

■ **PlusServer AG | Product Description**

Managed Backup

Germany, Version 2.0-EN, as of March 3, 2010

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1. Introduction

PlusServer Managed Hosting products offer a multitude of solutions that help to increase the overall availability of server infrastructures, so that customers can concentrate on their core business. The customer can select from multiple options to achieve the perfect service level for his individual hosting solution. The product variants called Basic are automatically included in every server offer.

2. Product Description

With the product Managed Backup, customers can create backup copies of their server (PlusServer or off-site server) and use those copies for a server restore. The agreed backup intervals as well as the web interface are configured by PlusServer.

Managed Backup products comprise the following services:

- Provision of a backup account on the central disk-based backup cluster
- Setup of the contractually defined backup space
- Configuration of the backup routines and intervals according to the specific product
- Provision of a customer interface
- Daily monitoring of the backup process and alerting in case of a failure

2.1. Technical Description

Unlike other file-system-based backup systems, the PlusServer backup system is fully block-level-based (both with Linux and Windows). That means that, for example, the whole hard disk is backed up instead of just one particular directory.

One major advantage is a much more efficient proceeding, because there is no need to check for modified files with every run, but only the few modified blocks are backed up. Therefore, a backup agent is running on every involved server, which records all changes in a journal by means of a special operating system module.

The so marked blocks are saved to a new differential backup on the backup servers in the course of the next backup run. However, the backup server recognizes existing file systems in the backup, so that in spite of the block-level-based solution, even single files of a particular backup can be restored. Both the partial restore and the bare-metal restore are carried out consistently over one common interface.

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2.2. Product Variations

The following variations are offered in the area of Managed Backup:

2.2.1. Managed Backup Basic

Interval: weekly
Quota: 50 GB
Storage duration: 4 weeks
max. amount of available backups: 4

2.2.2. Managed Backup Premium

Interval: daily
Quota: 100/200/500 or 1000 GB
Storage duration: 1 week
max. amount of available backups: 7

2.2.3. Managed Backup Individual

Dedicated backup infrastructure in separated fire compartment
Continuous backup in 5-minute interval
MySQL database backup
2-Site Backup of a server simultaneously to two geographically separated data centers

3. Configuration Settings

The configuration and administration is completely taken over by PlusServer. Additionally, there shall be an initial-setup consultation between the customer and the PlusServer Technical Consulting. Any later arrangements can be requested via a "Change Request" sent to PlusServer. The modifications shall be made after confirmation by PlusServer.

4. Service Level

A service level agreement is offered for PlusServer Managed Backup. It contains service availabilities, maximum recovery times, and maximum response times. The Service Level Agreement is provided as a separate document..

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5. Service Management and Support

5.1. System monitoring

The Support and Service Center by PlusServer is working 24 hours a day on 365 days a year. If the Support and Service Center detects a failure in the services, arrangements to correct the failure will be initiated immediately.

5.2. Hotline

PlusServer is available to its clients 24 hours each day, every day of the year, through our Hotline. Information for the Hotline is provided after the service has been provisioned. PlusServer usually confirms incoming error reports from customers within one hour, and informs the customer on short notice about the troubleshooting status.

5.3. Maintenance

PlusServer announces scheduled maintenance, which may impact a customer's service, at least three business days in advance. Scheduled maintenance is normally performed between midnight and 6 a.m. CET.

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