

QWEST DEDICATED HOSTING COLLOCATION SERVICES

Qwest Hosting ... Choice-Driven Solutions

QWEST® CYBERCENTER® FACILITIES—YOUR FOUNDATION FOR SUCCESS

Qwest CyberCenter facilities, located nationwide, provide superior hosting services. The facilities are specifically designed to provide state-of-the-art hosting for mission-critical environments.

DESCRIPTION

Collocation service consists of space, power and bandwidth. Bandwidth includes periodic hardware check (ping) with e-mail notification of any unresponsive device, which may indicate problems in connectivity, power and/or device availability. Collocation hosting service is available in cages or half- and full-rack configurations. Charges are based on a per-rack/cage basis.

FEATURES

- Qwest CyberCenters
 - Qwest 50,000+ square foot CyberCenter facilities provide a compelling alternative to developing, deploying and staffing your own center. Located nationwide in 10 locations, the facilities provide secure, reliable and scalable foundations for your success. (Features may vary in the Minneapolis data center.)
 - SAS 70 Type II Internal Control Standards—an auditing standard developed by the American Institute of Certified Public Accountants (AICPA). Type II audit not only includes the description of controls, but also the detailed testing of controls. To achieve SAS 70 Type II, Qwest CyberCenter facility operations are thoroughly scrutinized and annually evaluated with results reported and published.
- Physical security
 - CyberCenters are outfitted with biometric palm scanners and secure card-key access to the collocation areas of the data center. Additionally, all customer equipment is kept in secure locations. On-site security personnel monitor hosting facilities 24/7 via indoor and outdoor video surveillance. CyberCenter access requires security desk check-in and is managed 24/7.
- HVAC and fire suppression
 - All CyberCenters are designed with N+1 redundant chilling/heating systems and redundant, multi-zoned, fire suppression systems.
 - Very Early Smoke Detection Apparatus (VESDA®) systems are located throughout the raised floor area in all CyberCenters.

- Power
 - Redundant power is available as needed. It is designed with battery backup for uninterrupted power supply (UPS). Diesel generators (N+1) ensure uninterruptible power.
- Public network connectivity
 - Qwest CyberCenter facilities are linked to the Qwest OC-192 IP network. Internet connectivity is available in three port speed types:
 - 10 Mbps
 - 100 Mbps
 - Gig-Ethernet connections
 - Billing options are available via dedicated (flat rate), precise “burstable” or data transfer methodology.
- Private/point-to-point network connectivity
 - Qwest provides synchronous optical network (SONET) connectivity options for access into the CyberCenter at DS-1, DS-3 and optical connectivity speeds supporting either voice or data traffic.
- Remote hands
 - Qwest CyberCenters[®] are staffed with highly trained personnel and are billed on a time and materials basis.
- Add-on product options
 - Qwest proactively monitors and/or manages your Web, application, databases and operating systems remotely as well as within the Qwest CyberCenter locations.
 - Proactively manage over 80 unique applications, databases and operating systems.
 - Uptime service level agreements (SLAs) for entire managed service environment.
 - Monitoring features include:
 - Base monitoring (ping, system checks, fetches)
 - Process monitoring
 - Trending analysis
 - Hardware monitoring
 - Router and switch monitoring
 - Application and database monitoring
 - Custom application monitoring
 - Qwest Storage and Backup Services provide a suite of fully managed products and services including storage area network (SAN) and tape area network (TAN).
 - Qwest Business Protection Services offer a wide array of disaster recovery services.

BENEFITS

- Facility—World-class facility featuring redundant architectures (N+1), state-of-the-art security systems, and best in class CyberCenter personnel and procedures
- Savings—Enjoy state-of-the art facilities without buying them yourself. Qwest has made the investment, so you don't have to.
- Flexibility—Qwest offers a variety of power circuit types, as well as rack and cage customization.
- Multiple locations—Qwest CyberCenters are available nationwide (13 centers in 10 locations)
- SLAs—Qwest offers SLAs for every one of its network products and for each CyberCenter facility (HVAC). Additionally, Qwest offers a 10-day installation SLA for space and power.

HOW IT WORKS

Choose one of Qwest's CyberCenters and determine how much space, power and bandwidth you need. Together with a Qwest implementation services manager, you will build a plan to get to production. Once up and running, enjoy 24/7 support from the first touch response service desk as well as our CyberCenter personnel. With flexible contract terms and service offerings, Qwest is the easy choice for protecting your business.

WHY BUY FROM QWEST?

- Customer service—Qwest personnel work with you hand-in-hand to provide guidance and ensure a quality hosting experience. Let Qwest help you with your IT infrastructure so you can focus on your business.
- Expertise—Qwest has provided hosting services since 1994. Few providers have served the hosting industry as long as Qwest.
- Certifications—Qwest personnel have dozens of certifications and over 75 master skill sets.
- Full service hosting provider—Qwest has a wide range of hosting services including storage, tape backup and disaster recovery.
- Location—Qwest CyberCenters are available nationwide (13 centers in 10 locations).

OTHER PRODUCTS AVAILABLE FROM QWEST

- Qwest Hosting—Business Protection Services – Disaster Recovery
- Qwest Hosting—Managed Services
- Qwest iQ Networking[®]
- Professional Security Services
- Private Line
- OneFlex[®] Hosted VoIP
- Qwest[®] Hosted IVR

Dedicated Hosting Collocation Service is the use of a secure hosting space with reliable network connectivity in a Qwest CyberCenter[®], and does not include Qwest's collocation offering used for telecommunications services which is available to customers under separate agreement. Contract required. Additional charges may apply for services not covered under the service description. Additional equipment may be required. CyberCenter features may vary. Available throughout the domestic U.S. Qwest

CyberCenter facilities are located in Burbank, CA; Sacramento, CA; Sunnyvale, CA; Denver, CO; Tampa, FL; Chicago, IL; Minneapolis, MN; Newark, NJ; Columbus, OH; Sterling, VA and Seattle, Washington.