

50% off* if you take on a new subscription to Snap WebHost

*Valid until 31 August 2010

Snap WebHost Subscription Form

Snap WebHost is the professional way to manage online surveys. This online management tool works with your Snap Professional licence to enable you to design questionnaires for online surveys, manage respondent email invites, reminders, pre-seed from a database and set quotas. View results in real-time online and use Snap's powerful desktop analytical and reporting tools to get more from your data.

To take full advantage of Snap WebHost we advise you to take out a Snap Plus annual subscription (new software licence customers are covered automatically for the first 12 months).

1 Licencing details

Please read the terms of use overleaf and the full Survey Software licence terms displayed in the software Welcome Pack, on your Snap CD or the Snap Surveys website.

Name:	Date:
Organisation:	Signature:

Sign here to confirm that you have read these documents and that you agree to the terms.

2 Choose service level

Choose the response threshold level you think you will achieve in 12 months (based on the number of online surveys you run a year).

For example if you think you will achieve up to 25,000 responses in a year (including partials) we will invoice you the flat fee of £497.50 for 2010/2011.

If you exceed your chosen threshold during the year we will invoice you additionally for the difference between the thresholds plus a £50 admin charge.

At the end of this special offer subscription we will contact you to review your account and advise you on the optimum threshold for your online surveys for the following year.

Please note that you cannot carry over responses if you come in under the annual threshold amount, and the annual payment is a non refundable flat fee.

		Normal price	Until 31 August 2010*
For a "1 researcher + 10 client" login			
Up to 1000 replies/year	<input type="checkbox"/>	£245 (25p/reply)	£122.50 (12.5p/reply)
Up to 5000 replies/year	<input type="checkbox"/>	£395 (8p/reply)	£197.50 (4p/reply)
Up to 10,000 replies/year	<input type="checkbox"/>	£495 (5p/reply)	£247.50 (2.5p/reply)
Up to 25,000 replies/year	<input type="checkbox"/>	£995 (4p/reply)	£497.50 (2p/reply)
Up to 50,000 replies/year	<input type="checkbox"/>	£1,595 (3p/reply)	£797.50 (1.5p/reply)
Up to 100,000 replies/year	<input type="checkbox"/>	£2,995 (3p/reply)	£1497.50 (1.5p/reply)
Up to 500,000 replies/year	<input type="checkbox"/>	£4,995	£2497.50 (0.5p/reply)
Over 500,000 replies/year	<input type="checkbox"/>	£9,995	£4997.50
Additional 10 client logins		@ £300	

All prices exclude VAT

Server installation

Snap WebHost is also available for installation on your own server if you want to carry out unlimited surveys, invitations, reminders and replies for a one-off cost of £2,995, please contact an Account Manager for details on 020 7747 8900.

3 Order details

Email address:	Contact name:
Date:	Purchase order number:
Snap software licence number:	Order value:

Please fax this order form to us on 020 7747 8933

When your order has been processed, we will email your login details.



snap
surveys

*These offers only applies to new subscriptions taken out by 31 August 2010

Snap WebHost Subscription – Terms of Use

Outline of service

Snap WebHost Subscription service is an internet service which enables customers to use Snap Surveys' software and servers to manage online surveys and to collect, store and analyse the responses.

Each licenced "researcher" has the ability to create/upload surveys, manage email invitations/replies, monitor progress and analyse results. Each licenced "client" has the ability to monitor progress and analyse results.

Your licence to use Snap WebHost

Snap Surveys grants you a non-exclusive licence to use those aspects of Snap WebHost you have subscribed to for the purposes described on the Snap Surveys website. Copies of the Snap Surveys Software & Services agreement are available on the Snap 10 CD, the Snap 10 Welcome Pack and on the Snap Surveys website. It is incumbent on you to both read and agree to the terms of this agreement and you must adhere to the conditions and restrictions within that agreement.

Your responsibilities

You will ensure that all emails you send using Snap WebHost:

- (a) Start by identifying you as the sender and by making clear the commercial nature of the email.
- (b) Include the following statement in the main body of the email: 'You may choose not to receive any further emails of this kind from [your name] simply by replying to this email with the word 'unsubscribe' in the subject box. There is no charge for doing this.'
- (c) Include your full name and geographical address in the main body of the email.

This information must be at least as prominent as any other text in the email.

Snap Surveys may change the detail of this requirement for purposes concerned with data protection, privacy or the regulation of the use of electronic communications by giving you written notice, and if it does you will ensure that any subsequent emails comply with that new requirement.

If any person asks that no more emails be sent to a specified email address, whether by using the 'unsubscribe' process or not, you will comply with that request promptly. Snap Surveys may also take such steps as it considers are appropriate to ensure that any such request is complied with.

Before any third party user may view any survey results with your permission, you must assign an access code to that user and the user must accept the then applicable Terms of Use.

Our responsibilities

Snap WebHost is a service that is available 24/7. The hardware and supporting systems are monitored and service checked every 5 minutes. Snap WebHost software is checked every 10 minutes. In both cases, if a fault is identified, an engineer will be informed immediately.

The Snap WebHost server is monitored 24/7 by internet specialists, video cameras and safety locks to ensure that only authorized personnel have access to the web hosting data centre and ensures the safety and security of all data. All technology used with the web hosting data centre has been n+1 engineered throughout to avoid any single point of failure in connectivity, redundancy or power. Backup generators, multiple processors, dual routers, cooling systems and battery power banks provide systems redundancy and in the event that power grid is down, diesel generators supply constant, reliable power for all systems.

Capacity and maximum usage

Snap Surveys reserves the right to delay the transmission of any emails and other data in order to keep the total amount of material being transmitted (including that being transmitted for other customers) within the capacity and limits of the Snap Surveys System.

Snap Surveys provides its services to many of its customers, and it may allocate its resources in the way it considers appropriate. Consequently your use of Snap WebHost may be slowed down or delayed at times of high demand.

There are inherent limits on the capacity of these systems to deal with simultaneous responses to individual surveys and simultaneous responses to all surveys live at any given time. We will manage these systems to give the best possible level of performance to all users at all times, within the resources available to us.

You may have up to 40,000 individuals on the invitation list for each survey. Email invitations may be sent out at a maximum of 22,000 per day per account. If you use your own mailing service the same restriction applies.

Data protection

Snap Surveys is acting as your data processor, but it is your responsibility to control the personal data held at Snap WebHost. You should comply with all Data Protection Laws, and should you breach any aspects of these laws, you will be responsible for reimbursing Snap Surveys for any losses, damages, costs (including legal costs) and expenses incurred by it, or awarded against it, as a result of any such breach by you.

Ordering and payment

In order to subscribe to Snap WebHost you have to have a Snap Professional software licence, and we advise you to have a current Snap Plus subscription (previously CoverPlan).

Snap Surveys will issue an invoice for any charges due (and any applicable VAT) following receipt of a completed WebHost Subscription Form. Should you exceed your selected number of responses, the Snap WebHost service will continue and you will be invoiced for the next tier of responses plus the then applicable admin fee.

Should you wish to increase the number of researchers or clients with access to Snap WebHost you will be invoiced at your request.

Should you require additional bespoke services such as data recovery, you will be quoted a price before work commences.

You should ensure that payment in cleared funds is received by Snap Surveys within 30 days of our invoice date, as Snap Surveys reserves the right to withdraw your access to Snap WebHost and to remove existing survey data from the system.

Access restriction

Snap Surveys reserves the right to restrict access to your Survey for any commercially necessary reason, at its sole discretion.

If you have any questions, please call us on 020 7747 8900 or email info@snapsurveys.com

www.snapsurveys.com