

Service Deal

Version 1.6



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Lundbeck Consulting/2019

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1 Intro

The Service Deal ensures you trouble-free and predictable operation of your web site.

Your site is constantly monitored to detect changes or issues that are quickly reported and rectified before your users are affected.

Each month you receive statistics on last month's traffic, users and their usage patterns.

2 Hosting

Your site is run on state-of-the-art Windows servers.
It guarantees minimal downtime and no server configuration issues.

There are no bandwidth restrictions that allow your app and users to grow without any price changes.

3 Health check

Regular tests are done on the web site to check and validate that all features are working.

In the event of an unexpected change, this is reported and quickly rectified. As a result, your users will most often not notice any difference in the experience of the app.



4 Traffic report

Every month you receive a report on traffic, users and usage patterns from the previous month.

This report can be customized to meet every need.

The reports are compiled by Google Analytics, a well-established and comprehensive service that meets all needs.

Google Analytics automatically integrates into all web sites unless other solutions are desired.

Read more about what Google Analytics offers here: <https://analytics.google.com>

5 Support

The agreement ensures quick answers to all questions and issues either by phone or email.

You also get advice on technology and what will be best for your product or new projects. If you come up with an idea you can consult how it can be a product.

6 Changes without extra cost

If you need updates on your site this will most of the time not cost anything extra. For example, editing text and changing and editing images are included.

Major changes are not covered and are referred to as a change that will change the app to a new product or application. If your change falls under this, it will be made clear in advance.



7 **CDN**

All apps get this service enabled. The service ensures faster loading of the website and analysis of the request.

7.1 **What is CDN?**

A Content Delivery Network (CDN) refers to a geographically distributed group of servers that work together to provide fast delivery of Internet content.

A CDN provides the ability to quickly transfer assets needed to load Internet content, including HTML pages, javascript files, style sheets, images, and videos.

The popularity of CDN services continues to grow, and today most online traffic is served through CDNs, including traffic from major sites such as Facebook, Netflix, and Amazon.

8 **Pricing and billing**

The Service Deal is billed per year.

Invoices are delivered by email and paid in online banking as a regular invoice or Vipps¹.

8.1 **Price**

The Service Deal costs \$ 175.21,- per year.

¹ Vipps nr. 19078



8.2 Total cost per year

Expected cost for a Base and Professional web site

- **Base** has simpler SSL and 1 GB email - suitable for small businesses without much need of communication and exchange of user data.
- **Professional** has advanced SSL which provides green address and 10 GB email - suitable for companies with a lot of communication and data transfer.

8.2.1 Base

Domain	\$ 54.70
SSL Enkel	\$ 75.56
Email Basis	\$ 65.69
Serviceavtale	\$ 186.31
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Total	\$ 382.26,-

8.2.2 Professional

Domene	\$ 54.70
SSL Avansert	\$ 173.15
Email Proff	\$ 108.46
Serviceavtale	\$ 186.31
<hr/>	
Total	\$ 522.62,-



9 Contact

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10 Terms & Conditions

The agreement applies to the services defined in this document.

Service agreement applies to 1 application. For several apps, a 10% discount is given per app.

The Product Service Agreement will be invoiced at the beginning of January. In the event of non-payment, LC can block services associated with the customer until the payment has been completed.

LC reserves the right to determine if a desired change falls within the terms of approved Change at no charge.

