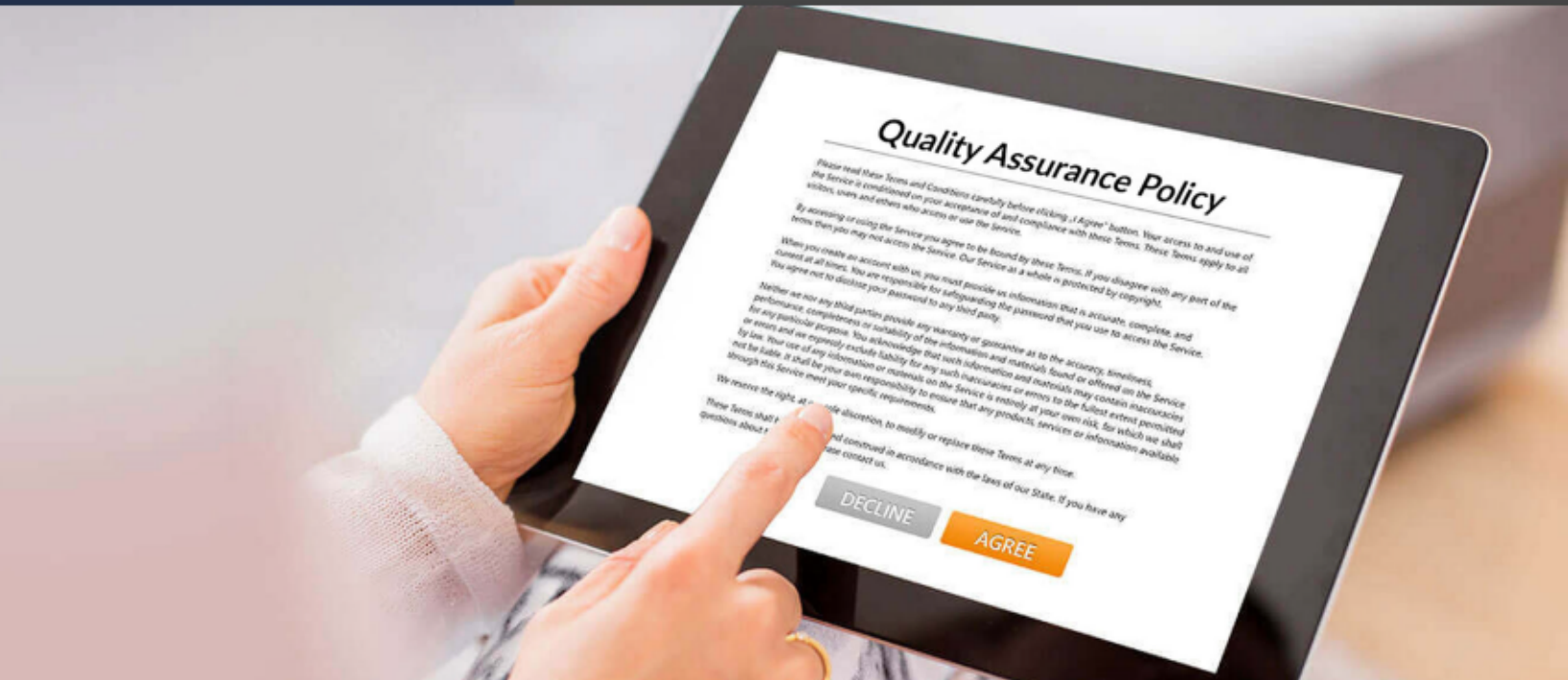


THOBSON QUALITY OF SERVICES



THOBSON
Technologies

We Perform, You Achieve

Thobson has been providing effective and scalable design, development and infrastructure integration solutions for over a decade with a sincere commitment to customer satisfaction. Thobson is an interactive agency producing high-end web, branding, print media solutions.



A creative problem-solving organization focused on collaboration & action

Thobson is a global IT solutions company with over 18+ years of experience and about 40+ employees. We provide full-cycle services in the areas of networking, design & development, infrastructure integration solutions, software development, web-based enterprise solutions, web applications, portal development. We combine our solid business domain experience, technical expertise, profound knowledge of latest industry trends and quality-driven delivery model to offer progressive, end-to-end solution.



Thobson Service Guarantees & Quality Assurance Policy:

All our valued customer enjoy the guarantees and our commitment that includes:

- 1.30 Day Money-Back Guarantee
- 2.99.9% Uptime Guarantee
- 3.Price Freeze Guarantee

30 Days Money-Back Guarantee

Thobson 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 or credit card refund 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 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.

NOTE: 30-Days Money Back Guarantee applies to the new signups only and does not apply to any renewals or recurring payments.

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.

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.



We are here for you. Let's talk!

Let one of our sales engineers take you on a live tour of Thobson from the convenience of your own desk.

For custom pricing, volume discounts and corporate solutions, please contact sales team

Website

www.thobson.com

Customer Service Center

+1.888.786.1107

Contact Sales

sales@thobson.com

