

Beehive Price List and Order Form.

V6.0 - effective date 8-1-06

PRODUCT DESCRIPTION	Price	Qty	SubTot
All subscriptions include telephone technical support for the term of the subscription.			
Beehive/SendFile Hosted Site License, annual Subscription <ul style="list-style-type: none"> • One year access to the Sendfile.NET file transfer portal using your ftp server or Beehive Https space. • Unlimited Mac, Windows and Browser client distribution for 1 file transfer server. • File Transfer Managers (Mac and Win) - automate file processing at 1 receiving location. 	\$995/yr. 1 renewal \$495		
US and Canada ONLY			
Beehive/SendFile Secure File Transfer Appliance (Https SSL secure) Complete Https SSL-Secure Internet File transfer appliance solution includes: unlimited Beehive Clients with Remote BeeMail support, Beehive secure https server, mail server, file sharing (Mac and Win) and a Web-based configuration management. Includes 1 year of telephone technical support and "remote hands" browser-based configuration assistance.	CALL		
<i>(Both Beehive site licenses above include the turnkey configuration package described below)</i> Turnkey Configuration Package for Printing, Prepress, Newspapers, Repro, Marketing <ul style="list-style-type: none"> • Design and setup of one html form/job ticket. • Inclusion of custom splash screen/logo. • Setup of Mac/Windows installers. • Setup of "How to send us files page" for website. 	N/C		
BeeMail Outbound Email Boundary Services Gateway Appliance software system containing everything you need for BeeMail Secure Email Boundary Services for your workgroup. Supports both "On-Demand" Email message security and Large File Attachment support. Includes support for 200 users, one https-SSL secure storage server, configuration manager, transaction auditing and more. Includes turnkey configuration, one year of telephone technical support (level 1) and "Remote Hands" support (level 2).	CALL		
Beehive/BeeMail Appliance Support Agreement (Level 1&2) <ul style="list-style-type: none"> • One year telephone technical support (after year 1 which is included with purchase) • One year software upgrade support and remote loading of RPMs. • Remote Hands (Internet remote control) support for Beehive Appliance as needed. 	CALL		
Managed Server Maintenance agreement for Appliances (includes backups & Level 1&2)	CALL		
TOTAL			

Date _____
 Company _____
 Name _____
 Address _____
 City _____ St _____
 Zip _____ Phone _____
 Fax _____
 E-mail _____

Payment Method - check one box

- Company check enclosed, # _____
 Credit Card: Fill out info at right

**Credit card orders: call 360-738-6863
or Fax to 360-230-5135**

How to Order Send company check to:
 Beehive Software
 P.O. Box 29527
 Bellingham, WA 98228



Credit Card: Visa Master Card

Card # _____

Name on card _____

Exp. date _____

Your Signature _____

Description of Beehive File Transfer Appliance Warranty and Software Support levels

Software Warranty and Liability

Beehive File Transfer Software Product(s) are provided as *is* without specific functional warranty, however the customer has an unconditional 30 day acceptance/return policy. That is, the customer shall have 30 days to determine if the software meets their needs and may return the product for a refund at any time during that 30 day period. Other than the 30 day return policy, any and all implied product warranties or conditions of any kind whatsoever, including those of fitness for a particular purpose or platform, are expressly excluded. Beehive shall not be liable for any consequential, incidental, indirect, economic or punitive damages.

Beehive agrees to supply *best effort* technical support, as described in each of the levels defined below, to make the Beehive file transfer appliance product compliant to its advertised file transfer functional descriptions.

LEVEL 1 - Telephone Technical Support

Beehive telephone technical support is available Monday through Friday, 7:00 am - 5:00 pm, Pacific Standard Time. This support is not available for the holiday dates recognized by the US Postal Service for New Years, Easter, Memorial Day, Labor Day, Thanksgiving and Christmas.

During technical support hours, Beehive engineers guarantee a 4 hour response time in addressing customer problems. *Addressing* involves having an engineer review the problem with the customer's administrator and resolving the problem by providing information to the administrator. If the problem is not immediately resolvable, the engineer shall write a work-order to allocate Beehive Engineering time to further investigate the problem and the customer shall receive an answer within 48 hours as to whether or not Beehive will be able to fix the problem in the short-term (2-3 working days), midterm (4-10 working days) or if Beehive cannot make a commitment to resolve the problem.

Software updates - All appliances covered under telephone technical support agreements are eligible for software updates and bug fixes that are developed during the period of this agreement. Beehive Software shall make these patches available as URLs and shall provide written installation procedures for these updates. These updates do NOT include Software Add-ons or enhancements that are priced separately from the originally purchased product. One year of Level 1 service is included in the initial purchase and may be renewed for \$795/yr.

LEVEL 2 - Remote Hands Administration Support

Under this agreement, Beehive Software shall, at the customer's request, login to the Beehive appliance at the customer's site and execute specific remote commands to recover or configure the Beehive Software for basic file transfer operation. *Remote Hands* ensures operation of the Beehive software but does not provide backups or restores of files or customer databases. Beehive does NOT provide remote hands configuration for applications that are outside of the Beehive file transfer functionality. Remote Hands service is billed at \$1195 a year and is included in the first 60 days of any appliance purchase.

Software updates - All appliances covered under the Remote Hands agreement are eligible for software updates and bug fixes that are developed during the period of this agreement. Beehive Software shall attempt to install these updates and patches with *Remote Hands* whenever possible. These updates do NOT include Software Add-ons or enhancements that are priced separately from the originally purchased product.

LEVEL 3 - *Remote Monitoring Administration Support*

Beehive Software offers Remote Monitoring as a supplemental offering to the Remote Hands support agreement. Beehive engineers will run weekly backups of the site to preserve the user and job database and will restore the site when a failure occurs. Beehive Engineers will also run a “twice daily” heartbeat test that ensures that the server is responding to service requests. If the remote server is not responding to the heartbeat, a Beehive Systems Engineer will immediately begin “Remote Hands” Diagnostics. Beehive does NOT provide Remote Monitoring for applications that are outside of the Beehive file transfer functionality. Remote monitoring service is billed at \$595 a quarter.

Customer and 3rd Party Responsibilities

It is the responsibility of the customer to provide a person to be on-site to perform functions that a Beehive engineer cannot perform remotely. This includes, but is not limited to, entering IP addresses and meeting the fundamental requirements of making the computer *Internet accessible*. It is also the customer’s responsibility to ensure that the core LINUX OS and the systems hardware are operable. All hardware and OS systems service agreements are outside the scope of this Beehive Appliance Service Agreement and must be contracted for separately with 3rd party providers.

DELL hardware may be ordered along with the corresponding service agreements to ensure the LINUX OS operation. General Internet accessibility, i.e. the unit can be pinged and accessed with SSH, must be assured by the customer’s in-house network administrator or by a 3rd party provider such as an ISP.