

**INFO**Online

**Service description**

## **Log File Provision Service (advanced)**



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## 1 About this document

This document describes the iNFOnline *log file provision service (advanced)* as well as the organisational and contractual conditions and the framework and limiting conditions for its use briefly.

## 2 Service portfolio

### 2.1 Technical provision

INFOnline performs the technical implementation in cooperation with the customer. Once the order for the log file provision service (advanced) has been received by INFOnline, the INFOnline support team sets up the respective site for log file provision. The client will receive an e-mail with the URL, login info for accessing the data, and all other necessary information within 2 working days.

### 2.2 Service & Support

Technical support and organisational services by the INFOnline Service & Support Team is included in the log file provision service (advanced).

### 2.3 Note to Log file provision advanced

The log file provision service advanced extends the separate log file cells by information of the used device with the help of the Device Database of 51 degrees.

## 3 Limiting and framework conditions

### 3.1 Ordering the service

INFOOnline customers can order access to the log files for any of their sites. In order to set up log file provision the customer needs to send an e-mail to the Service & Support.

INFOOnline will set up access to the log files within 2 working days and will inform the customer via e-mail. This e-mail will contain the access URL of the web portal and a password.

Customers may only access the log data for their own site or sites. A separate login account is generated for each individual site.

**NOTE:** Due to safety issues you cannot undertake more than 3 data retrievals at the same time.

### 3.2 Duration and termination

The Log File Provision Service (advanced) can be terminated by e-mailing the Service & Support Team at least 4 weeks before the end of a quarter.

The Log File Provision Service (advanced) begins with the setup process described above and ends as soon as the notice of termination e-mail has been received by INFOOnline or the customer contract for the respective site has been terminated.

The duration is measured by month. If log file access is set up prior to the 15th of a given month, that month will be counted as a whole month of service. If log file access is set up after the 15th of a given month, the 1st of the following month will be the first day to count towards the term of the contract.

### 3.3 Costs

The setup fee for this additional Log File Provision Service (advanced) is €100.

The annual fees for the Log File Provision Service (advanced) are calculated based on the same measurement base as regular HTTP measurement (new customers = page impressions from the last month of the trial phase / existing customers = average no. of page impressions in the 2nd quarter of the previous year) and is displayed in the table below. The following list contains net prices including value-added tax. Accounts are invoiced quarterly and in advance in the first month of the quarter. The discount schedule does not apply to the Log File Provision Service (advanced) prices.

Log File Provision Service / Scaling	Setup fee	Annual fee	Additional costs for log file provision advanced
up to 10,000,000 Pls	€100.00	€100.00	€25,00
10,000,001 - 100,000,000 Pls	€200.00	€500.00	€125,00
100,000,001 - 500,000,000 Pls	€200.00	€1,000.00	€250,00
150,000,001 - 1,000,000,000 Pls	€200.00	€1,500.00	€375,00
1,000,000,001 - 10,000,000,000 Pls	€200.00	€2,000.00	€500,00
10,000,000,001+ Pls	Upon request	Upon request	Upon request

## 4 Contact

You can contact the Service & Support team any working day between 9 a.m. and 6 p.m. by

telephone: +49 (0) 228 / 410 29 – 77

e-mail for organisational queries: [service@INFOOnline.de](mailto:service@INFOOnline.de)

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