712 95 59.**

Once your account has been set up, we will email you with your password to access Snap WebHost.

Peter Wills, CEO

# Snap WebHost Subscription – Terms of Use

## Outline of Service

Snap WebHost Subscription service is an internet service which enables customers to use Snap Surveys' software and servers to manage online surveys and to collect, store and analyse the responses.

Each licensed "researcher" has the ability to create/upload surveys, manage email invitations/replies, monitor progress and analyse results. Each licensed "client" has the ability to monitor progress and analyse results.

## Your License to use Snap WebHost

Snap Surveys grants you a non-exclusive licence to use those aspects of Snap WebHost you have subscribed to for the purposes described on the Snap Surveys website. Copies of the Snap Surveys Software & Services agreement are available on the Snap 10 CD, the Snap 10 Welcome Pack and on the Snap Surveys website. It is incumbent on you to both read and agree to the terms of this agreement and you must adhere to the conditions and restrictions within that agreement.

## Your Responsibilities

You will ensure that all e-mails you send using Snap WebHost:

- (a) Start by identifying you as the sender and by making clear the commercial nature of the e-mail.
- (b) Include the following statement in the main body of the e-mail: 'You may choose not to receive any further e-mails of this kind from [your name] simply by replying to this e-mail with the word 'unsubscribe' in the subject box. There is no charge for doing this.'
- (c) Include your full name and geographical address in the main body of the e-mail.

This information must be at least as prominent as any other text in the e-mail.

Snap Surveys may change the detail of this requirement for purposes concerned with data protection, privacy or the regulation of the use of electronic communications by giving you written notice, and if it does you will ensure that any subsequent e-mails comply with that new requirement.

If any person asks that no more e-mails be sent to a specified e-mail address, whether by using the 'unsubscribe' process or not, you will comply with that request promptly. Snap Surveys may also take such steps as it considers are appropriate to ensure that any such request is complied with.

Before any third party user may view any survey results with your permission, you must assign an access code to that user and the user must accept the then applicable Terms of Use.

## Our Responsibilities

Snap WebHost is a service that is available 24/7. The hardware and supporting systems are monitored and service checked every 5 minutes. Snap WebHost software is checked every 10 minutes. In both cases, if a fault is identified, an engineer will be informed immediately.

The Snap WebHost server is monitored 24/7 by internet specialists, video cameras and safety locks to ensure that only authorized personnel have access to the web hosting data centre and ensures the safety and security of all data. All technology used with the web hosting data centre has been n+1 engineered throughout

to avoid any single point of failure in connectivity, redundancy or power. Backup generators, multiple processors, dual routers, cooling systems and battery power banks provide systems redundancy and in the event that power grid is down, diesel generators supply constant, reliable power for all systems.

## Capacity and Maximum Usage

Snap Surveys reserves the right to delay the transmission of any e-mails and other data in order to keep the total amount of material being transmitted (including that being transmitted for other customers) within the capacity and limits of the Snap Surveys System.

Snap Surveys provides its services to many of its customers, and it may allocate its resources in the way it considers appropriate. Consequently your use of Snap WebHost may be slowed down or delayed at times of high demand.

There are inherent limits on the capacity of these systems to deal with simultaneous responses to individual surveys and simultaneous responses to all surveys live at any given time. We will manage these systems to give the best possible level of performance to all users at all times, within the resources available to us.

You may have up to 40,000 individuals on the invitation list for each survey. E-mail invitations may be sent out at a maximum of 15 per minute per account. If you use your own mailing service the same restriction applies.

## Data Protection

Snap Surveys is acting as your data processor, but it is your responsibility to control the personal data held at Snap WebHost. You should comply with all Data Protection Laws, and should you breach any aspects of these laws, you will be responsible for reimbursing Snap Surveys for any losses, damages, costs (including legal costs) and expenses incurred by it, or awarded against it, as a result of any such breach by you.

## Ordering and Payment

In order to subscribe to Snap WebHost you must have a copy of Snap Professional and a current Snap Plus (previously CoverPlan/Annual Maintenance).

Snap Surveys will issue an invoice for any charges due (and any applicable VAT) following receipt of a completed WebHost Subscription Form. Should you exceed your selected number of responses, the Snap WebHost service will continue and you will be invoiced for the next tier of responses plus the then applicable admin fee.

Should you wish to increase the number of researchers or clients with access to Snap WebHost you will be invoiced at your request.

Should you require additional bespoke services such as data recovery, you will be quoted a price before work commences.

You should ensure that payment in cleared funds is received by Snap Surveys within 30 days of our invoice date, as Snap Surveys reserves the right to withdraw your access to Snap WebHost and to remove existing survey data from the system.

## Access Restriction

Snap Surveys reserves the right to restrict access to your Survey for any commercially necessary reason, at its sole discretion.