

# **eServices For You**

## **FTP Service Agreement for web sites.**



### **Our Commitment to You, the client:**

**We at eServices For You are committed to providing the client with the best possible service so that you can concentrate on your job and growing your business like you wants to.**

**We do this by concentrating on your needs, not ours. We listen by giving you our undivided attention so that we understand your needs and how we can help and improve on those. Without you, we do not exist.**

### **FTP Agreement:**

**This only applies if FTP access is a part of the hosting agreement between eServices For You and the client.**

**This is an agreement to allow full FTP access to the directory located on our server which holds the files for hosting your web site.**

**This agreement sets the following stipulations:**

- **Client will have modify access to the specified directory located on our server hosting the client web site.**
- **Access will require use of a username and password.**
- **Whoever is going to access the FTP site must use only his username and password. A separate username and password must be set up for each person.**
- **Access is for the sole purpose of developing\changing existing web pages and content held within the directory.**
- **Ownership of existing files and content within the directory shall remain the property of the respective party, with each party having the right to use the files and content for the purpose of hosting the client web site.**
- **The client assumes all liability to the files and content within the directory.**
- **The client will limit FTP access to no more than a total of 3 people, with no more than one at a time.**
- **Access to the FTP site will be limited to computers located at the location(s) designated by the client and by IP address. In all cases, access to the FTP site is limited to only those IP addresses that the client specifies.**
- **If any problems are encountered on the hosted site, or any other problems or issues arising out of the FTP access occurs which requires action by eServices For You, the client will be billed and agrees to pay the rate of \$60 per hour with a 1 hour minimum for each occurrence.**
- **Copies of the raw FTP logs will be available to the client if so desired and provided no more than once per month if requested.**

**Any and all activity, whether malicious or otherwise, not explicitly allowed by this agreement will result in the FTP site being stopped and may result in criminal or civil prosecution.**

**Thank you for your understanding and support and allowing us to service you.**