

■ PlusServer AG | Overview

Managed Hosting

Germany, Version 4.0-EN, as of February 25, 2010

■ **PlusServer AG** **Tel. +49 22 33 – 612 4300**
Daimlerstrasse 9-11 **Fax +49 22 33 – 612 5140**
50354 Huerth, Germany **www.plusserver.com**
Germany

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1. Introduction

PlusServer Managed Server is a high performance dedicated server with premium quality. This product also provides a ready-to-use and configured Operating System of your choice. Including 24 hour, 365 days a year professional support combined with PlusServer network integration. This network is connected to the internet by our own infrastructure or via partners.

Moreover, PlusServer offers a large number of solutions through Managed Services, providing a higher level of server availability. This allows the customer to focus, without compromise, on his or her core business requirements. A large number of possibilities are available for customers when considering the uses and potential of a hosting solution. The diversity of the product spectrum includes services such as Backup and Monitoring solutions, an Update Service or even the complete administration of the server. All services are intended to satisfy the individual requirements of our customers and to secure their infrastructure. Each of the following products can be commissioned individually for each server solution.

PlusServer products are suitable in particular for companies that require a high availability server infrastructure but do not have the technical expertise or resources for server management and security. This product will allow the customer to concentrate on the main aspects of his business while delivering their own clients or colleagues a highly valued, server based service.

2. Overview

Managed Hosting provides the customer with access to server based applications and software. During the contract period, the customer will have a high availability server infrastructure and high performance network connection at his disposal. The server will be installed and configured by PlusServer. Aside from the hardware and software, this service provides the connection to the PlusServer backbone and all other services connected with PlusServer Managed Hosting. Additionally, the customer will be supported by our professional support staff.

2.1. PlusServer Managed Server includes the following service features:

- Setup of one or more servers
- Full root / administrator access
- Setup of IP addresses (max. 4 IPs per server)
- Installation of the operating system
- Installation of a control panel depending on the operating system
- Managed Backup Basic (hardware monitoring with active fault clearing)
- Managed Administrative Basic (telephone service and troubleshooting)
- Customized server installations possible
- Configuration changes are also possible
- Connection to the backbone via 100Mbps switch port (1Gbps switch port optional)
- Service Level Agreement
- Support Hotline 24 hours, 365 days per year
- Online information and statistics, accessible using a secured customer portal

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2.2. The following high value services can be ordered as optional extras:

- Clustering/high availability solutions
- Managed Backup
- Managed Monitoring
- Managed Update
- Managed Admin
- Managed Mailfilter
- Managed Storage NAS
- Managed Firewall
- Managed CDN
- Managed Load Balancing

3. Infrastructure

3.1. Plus Server IP Network

The Global PlusServer IP Network is defined as Autonomous System (AS) Numbers 34088 and 8972. These AS include all national and international connections to PlusServer. The IP Network is based on an optical carrier network that has a capacity of several hundred Gbits per second. The connection to important IXs (Internet Exchange Points) in Europe, Asia and America allows PlusServer, together with other partners, to operate public peerings with all important IP carriers, ISPs and content suppliers, as well as many other private peering points.

3.2. Network Infrastructure

The connection to a server located in the data center is achieved via a 100Mbps switch port. Optionally, the customer can upgrade this to a 1Gbps switch port and/or have data traffic sent through a load balancer. All networks are separated and segmented according to their assignment category.

The PlusServer Network Operation Center is responsible for:

- Monitoring and network management of the PlusServer IP network
- Performance monitoring of the PlusServer IP network
- Security Support (e.g. against DOS and DDOS attacks) to mitigate potential network and server related threats

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3.3. Data Center

3.3.1. Security

The PlusServer data center is protected 24/7 by security services. Video surveillance of the internal and external facilities and entrance areas ensures that no unauthorized persons can enter the data center.

3.3.2. Specific Entry Controls

Card systems on all inner doors allow only authorized individuals to enter the data center. The entrance gate with safety glass and steel walls in the entrance and exit areas complete the data center's integrated security concept.

3.3.3. Air Conditioning

The climatization of the PlusServer data center follows the principle of N+1 redundancy on full load. All climate modules have a standby compressor and are fed in turns over a redundant climate circuit (a and b). Each circuit consists of a running and a standby pump. Only about 75 % of the available cooling capacity is needed to run the data center at full load.

3.3.4. Power

The permanent power supply is secured by a sophisticated redundancy concept of multiple power suppliers with several uncrossed conductors. In the unlikely event of a power outage, multiple UPSs (uninterruptible power supplies) guarantee that all important components are supplied with power until the emergency power generators take over. For stability reasons, multiple emergency power generators are available.

- Capacity: 36 hours at full load
- Refuelable during operation
- Refuelling within 3 hours

3.3.5. Fire Protection

Two-stage detection as well as three-stage fire protection systems ensure operation even in case of a fire. Early-detection systems for smoke provide immediate protection against fire damage of critical systems in the data center including PlusServer hardware.

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4. PlusServer Managed Server Hardware

PlusServer only offers hardware by brand name manufacturers and their distributors. The server hardware is specially suited for maximum performance. All hardware is thoroughly tested before it is made available to the customer to guarantee optimal performance and reliability. The following server hardware is available as standard configurations. These can be delivered and used within 72 hours after having been ordered by the customer. Customised hardware specifications are also possible.

Plus Pro	
Barebone	Fujitsu PRIMERGY RX100 S6
Processor	1x Intel Xeon X3440 QuadCore with 4 x 2.53 GHz - Lynnfield
System Memory	4,096 MB DDR3 DIMM RAM
Hard Disk Drive	2 x 500 GB HDD, SATA II 7,200 rpm (2x3.5")
Hard Disk Redundancy	RAID 1 (Software RAID)
Network Interface Card	2 x 1 GBit/s
Monthly Traffic Volume	3,500 GB, any additional GB only € 0.19
IP Addresses	1 included, up to 4 free

Plus Power	
Barebone	Fujitsu PRIMERGY RX200 S5
Processor	2 x Intel Xeon E5520 QuadCore with 4 x 2.26 GHz – Nehalem
System Memory	6,144 MB DDR3 DIMM RAM
Hard Disk Drive	2 x 500 GB HDD, SATA II 7,200 rpm (2x3.5")
Hard Disk Redundancy	RAID 1 (Software RAID)
Network Interface Card	2 x 1 GBit/s
Monthly Traffic Volume	5,000 GB, any additional GB only € 0.19
IP Addresses	1 included, up to 4 free

Plus Premium	
Barebone	Fujitsu PRIMERGY RX200 S5
Processor	2 x Intel Xeon E5520 QuadCore with 4 x 2.26 GHz – Nehalem
System Memory	12,288 MB DDR3 DIMM RAM
Hard Disk Drive	4 x 300 GB HDD, SAS 10,000 rpm (4x2,5")
Hard Disk	SAS-Controller, Hardware RAID 10
Network Interface Card	2 x 1 GBit/s
Monthly Traffic Volume	7,500 GB, any additional GB only € 0.19
IP Addresses	1 included, up to 4 free

Plus Ultra	
Barebone	Fujitsu PRIMERGY RX200 S5
Processor	2 x Intel Xeon E5520 QuadCore with 4 x 2.26 GHz – Nehalem
System Memory	24,576 MB DDR3 DIMM RAM
Hard Disk Drive	2 x 80 GB Intel SSD + and 2 x 500 GB HDD, SATA II 7,200 rpm (4x2,5")
Hard Disk Redundancy	SAS Controller, 2 x Hardware RAID 1
Network Interface Card	2 x 1 GBit/s
Monthly Traffic Volume	10,000 GB, any additional GB only € 0.19
IP Addresses	1 included, up to 4 free

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5. PlusServer Managed Hosting Services

5.1. Managed Cluster

Large and complex server architecture requires perfect planning. Available upon request, PlusServer can provide on-site consultation of the wide ranging possibilities a cluster system with PlusServer has to offer. Details and examples of this type of performance are available in the "Managed Cluster" product description.

5.2. Managed Backup

Managed Backup offers a complete and extensive service for data safety. The customer decides how often and how long the data needs to be secured. This allows the customer to restore configurations or data from previous days or even previous weeks. All Managed Servers include a weekly backup service.

Managed Backup Basic

- Quota: 50 GB
- Weekly interval
- Storage: 4 weeks
- Max. amount of available backups: 4

Should a longer retention or higher backup frequency be required, the customer has the option to commission a more advanced backup package.

Details and further variations of this service are available in the "Managed Backup" product description.

5.3. Managed Monitoring

The Monitoring System is vital to the extensive support interface of PlusServer. Continuous checks are performed 24 hours per day. The proactive monitoring and issue resolution is performed in the course of Managed Admin by the Support and Service Center. All servers come with Managed Monitoring Basic included, which will ensure high server availability and optimal RAID performance.

The following Monitoring Services are available as optional extras:

- Hardware performance (CPU utilization, storage, free disk space, etc.)
- Port checks (HTTP, IMAP, POP3, etc)
- Service checks (mail sending and receiving, MySQL replication, etc.)
- Individual checks (application monitoring, etc.)

Details and further variations of this service can be reviewed in the "Managed Monitoring" product description.

5.4. Managed Update

In the framework of Managed Update, PlusServer offers an active Update Management. In order to maintain server security and compatibility, all patches and updates are entered into the Live System whereby they are checked in an environment posing no risk. Once the software has been tested successfully, the updates are then applied to the customers' servers. Details and further variations of this service can be reviewed in the "Managed Update" product information.

5.5. Managed Admin

The PlusServer system administrators are highly experienced regarding the administration of large and complex infrastructure projects. Customers can profit from this knowledge and choose an individual support level for their servers. Thus, installations and optimizations of the existing infrastructure can be carried out anytime. In order to

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receive the periodic manual updates within the scope of Managed Update and the proactive failure management in the scope of Managed Monitoring, Managed Admin is the mandatory basis.

Details and further variations of this service can be obtained in the "Managed Admin" product information.

5.6. Managed Mailfilter

The PlusServer Managed Mailfilter offers combined spam and virus protection. Resources of the customer's server are spared, because the e-mails have already been filtered before arriving on it. Since Managed Mailfilter does not check for single e-mail addresses, but for whole domains in each case, PlusServer offers an effective protection from spam and virus e-mails.

Details and further variations of this service are available in the "Managed Mailfilter" product information.

5.7. Managed Storage NAS

Network Attached Storage (NAS) was developed to ease administration of a server's local storage space. NAS offers exceptional flexibility and scalability, which cannot be found in today's local storage solutions. PlusStorage NAS is fully redundant. Support and management is provided by PlusServer's Technical Support team. Our customers use a central storage network which can be billed by storage capacity (Gbytes) or bandwidth (Mbit/s). Access is possible via NFS or CIFS.

Details and further variations of this service are available in the "Managed Storage NAS" product information.

5.8. Managed Firewall

For increased protection of the provisioned servers at PlusServer, customers can add hardware firewalls on request. This solution guarantees the customer much better protection than software based firewalls. The firewalls are tailor-made to the customers' requirements. Support and management of the devices is performed by PlusServer.

The same firewalls can also be used for terminating Ipsec based VPNs for secure access to the customers network and servers.

Details and further variations of this service are available in the "Managed Firewall" product information.

5.9 Managed Loadbalancing

PlusServer Managed Load Balancing is used for the distribution of application requests to multiple servers. Depending on the customer's requirements, there are multiple ways to distribute traffic dynamically between servers. The distribution can be done round-robin, in a specified ratio per server, or dynamically depending on the server load in the cluster. All Managed Load Balancers are configured redundantly. Support and management are part of the service.

Details and further variations of this service are available in the "Managed Load Balancing" product information.

6. Service Level

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

7. Servicemanagement und Support

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7.1. System Monitoring

PlusServer maintains a Support and Service Center for proactive monitoring and 24/7 support, which is staffed by experienced system administrators. Even when a service failure goes unnoticed by our customer, our Support and Service Center will contact them.

7.2. 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.

7.3. Maintenances

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.

Address:

PlusServer AG
Daimlerstrasse 9-11
50354 Huerth
Germany

Contact:

Phone +49 22 33 – 612 4300
Fax +49 22 33 – 612 5140
www.plusserver.com

Management:

Jan Osthues, Jochen Berger, Thomas Strohe

Supervisory Board:

Claudius Schmalschlaeger (Chairman)

Trade Register:

HRB 58428, Local Court Cologne

Sales Tax ID:

DE 216740823