

Quality of Services

Thobson Service Guarantees & Quality Assurance Policy: All our valued customer enjoy the guarantees and our commitment that includes:

- 30 Day Money-Back Guarantee
- 99.9% Uptime Guarantee
- Price Freeze Guarantee

30 Days Money-Back Guarantee

Thobson Hosting extends a 30 day unconditional money-back guarantee to all virtual server clients. This service guarantee shall begin upon the set-up of Client's account and shall expire thirty days later. Client has the right to cancel his/her contract with Thobson by submitting a request from our website within the first 30 days. Upon cancellation, Client's account shall be terminated and all fees, excluding set-up, shall be returned in the form of a check to the Client

Limitations

In the event that a client's account has been suspended due to any violations of Thobson Acceptable Usage Policy & Terms Of Use, the 30 day money-back guarantee will not apply.

Client's exercising their right to the 30 day money-back guarantee will not be allowed to host any site with Thobson Hosting for a period of six months. Client's who have multiple accounts with Thobson Hosting and who exercise the 30 day money-back guarantee on any of their accounts will have their other accounts terminated at the end of their current contract.



99.9% Uptime Guarantee

The 99.9% uptime guarantee is extended to clients as a safety measure, so clients can be confident of the reliability of our service. If service is questionable, then you do not pay.

This guarantee extends to all virtual server clients of Thobson Hosting including resold accounts. If, in one month (example: March 1, 2000 to April 1, 2000), the average uptime of all services is less than 99.9%, then you will receive that month free of charge.

Limitations

On-line problems occur continuously. There might come a time when you cannot access your website or any other service. This is not necessarily due to Thobson Technologies. Perhaps your ISP is experiencing technical difficulties, or there might be a routing problem between your ISP and Thobson Hosting, making communication difficult or impossible. We cannot bear the responsibility of such problems.

Thobson Technologies will on occasion make upgrades to servers and/or networking equipment. Such maintenance will be performed during Maintenance Windows. Client's will receive at least 12 hours advance notice of any maintenance window via the e-mail address on file for the account. Any downtime that occurs during a scheduled maintenance window shall not be counted towards the Uptime Guarantee.

Price Freeze Guarantee

Our price freeze guarantee ensures clients that they are locked into a set monthly fee as long as they remain a client of Thobson Technologies, and that their prices will never change.

Today, some of the earliest UNIX Standard clients of Thobson Technologies continue to enjoy all of our current features for the \$2.95 flat-fee we charged in early 1999. By becoming a client, we guarantee not to raise your fees at any time.

Limitations

The price freeze guarantee extends only to any accounts you have signed up in the past, and not to future accounts. In other words, if we raise prices at a certain point, any new accounts you sign up will fall under the new pricing structure while your old accounts will remain at the old pricing structure. Resold accounts are protected by this price freeze guarantee as well.