



# DATA RECOVERY SERVICES INSIGHTS

Quarterly bulletin from First Advantage's Data Recovery Services division, serving the data recovery needs of businesses and consumers nationwide

## DIAGNOSTIC FEE CHANGE

### REFERRAL

**PARTNERS:** As many of our referral partners are aware, in the past we have charged a diagnostic fee of \$99 for single IDE hard drives. We are reinstating this fee effective immediately to enable us to provide better customer service for our serious clients. This fee will be deducted from the final invoice of a completed recovery.

### RESELLERS AND CORPORATE

**CLIENTS:** The \$99 diagnostic fee referenced above will NOT be charged to you. This is still a free service that we offer to our resellers and corporate clients.

If you are not a reseller but would like to become one, please contact us at **877.340.7189** -- we will provide you with all the information needed.

## RECOVERY FEE CHANGE

In order to provide the quality of service that our clients and partners expect, it is necessary to increase our hourly recovery fees. Effective immediately, pricing for a regular recovery will be \$149 per hour (up from \$139) and expedited recoveries will be \$269 per hour (up from \$249).

## FREE RETURN MEDIA

If your data or your clients' data is more than 8 GB and will not fit on the two DVDs that are included free in our standard services, we will provide an external USB2 drive FREE of charge. This will give you or your clients all the recovered data plus provide them with a drive they can then use to back up their data going forward.

## PARTNER PAGE WEB LINK SWAP

First Advantage has implemented a Partner Page on our data recovery services website, [www.datarecovery.net](http://www.datarecovery.net). We would like to support your company by offering link swap opportunities. All we need from you to do this is your company logo, website address and a short paragraph describing your services. We will also provide you with the same information about us for your site. If you would like to participate, please contact Charlene Bogard at **214.441.2420, ext. 135, or [charlene.bogard@FADV.com](mailto:charlene.bogard@FADV.com)**

## Our Unique Capabilities

**System Track Recovery** (*possibly no other company can do this*):

- > Quantum SCSI, Maxtor SCSI
- > Toshiba IDE and SATA
- > Modern Western Digital IDE and SATA
- > Modern Hitachi

**System Track Recovery** (*a few companies can also do this*):

- > Seagate SCSI
- > All Western Digital
- > Maxtor IDE and SATA
- > Fujitsu IDE and SATA
- > Samsung
- > Hitachi IDE and SATA
- > IBM IDE and SATA
- > Quantum IDE and SATA
- > Seagate IDE and SATA

**Swap Platters and Adjustment** (*very few companies can do this; we can also swap platters on other manufacturers' hard drives*):

- > Western Digital
- > Maxtor
- > Toshiba
- > Seagate IDE

## Interesting Diagnostic



**Even the untrained eye could spot the problem with this hard drive – ANTS!**

## Top Referral Partners

### First Quarter 2007

We would like to extend our sincerest thanks and appreciation to our top three partners who produced the most data recovery business for the first quarter of 2007.

### 1st Place:

#### Compu Teks

*Cameron Gawley*  
Award: Additional 5% off of second quarter recoveries

### 2nd place:

#### CompUSA

*Pam Walker*  
Award: Work pizza party

### 3rd Place:

#### Beep-A-Geek (Euless)

*Caryn*  
Award: Gift cards

For more information about our data recovery services and programs, visit us at [www.datarecovery.net](http://www.datarecovery.net) or contact Charlene Bogard at 877.340.7189, ext. 135, or [charlene.bogard@FADV.com](mailto:charlene.bogard@FADV.com).