

# OVATION DATA SERVICES, INC.

14199 WESTFAIR EAST DRIVE, HOUSTON, TX 77041-1105

Tel: (713) 464-1300 Fax: (713) 464-1615 E-mail: info@ovationdata.com



v 2008

## SERVICE REQUEST FORM

**PRIORITY**  **ADD 100%** (<24hrs)

**RUSH**  **ADD 50%** (1-2 days)

**C.O.D.**  **Yes/No**

Date \_\_\_\_\_

Mktg. Rep. \_\_\_\_\_

Referred By. \_\_\_\_\_

### Service Type

(Select One) Duplication (Copy), Translation (ReFormat), Data Recovery, Media Investigation, DeGaussing, Other:

Acct Code: \_\_\_\_\_ INVOICE TO: \_\_\_\_\_

SHIP ORIGINALS TO: \_\_\_\_\_

SHIP OUTPUTS TO: \_\_\_\_\_

Phone/Fax#: \_\_\_\_\_

	INPUT MEDIA / AMOUNT / OUTPUT		
1/2" Tape	9TRK 800/1600/6250	<input type="checkbox"/>	<input type="checkbox"/>
	1200'/2400'/3600'	<input type="checkbox"/>	<input type="checkbox"/>
	3480 (c) SL/XL/XXL	<input type="checkbox"/>	<input type="checkbox"/>
	3490 / 3490e	<input type="checkbox"/>	<input type="checkbox"/>
	3590 / 3590e / 3590h	<input type="checkbox"/>	<input type="checkbox"/>
	3592 / TS1120 / TS1130 / 3570	<input type="checkbox"/>	<input type="checkbox"/>
	LTO-1/2/3/4 / 3580/TS2340 (c)	<input type="checkbox"/>	<input type="checkbox"/>
	DLT TK-50/70/85/87/89	<input type="checkbox"/>	<input type="checkbox"/>
	2000, 4000, 7000, 8000, DLT1/VS80, VS160 (xl) (c)	<input type="checkbox"/>	<input type="checkbox"/>
	S-DLT I/II 220,320,600, S4	<input type="checkbox"/>	<input type="checkbox"/>
S-AIT 1/2 500gb/800gb	<input type="checkbox"/>	<input type="checkbox"/>	
xMM Tape	8MM (c) 8200, 8500	<input type="checkbox"/>	<input type="checkbox"/>
	AIT-1/2/3/4/5, 8900, Mammoth-1/2	<input type="checkbox"/>	<input type="checkbox"/>
1/4" Tape	4MM (c) 1.2,2,4,8,24,36,80gb	<input type="checkbox"/>	<input type="checkbox"/>
	DDS-1/2/3/4/5(72)/160, 60m, 90m, 120m, 125m, 150m, 170m	<input type="checkbox"/>	<input type="checkbox"/>
Disc / Disk	QIC-Mini (w) 40, 80	<input type="checkbox"/>	<input type="checkbox"/>
	3010, 3020, TR-1/2/3/4/5, NS-8/20, Ditto-/Max/Easy	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	QIC-Lrg DC6000	<input type="checkbox"/>	<input type="checkbox"/>
	150, 250, 525, SLR-2/3/4/5/25/50/60/75/100/140, MLR-1/2	<input type="checkbox"/>	<input type="checkbox"/>
Disc / Disk	FLOPPY 3.5", 5.25"	<input type="checkbox"/>	<input type="checkbox"/>
	(HD, LD) 8.0", 12.0", LS-120/240, FDHI-200	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	OPTICAL 3.5", 5.25"	<input type="checkbox"/>	<input type="checkbox"/>
	128/230/540/640/650mb, 1.3/2.3/2.6/4.6/5.2/9.1gb	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	CD-ROM/ DD-CD/ DVD/Blu-Ray	<input type="checkbox"/>	<input type="checkbox"/>
	PD650, PDD 23GB, UDO	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	ZIP-100/250/750 JAZZ 1/2gb	<input type="checkbox"/>	<input type="checkbox"/>
	Portable NAS, SAN, USB, Firewire C	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	DTF1, DTF2, D-2, Metrum	<input type="checkbox"/>	<input type="checkbox"/>
	7 / 21-TRACK (s) (l)	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	HDDR 1200', 2400'	<input type="checkbox"/>	<input type="checkbox"/>
	ANALOG 24tr, 48tr	<input type="checkbox"/>	<input type="checkbox"/>
Misc.	other	<input type="checkbox"/>	<input type="checkbox"/>

PRICE QUOTED IN/OUT	
Degaussing	
DLT Media	\$ 2.50 each
Other Media	\$ 1.25 each
Destruction	\$ each

Minimum Service Order Fee: \$75.00

OUTPUT MEDIA CHOICE	
USB Disk	<input type="checkbox"/>
LTO-2 / LTO-3 / LTO-4	<input type="checkbox"/>
SDLT-I / SDLT-II	<input type="checkbox"/>
DVD-R	<input type="checkbox"/>
3590 (B) (E) (H)	<input type="checkbox"/>
3592 (JA) (JB)	<input type="checkbox"/>
other	<input type="checkbox"/>
other	<input type="checkbox"/>
Shipping Cost (not included)	<input type="checkbox"/>

Price Media Quoted: \$ \_\_\_\_\_ per \_\_\_\_\_

(If Known) SYSTEM	
	In / Out
LINUX, UNIX, SUN, IBM PC	<input type="checkbox"/> <input type="checkbox"/>
DEC, RISC, AIX, AS/400	<input type="checkbox"/> <input type="checkbox"/>
APPLE/MAC, HP9000	<input type="checkbox"/> <input type="checkbox"/>
MAIN FRAME, CONVEX, CRAY	<input type="checkbox"/> <input type="checkbox"/>
other	<input type="checkbox"/> <input type="checkbox"/>

FORMAT	INPUT	OUTPUT
SAME AS INPUT	<input type="checkbox"/>	<input type="checkbox"/>
SEG-Y	<input type="checkbox"/>	<input type="checkbox"/>
BIT, LIS, LAS, DLIS	<input type="checkbox"/>	<input type="checkbox"/>
ASCII (PC,AIX)	<input type="checkbox"/>	<input type="checkbox"/>
EBCDIC (Vax,MainFrm)	<input type="checkbox"/>	<input type="checkbox"/>
TAR, BLOCKSIZE	<input type="checkbox"/>	<input type="checkbox"/>
IBM VOL. LABEL (F/U)	<input type="checkbox"/>	<input type="checkbox"/>
BACKUP (Version)	<input type="checkbox"/>	<input type="checkbox"/>
1:1	<input type="checkbox"/>	<input type="checkbox"/>
STRUCTURED (RecSz)	<input type="checkbox"/>	<input type="checkbox"/>
TEXT, RAW DATA	<input type="checkbox"/>	<input type="checkbox"/>
MAILING LABELS	<input type="checkbox"/>	<input type="checkbox"/>
TIF (Tape Image)	<input type="checkbox"/>	<input type="checkbox"/>
TIFF (Tagged Image)	<input type="checkbox"/>	<input type="checkbox"/>
DATABASES (Ver. #)	<input type="checkbox"/>	<input type="checkbox"/>
Access, dB4, Paradox, E:	<input type="checkbox"/>	<input type="checkbox"/>
Comma / Tab / Space Delimited ASCII	<input type="checkbox"/>	<input type="checkbox"/>
BrightStor / Veritas	<input type="checkbox"/>	<input type="checkbox"/>
Backup Exec / ArcServe	<input type="checkbox"/>	<input type="checkbox"/>
WIN NT BACKUP	<input type="checkbox"/>	<input type="checkbox"/>
WINDOWS BACKUP	<input type="checkbox"/>	<input type="checkbox"/>
QIC-MINI BACKUP	<input type="checkbox"/>	<input type="checkbox"/>
QIC-MINI Trakker	<input type="checkbox"/>	<input type="checkbox"/>
Pkzip, Slice, Span	<input type="checkbox"/>	<input type="checkbox"/>
MS-Dos, ISO9660, Joliet	<input type="checkbox"/>	<input type="checkbox"/>
Fat32, NTFS, NFS, ...	<input type="checkbox"/>	<input type="checkbox"/>
UNKNOWN	<input type="checkbox"/>	<input type="checkbox"/>
other	<input type="checkbox"/>	<input type="checkbox"/>

Circle Options, Check Input and Output Type, and Total Amount. (c) is for Compressed Modes (w) Wide (xl) Extra Length

IF INPUTS NEED TREATMENT?: PERMISSION TO TREAT: YES \_\_\_ NO \_\_\_ CALL FIRST \_\_\_ QUOTED @: \_\_\_\_\_

Payment Accepted: MasterCard / Visa, American Express (Check or P.O. with prior approval)

Acct#: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Expires \_\_\_\_\_

A deposit of \$200 will be charged on Media Investigation and Data Recovery orders at the beginning of service.

OUTPUT MEDIA SUPPLIED? YES \_\_\_ NO \_\_\_ AMOUNT \_\_\_\_\_

ADDITIONAL COMMENTS: \_\_\_\_\_

CLIENT REF#: \_\_\_\_\_

**Instructions:**

When Finished: Call Client for PickUp \_\_\_\_\_ Hold for Client PickUp \_\_\_\_\_ Ship for Client \_\_\_\_\_  
 Ship VIA: Client Delivery Service \_\_\_\_\_ Ovation Delivery Service \_\_\_\_\_ : Method \_\_\_\_\_

CLIENT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

# Ovation Data Services, Inc.

## Basic Terms and Conditions

### **PAYMENT:**

Payment for Services and/or Products is due upon Completion of that requested Job. Accepted forms of Payment are: MasterCard, Visa, American Express, or Wire Transfer. Any Additional methods of payment MUST be Pre-Approved prior to the Request. Some Services or Products may require advance payment.

### **TURN-AROUND:**

Ovation's average standard turn-around time for completion of Services is approximately 3-4 Business Days on most standard Jobs. Some Jobs may take longer, but many can be completed within 1-2 days depending upon system time and request type.

### **RUSH FEES:**

Rush Fees will be assessed on ALL Services based upon the following schedule (Excluding Weekends and Holidays) ALL Job Requests are quoted as Standard Turn-Around Pricing, unless quoted as RUSH.

100% for "PRIORITY" Jobs Requested within 24 Hours

50% for "RUSH" Jobs Requested within 24 to 48 Hours

### **ADDITIONAL FEES:**

Additional fees for any Applicable: Taxes, Duties, Customs, Shipping, Delivery, Handling, Packaging Fees will be assessed.

Additional Services will be charged at current Ovation Standard Pricing.

### **OUTPUT MEDIA:**

The cost of the Output Media is not normally included in the Quoted Service Rates. Standard Output Media fee will be assessed unless otherwise quoted.

The Integrity of any and all Output Media Supplied by the CLIENT is done so at Client's Risk. The Client WILL be assessed an additional service fees for any "Problem" media that they supply. NO Warranty for Service or Products will be passed on if client provides their own output media. A fee for handling and labeling the output media will assessed at a minimum of \$2.00 or 10% of Ovation's List Price for that type of media per Client supplied output media.

### **WARRANTY:**

Due to the nature of information, Ovation can NOT Warranty the Quality or Integrity of the information provided to us.

However, We do WARRANTY the information ON the Media is Immediately Readable, Providing that Ovation supplied the Output Media AND assuming that the Client has property handled and taken care of the output media and their media devices.

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# Ovation Data Services, Inc.

## Shipping Instructions

### REQUEST FORM / TRANSMITTAL:

Ovation's Service Request Form (See Web Site) and a Transmittal Letter on the Clients letterhead is requested to be included in ALL Shipments, including Future shipments. This information should include Company Name, Address, Phone Number, Contact Person, Number Count of Media being sent and written instruction on what is being requested.

**Jobs sent WITHOUT a Service Request Form or Transmittal will NOT be processed and will be delayed until one is received.**

### PACKING:

Media must be properly packed.

Ovation will not assume responsibility for media damaged in shipment. Properly packed media should be in a box/container which provides sturdy support and reinforcement, and PREVENTS the media from moving around during shipment. DO NOT USE "PEANUTS" or Styrofoam as filler as this will cause problems for the media and hardware. Fillers such as "Bubble Wrap" or "Foam Padding" are recommended. Media should be shipped in their protective case (If available).

Media placed in "Overnight" letter packs should be placed inside a "padded" envelope prior to placing into the letter pack.

Each Package should NOT be more than 25 lbs. in weight.

### LABELING:

Packages should be properly labeled and marked with Ship To and Ship From Information. Such as, Name and Address INCLUDING telephone numbers.

For Air Shipments, Mark all packages with: "Magnetic Tape, Do Not X-Ray"

Packages should be addressed to:

Ovation Data Services, Inc.  
Tape Services Group (TSG)  
14199 Westfair East Drive  
Houston, TX 77041-1105 USA  
Telephone: (713) 464-1300

### COURIERS:

Ovation recommends that a reputable courier service be used for deliveries. For International deliveries, Ovation recommends firms such as: Federal Express, UPS, DHL ...

Ovation can provide local pickup for an additional fee.

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# **Ovation Data Services, Inc.**

## **Service Request Form**

### **Instructions**

#### **REQUEST FORM:**

By filling out the Ovation's Service Request Form (See Web Site), this will enable to help us provide more efficient and faster service. Please take the time to fill out as much information as possible.

**Jobs sent WITHOUT a Service Request Form or Transmittal will NOT be processed and will be delayed until one is received.**

#### **RUSH / COD:**

If this is to a RUSH request, please check the Rush box and Circle the appropriate % Added Service Fees. Please review Ovation's Basic Terms and Conditions regarding appropriate fees.

All orders will be COD unless prior agreement has been made regarding payment. Please check the COD box.

#### **ADDRESS COLUMNS:**

Please fill in the address in the first column of who to make the invoice out to. This should include: Contact Name, Company Name, Street Address, City, State, Zip Code, and Telephone Number.

If you require that the Original Input Media be sent to a different local than the "Invoice To", Please fill out the middle column with the proper information.

If you require that the Output Media be sent to a different local than the "Invoice To", Please fill out the last column with the proper information.

#### **INPUT MEDIA COLUMN (Left):**

Under the First Column, Please check the appropriate center boxes for the type of media to be sent. Then place the number of media to be sent next to each checked box. In the right side boxes, please check the type of output media to use and then circle any required density/format selections on the media types to the left.

#### **PRICE QUOTE COLUMN (Middle):**

Under the Middle Column, Please Make any notes for prices quoted for any services or media. Toward the bottom of this column, Please check (If Known) the type of Operating System the Input and Output Media will be used on.

#### **FORMAT COLUMN (Right):**

Under the Right Column, Please check any boxes for the Input or Output Data Format (If Known).

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(continued)

# **Ovation Data Services, Inc.**

## **Service Request Form**

### **Instructions**

(continued)

#### **PAYMENT ACCEPTED:**

In this section please fill in the appropriate information. For added security, you may submit this information separately by faxing this form and the information filled out over to our Director of Accounting at (713) 464-1615.

#### **ADDITIONAL COMMENTS:**

Please place any comments or instructions in this section.

#### **INSTRUCTIONS:**

Please check the appropriate shipping instructions for when the Request Job is finished. If "Ship for Client" is checked, please select who's delivery service and any preferred method (i.e. Next Day, Hotshot-2 Hour) and a preferred service company. If you desire to use your own shipping services, please include name of shipper, account number, phone number, and type of service.

#### **CLIENT SIGNATURE:**

Finally, Please sign and date the Service Request Form, and place this form with the media for shipment.

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