



FAQ ON SALES, ADMINISTRATIVE AND SUPPORT

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ADMINISTRATIVE: FREQUENTLY ASKED QUESTIONS

IS FREE SUPPORT PROVIDED?

Support is free and getting assistance is easy. You can contact us via email at support@gosecure.com.

IS THERE A MINIMUM CONTRACT PERIOD?

Our plans are billed on a month-to-month basis and are based on the contract term you selected at the time of subscribing. We offer a variety of plans. Please ensure your plan meets your needs before signing up.

WHAT TYPE OF SUBSCRIPTION DO YOU HAVE?

The subscription services will be offered on a monthly, quarterly and yearly basis. They can start on every day of the month and will run until midnight of the anniversary date, e.g., a monthly subscription that starts on May 10th; it will go to midnight of June 9th. To start a subscription, you will authorize a charge to your credit card for the fees, in exchange for use of the GoSecure Services. You also agree to pay all fees and charges incurred about your subscription for GoSecure (including any applicable taxes) at the rates, in effect when the charges were incurred.

CAN I UPGRADE OR DOWNGRADE MY PLAN?

Yes, you can change your storage space or features at the end of your current contract.

RENEWAL OF SUBSCRIPTION SERVICES

GoSecure will inform you via email that your subscription is about to expire.

Subscription expiration reminders are sent two weeks before expiration, one week and two days before the expiration date. To activate a renewal of your subscription service, you will authorize a charge to your credit card for the fees, in exchange for use of the GoSecure Services. You further agree to pay all fees and charges incurred in connection with your subscription for GoSecure (including any applicable taxes) at the rates, in effect when the charges were incurred. The renewal period will start when the last subscription ends. E.g., you start a subscription on May 10th, on June 2nd you renew, then your new subscription start June 10th as the old one ends on June 9th.

GoSecure may add or change the fees and charges then, in effect, by giving you notice in advance. You can find the current subscription fees, subscription periods and any other charges posted under your profile page in the Download and Subscription area.

If for whatever reason, there is no transfer of funds to our bank account within three days, you will receive an email giving you three days to rectify the situation. Otherwise, the subscription will be canceled, as



you will be in violation of this agreement. GoSecure service commitment only becomes valid after the receipt of the payment.

CHANGES, CANCELLATION, EXPIRATION OR TERMINATION OF SUBSCRIPTION SERVICES

We will not refund whole or partial amounts for changes or cancellations of subscription services. A member has the option to discontinue using the service at any time. GoSecure will not be liable to you or any third party for any suspension or termination of your account or the Services. Should you object to any Terms and Conditions of this agreement or any subsequent modification thereto or become dissatisfied with the Services in any way, your only recourse is to immediately discontinue use of the Service.

GoSecure may terminate your membership with or without cause at any time by giving notice of such a termination in an email. Further, if GoSecure believes that you have violated your obligations under this agreement, GoSecure may, at its option and in addition to its other remedies, immediately and without notice, suspend your account, remove and destroy data and files stored by you on GoSecure servers and/or terminate this agreement.

Upon expiration of your subscription, we will send you an email that your subscription has expired. Upon expiration or termination of your membership, GoSecure will remove any stored data files from main storage and archives within a five (5)-day period from the email notice to you. Our Terms and Conditions and any other provision that can be reasonably construed to survive termination will survive termination of your account.

WHAT IF I DO NOT PAY MY BILL? OR USE A LITTLE EXTRA SPACE? WHAT ARE YOUR RULES?

If for whatever the reason, there is no transfer of funds to our bank account within three days, you will receive an email giving you three days to rectify the situation. Otherwise, the subscription will be canceled, as you will be in violation of this agreement. GoSecure service commitment only becomes valid after the receipt of the payment.

GoSecure may allow for use of storage space for Backup, beyond the specified plan limit chosen by the member on paid accounts. This is designed to allow for uninterrupted backups, in case the usage exceeds the quota limits. Overuse charge may be applied for the overused storage at the rate of the next larger plan. Member will be notified via email for payment. In case of non-action by the member within three days, the account may be canceled or GoSecure may allow a grace period up to sixty days. During the grace period, it is impossible to write any more files onto the account and the member can only retrieve information.

You are responsible for any fees or charges incurred to access our sites through an Internet access provider or any other third party service. **YOU, AND NOT GoSecure, ARE RESPONSIBLE FOR PAYING ANY DOLLAR AMOUNTS BILLED TO YOUR CREDIT CARD BY A THIRD PARTY, WHICH WERE NOT AUTHORIZED BY YOU.** This agreement is personal to you, and you may not assign any of your rights or obligations to anyone.



WHAT IF I NEED MORE STORAGE SPACE?

We offer plans with 10 GB of storage, and additional storage space can be purchased in allotments of 5 GB.

HOW AM I BILLED AND WHAT PAYMENT OPTIONS DO YOU ACCEPT?

Plans are billed on a monthly basis in advance and payment is made by credit card: Visa, MasterCard or Discover.

DO I QUALIFY FOR VOLUME LICENSING?

GoSecure offers a Channel Partner Program. Please check out www.gosecure.com for the details.

WHY IS MY CREDIT CARD NOT ACCEPTED?

There are many possible reasons why a credit card is not being accepted:

- The card has expired.
- You have reached or exceeded your credit limit.
- You have exceeded your daily charge limit.
- A computer at either end of the transaction is having technical problems.

If you have verified that the information you are submitting is correct and still have difficulty getting approval for your payment, contact us for help. You may be asked to provide any error message numbers you received, as well as the reference number.

DOES GOSECURE CHARGE SALES TAX FOR ONLINE PURCHASES?

No, we do not. The laws differ from state to state and country to country. Even if we do not charge sales tax, you may still be liable to pay the tax yourself on your tax return.

WHEN WILL I RECEIVE A SERIAL NUMBER/DOWNLOAD LINK FOR MY LICENSING ORDER?

You should receive the serial number/download link within minutes after your order has been placed. Most orders are fulfilled within 10 minutes.

HOW DO I GET A COPY OF MY INVOICE?

When you complete your order, you will be sent a receipt. If you've lost your receipt, you can contact Customer Service at support@gosecure.com to request a copy.

TECHNICAL: FREQUENTLY ASKED QUESTIONS



HOW DO I PROVIDE FEEDBACK OR SUGGESTIONS?

Please send an email to support@gosecure.com

HOW TO TROUBLE SHOOT INCOMPATIBILITY ISSUES THAT MAY STOP THE GOSECURE PROGRAM?

Our team is here to assist. Please provide us the following information in an email:

Platform

Operating System

Operating System Version

Application

Version number

What happened?

Email information to safe@gosecure.com

IS IT PRACTICAL TO BACKUP LARGE AMOUNTS OF DATA ACROSS THE INTERNET?

Yes, the data is automatically compressed before it is transferred to the server.

In the future, we will allow Elastic Block Store (EBS) shared snapshots and Import/Export. EBS snapshots allow you to back up point-in-time snapshots of your data to for durable recovery. Import/Export accelerates moving large amounts of data into and out of the cloud using portable storage devices for transport.

HOW SECURE IS MY DATA?

Your data is always private and secure. Your files are automatically encrypted using your unique encryption key before being transferred to the backup server. The transfer itself occurs over a 256-bit encrypted connection and your files are then stored in an encrypted state on the backup server. Your data cannot be accessed (not even by our staff) without your encryption key.

HOW SAFE IS MY DATA?

We employ a number of sophisticated data redundancy technologies to ensure your data remains safe and readily available at all times. Once we receive your backup data it is automatically replicated to another backup server. Our backup servers use RAID hardware to protect against hard disk failures.