



## Dedicated Managed Server Solution



## DATA CENTRES

Data centre operates N+1 across all critical infrastructures with regular testing and maintenance.

- N+1 Redundant UPS power
- N+1 Backup generators
- N+1 Cooling infrastructure
- Regular testing and maintenance
- Diverse fibre entry points to each location
- Fire detection and suppression systems
- PCI DSS Compliance
- Intrusion detection and access control
- 24/7 environmental monitoring



# EQUINIX

Equinix is the world's largest IBX data centre and colocation provider, offering the fastest application performance, lowest latency routes worldwide and a digital ecosystem for financial, content or rich-media, enterprise and cloud networks.

## NETWORK CONFIGURATIONS

- 10 Gigabit Ethernet backbone over diverse dark fibre between Sydney locations
- Dual stacked network (IPv6 is available to every server)
- Redundancy from the access layer all the way through to our borders
- Private layer 3 connectivity available between dedicated / custom services
- Private VLANs per customer providing maximum isolation
- N+1 across all critical components with cold spares on hand

## UPTIME GUARANTEE

If your service is not operational for the guaranteed amount of time we will apply a pro-rated credit to your account on request.

- 99.99% uptime Dedicated / VPS / Cloud
- Less than 5 minutes (100% - 99.99% uptime): Zero Credit
- 5 minutes to 22 minutes (99.99% - 99.95% uptime): 5% credit
- 22 minutes to 43 minutes (99.95% - 99.9% uptime): 10% credit
- 43 minutes to 1 hour 26 minutes (99.9% - 99.8% uptime): 15% credit
- 1 hours 26 minutes to 3 hours 36 minutes (99.8% - 99.5% uptime): 25% credit
- Greater than 3 hours 36 minutes (less than 99.5% uptime): 100% credit

This covers outages that relate to our network or hardware faults that are in our control. Any hardware or network related faults outside of our control are not covered in the guarantee. Any credit applied is based on the monthly subscription value for the affected service. Please contact our team to request credits under our SLA. Credits are not applied automatically to an account and must be requested within 30 days of any incident.

## PRICING

(GST inclusive)

### Option 1:

Dell M600 Blade

- 1x Intel Xeon Quad Core - (L5420)
- 2x 500GB SATA (RAID 1)
- **8GB** RAM
- **500GB** Premium Monthly Bandwidth
- 4 Dedicated IP Addresses and 10 IPv6
- Operating system CentOS 6

**Price: \$250 per month**

Control panel cPanel + WHM + Softaculous - **\$49 per month**  
(incl. cPanel server management)

Dedicated server setup - **\$99**  
(One time setup fee)

### Option 2:

Dell M600 Blade

- 1x Intel Xeon Quad Core - (L5430)
- 2x 500GB SATA (RAID 1)
- **16GB** RAM
- **1000GB** Premium Monthly Bandwidth
- 4 Dedicated IP Addresses and 10 IPv6
- Operating system Linux

**Price: \$300 per month**

Control panel cPanel + WHM + Softaculous - **\$49 per month**  
(incl. cPanel server management)

Dedicated server setup - **\$99**  
(One time setup fee)

## MANAGEMENT SERVICES

Having a Managed Solution ensures your business has somewhere to turn to for immediate help, guidance and technical support that you can trust.

Our professional System Administrators will manage, update and configure your server for optimal performance to ensure it is ready to go.

All Managed Support servers include monitoring and maintained backups to ensure your server is at it's best performance.

Enjoy the full benefits of your own server without the technical hassles.

This service is available for servers running cPanel only.

System Administration Time (2 Hours Monthly): Used for hands-on work for completing extended server tasks (eg. server configuration, installing modules, optimisation, extended troubleshooting and more) which are outside the standard hosting scope. System Administration is valued at \$70 AUD per hour.