

Service Deal

Versjon 1.5

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Lundbeck Consulting

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1. Introduction

This document describes the service **Service Deal** from Lundbeck Consulting.

The **Service Deal** guarantees problem free hosting of your application for the same price every month with no surprises.



2. Services

2.1 Hosting

Your application will be hosted on the latest version of Windows server, always with all updates installed and focus on security.

And of course, no bandwidth limitation.

2.2 Health Check

This service monitors your application and reports to us if something seems wrong.

Meaning that an error will be caught as soon as it happens and we can fix the bug often before you even notice the error!

2.3 Traffic Report

You receive monthly reports for the traffic to your application.

There's normally a default template, but you can, of course, get a custom template with the information you



need.

Traffic Report is delivered by Google Analytics.

<https://analytics.google.com>

2.4 Support

You will always be first in the queue and get support when you need it.

You can even get support on other computer related issues, not just your application.

2.5 Changes/Development

With Service Deal, you can even get changes to your application free of charge.

You will also receive suggestions for new features or design changes.

2.5.1 Approved changes

The free changes don't include changes that give the application a complete set of new features or results in a different application.



Which change that is covered by the service is finally determined by Lundbeck Consulting.

3. Prices and billing

3.1 Prices

Period	Price	Billed
Month	kr. 129,-	Quarterly
1 year	kr. 1299,- (-26%)	Yearly

3.2 Format

Billing is done using PDF documents sent with email.

If you need a paper version there's an extra fee for kr. 59,-



3.3 Outstanding bills

If the case of outstanding bills, Lundbeck Consulting can block certain services until the issue is handled.

