



Please read the following information very carefully before proceeding. This form must be signed and faxed back to 02 9884 7869 before data can be investigated or repaired.

Background

It is more likely that the Pervasive database will become corrupted compared to either of DB2, MS-SQL or Oracle. This is because Pervasive is a transactional database, whereas the others are relational database.

Causes of Database Corruptions

- Cancellation of posting
- Interruption to year end and day end processes
- User error
- Hardware or network malfunction

Categories of Corruption

The three (3) types of database corruptions are balances, indexes and invalid data.

The significance of the data repair can be categorized as:

Severe	Requires immediate repair	Requires immediate repair
Error	May cause future problems	Should be fixed as soon as possible
Warning	May disrupt some process or statistics or old or unused balances may be invalid	Recommended that a fix is made prior to the next upgrade

Process of Repairing the Data

Phoenix Business Systems will take a copy of the data and rebuild the indexes or repair balances. The data or the ACCPAC system can not be used during this time. The data will be repaired off-site and returned to the client via email or FTP. The data will be repaired on-site only if requested.

Cost

The minimum cost to investigate a data repair is \$320 ex-GST (i.e. 2 hours). This time will be used to determine the extent of the repair and how to fix it. An accurate quote can be given at this time on the total cost of the data repair. On-site repairs will incur travel time and disbursements.

Risks

If data is not repaired, the balances in ACCPAC may not be accurate and periodic processing may not be able to be completed. The data repair may not be successful and a restore from backup may be required.

Limitation of Liability

Phoenix Business Systems takes no responsibility for any adverse results that occur as a result of the data repair. Although all care is taken when repairing the data, it is the responsibility of the client to ensure that the data or balances in the ACCPAC system are accurate after the data repair.

It is also the responsibility of the client to ensure a backup of the data exists, prior to the data being repaired.

By signing this request for a data repair you acknowledge that you understand and agree to the points made in this form.

Company Name:	
Client Name:	
Signed by Client:	
Date:	