

■ PlusServer AG | Product Description

Managed Firewall

Germany, Version 3.1-EN, as of August 10, 2009

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1. Introduction

This service includes the provisioning and configuration of a dedicated firewall by PlusServer. This allows the customer to filter traffic to their hosted servers. This service is directed exclusively at customers who have their servers hosted in the PlusServer data center.

2. Product Description

Managed Firewall provides the customer with customized protection against unauthorized access to their servers. The entire administration, configuration and operation are performed by PlusServer. This service covers the hardware, the connection to the PlusServer IP Network and all related services. In addition, the customer is supported by the PlusServer Technical Support Team.

Managed Firewall includes the following services:

- Consulting (technical specification of the individual service)
- Initial configuration (rules, filters, etc.)
- Adjustment of technical parameters in consultation with the customer
- Documentation of the service and configuration
- Secure connection to the server
- Maintenance and monitoring of the infrastructure through PlusServer

2.1. Technical Description

The Managed Firewall is operated as a demarcation point between the internet and the customer's servers, thus providing ideal protection against unwanted access attempts from the internet. Comprehensive security features, e.g. virus protection for common mail, web and IM protocols, are optional.

Multiple methods provide protection against DoS attacks, from a limitation of concurrent accesses up to an active analysis of the web traffic.

Moreover, the Managed Firewall offers the opportunity to run an IPsec-encrypted VPN connection to the associated PlusServer Managed Server.

The hardware of our Firewalls is manufactured by Juniper.

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2.2. Product Versions

The following firewall options are offered:

2.2.1. Managed Firewall Basic

As a basic protection all servers are set up with a local firewall, which restrictively filters incoming and outgoing traffic. Thus, already in the basic version all servers are well protected against external interference. The installed filters work using the white list principle: "Block everything and allow what is needed."

2.2.2. Managed Firewall Medium

Firewall Throughput:	160 MBit/s
VPN Throughput:	40 MBit/s
100 Mbit Interfaces:	7
Maximum Sessions:	4,000
Maximum VPN Tunnels:	25
Maximum Rules:	200

2.2.3. Managed Firewall Large

Firewall Throughput:	160 MBit/s
VPN Throughput:	40 MBit/s
100 Mbit Interfaces:	7
Maximum Sessions:	8,000
Maximum VPN Tunnels:	40
Maximum Rules:	200

2.2.4. Managed Firewall Individual

Firewall Throughput:	individual
VPN Throughput:	individual
100 Mbit Interfaces:	individual
1,000 MBit Interfaces:	individual
Maximum Sessions:	individual
Maximum VPN Tunnels:	individual
Maximum Rules:	individual

3. Configuration Settings

The configuration and administration will be the sole responsibility of the PlusServer staff. For this, an initial meeting between the customer and PlusServer's Technical Consultants will be arranged. If the client requires changes to be made to the Managed Firewall, a change request needs to be submitted by the client and approved by the Technical Consulting team. Once approved, the requested changes will be conducted by PlusServer's Technical Team.

4. Service Level

For PlusServer Managed Firewall, a Service Level Agreement is offered. 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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