

Hotchilli DataVault

Licence Agreement

Terms & Conditions

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13. Hotchilli will correct reported faults as quickly as possible. Should you encounter a fault with the service you should report this by phoning Hotchilli Support or if possible make a posting to Hotchilli's Total Control System. Hotchilli will investigate the fault between the hours of 8:30am and 5:30pm Monday to Friday, excluding public holidays. Please note that calls to our Technical Support Team in relation to your ADSL service cost 50p a minute, all calls are automatically terminated after sixty (60) minutes.
14. The subscriber is allowed one (1) Initial complete backup. For additional complete back ups you should contact our Sales Department who may apply an additional fee.
15. All back ups including the initial backup must be actioned between the hours of after 17:30pm and before 08:00am. Hotchilli have the right to stop any back ups that are being actioned outside of these hours nor can we guarantee the . Hotchilli have the right to terminate this service with no notice given to you if these or any of the other conditions are breached in any way.

HOTCHILLI DATAVAULT - LICENCE AGREEMENT

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