



Aqua Schedules

Service Agreement

Introduction

We at Aqua Chroma are providing Aqua Schedules to you, our customer, as a way to schedule appointments and process billing.

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Scheduling:

PRIVACY

The only individuals with access to data stored for Aqua Schedules services are shown in the Users area of the application which includes any Aqua Chroma employees. It is required for all employees of Aqua Chroma to only provide information stored within Aqua Schedules to any entity outside of those listed in the Users area of the application by means of court order.

LOGGING

We attempt to log as much data as possible such as IP Address, user agent, user ID and page information. The data is logged to help entities communicate with greater clarity; to comply with HIPAA and other privacy acts; and, to find opportunities to improve our services.

SECURITY

All data transmitted to and from Aqua Schedules is encrypted by a RSA 256-bit encryption using a 2048 bit key. Aqua Schedules can not be accessed without using a secure socket layer (SSL). Aqua Schedules is a program operating on one of the most popular server OS; a version with long term support. We preform updates to our servers within days of any security related releases. All information that could be considered sensitive is stored encrypted on the server. All agencies using Aqua Schedules are isolated from one another by operating on their own unique server. Your server is dedicated to processing only your agencies data. The data centers we use comply with all local, state and federal laws. Certifications vary based on geographic location of the data center used for your scheduling system. We will provide data center certifications for you upon request.

PROCESSING

We will guarantee 90% of all Aqua Schedules web pages calculate page data within 500 milliseconds. Some Aqua Schedules web pages require processing by third parties (QuickBooks Online, Google Calendar, PayPal, etc.) their processing time is not included in our 500 millisecond guarantee. When we find we aren't meeting our processing guarantee we will increase the performance of your server and/or find more efficient ways to calculate page data until we meet our guarantee.

NETWORKING

When you navigate to a web page a signal is sent to the server asking what should be shown. The time it takes for the signal to reach the server and return is known as latency. We provide servers on the East and West coast of the US and also in other countries in an effort reduce latency. Latencies of over 150 milliseconds are rarely seen. Since latency is based on all of the connections to and from the server geographic placement of our servers is all we can do to reduce latency. All servers are connected by 1 Gb/s network switches. The transfer of a web page over the internet is generally slowed by bottlenecks outside of our control.

OUTAGES

Occasionally during server updates we may need to restart your server which will cause a short outage of up to 3 minutes. We do our best to only preform those updates when site usage is at its lowest, although very rare, some updates are critical enough to merit updating during peak hours.

Aqua Schedules Pricing:

All prices for Aqua Schedule services are U.S. Dollar values.

DEPLOYMENT FEE

Each scheduling system is deployed in an isolated container with dedicated resources. To cover the time it takes to deploy a scheduling system we charge a \$100 start-up (deployment) fee.

PER APPOINTMENT & MINIMUM

You'll be provided scheduling services at a charge of \$0.50 per appointment for every appointment; if an appointment is a last minute cancelation it will be charged, if the appointment is an advanced cancelation (where you don't charge your customer) you won't be charged the \$0.50. We sum the appointments every month and provide an invoice around the first and second week of the following month. There is a \$100 minimum fee cover expenses of an idle server; 200 appointments or less per month will cost \$100, 201 appointments would cost \$100.50.

INVOICING

We ask that you make payment for monthly appointments as soon as possible, if an invoice is unpaid after one calendar month of receiving the invoice we may block creation of new appointments until the invoice is paid. If an invoice is unpaid after two calendar months we may take your server down to mitigate server expense. Please communicate with us as soon as possible if you find it difficult to make payment within a month of a monthly appointment invoice. We will export all appointments into a CSV file using the Agency => Appointment => Search feature and submit that file to you within three business days of confirmation of message understood so long as your account is in good standing.

ENHANCEMENTS

We provide enhancements (modifications) to the scheduling system. You'll receive a quote for the enhancement, if agreeable we'll send you an invoice and once paid we'll begin work. Within the quote will be a timeline for completion of the enhancement. Should we fail to complete the enhancement within the provided timeline then we will refund the quoted amount and allow the agency to reconsider.

COMMUNICATION REQUIREMENT

All Aqua Schedules correspondences must be sent VIA text to our +18054382782 phone number, one question at a time waiting for a response before any next question is sent. We'll decide when email or other communications are better for a specific scenario. If you find the need to use examples with real information please consider saying appointment ID X or user ID Y, it will help when there's multiples of the same name.

This communication requirement will better allow us to verify identity to be certain we don't send sensitive data to the wrong representative of an agency. We can then better distribute time on each particular question for every agency regardless of size. Phone calls, voicemails and emails may be overlooked or go unanswered especially when difficult to determine identity.

ADVANCED HELP

If you would like to pay for advanced help using your preferred communication method you may make that request via texting our +18054382782 phone number and we'll estimate the cost

based on a variety of variables. Variables that influence cost include time of day, customer service workloads, the type of help requested, communication method, maximum time requested, time spent preparing, and perhaps other variables unlisted. Examples of advanced help could be a screen sharing meeting displaying what you are looking at for 1 on 1 demo/tours of the system to hours of personalized help. Prices for this type of advanced help range from \$50 to \$150 per hour. In person help is an option although bonus variables include travel, hotels, security, and travel risks and will rarely be made available without 5 or more years of experience with us.