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## **COURIER SERVICE FACT SHEET**

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### **COURIER SERVICES**

Our unique Courier services have many benefits. If you have lots of data to work with, or your internet connection is just not up to the task, this service can help. Whether you are doing your initial backup, or are recovering from some major catastrophe, your data can be exchanged with our data centers securely, and without hassle. Simply contact your sales representative today and inquire about how we might be able to help simplify the process!

### **OUR COURIER SEEDING SERVICE**

If you have a slow internet connection, or are trying to backup a large amount of data, you may wish to take advantage of our optional Courier Seeding Service. With the external hard drive that we supply, you will be able to effortlessly make your initial backup to this drive, fully encrypted with your private encryption key. This hard drive containing your encrypted data will then be returned to one of our secure data centers. Once you have performed your initial backup to the external hard drive, you will immediately be able to perform incremental backups online. When the hard drive arrives to the data center, it will be merged with your existing encrypted data on our servers. To put your mind at ease, one of our Customer Service representatives will help walk you through the process.

### **OUR COURIER RECOVERY SERVICE**

Utilizing our Courier Recovery Service is the process of Contacting Triple3 and making a request with one of our Data Recovery Specialists. Our technicians will copy your complete encrypted volume to an external hard drive, which will then be dispatched to your verified address. When you receive our external hard drive, you will be able to enter your private encryption key to decrypt and restore any files or folders that you wish at blazing local speed. If at any time during the recovery process you have any questions, please contact one of our Data Recovery Specialists who will be able to help walk you through the process.

### **RESTRICTIONS & REQUIREMENTS**

Prior to using our Courier services, you must confirm the following are true before Triple3 will process your request:

- You must be able to verify your full name, mailing and billing address information, and phone number and must match information on file at Triple3.
- Your backup does not contain illegal files or data, pursuant to Triple3's Terms of Service.
- That this service request is for the purpose of seeding or restoring your data securely and is not being used as an archiving solution.
- You acknowledge that Courier Service fees and applicable shipping charges will apply.

Please note: Triple3 reserves the right to deny access to this service. Courier Services are not available for customers outside of the U.S. or for customers subject to certain federal regulations. Additional charges may apply.

For more information how Triple3 can help with you disaster recovery plan please contact our data backup specialists at: 855.776.2242 or [Support@Triple3.co](mailto:Support@Triple3.co).