



IP Transit | Colocation | Managed Infrastructure

Questions and Answers 2008

Below are questions and answers that should cover most everything you may want and need to know about UnitedLayer services and facilities. We encourage you to use these same questions as you explore options with other providers.

- I. AVAILABLE SPACE
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I. AVAILABLE SPACE

1. Question: What does your current and future footprint look like inside data centers and where are they located?

Answer:

Location	UnitedLayer Facility Name	Space Capable	Std. Power Density per Cabinet	Availability
200 Paul – 5 th Floor San Francisco, CA	SF9	21,000 square feet Non-Raised Floor	1.92 kW	NOW
200 Paul - 3rd Floor San Francisco, CA	SF7	5,000 square feet Raised Floor	3.84 kW	NOW
200 Paul - 3rd Floor San Francisco, CA	SF7 Expansion	23,000 square feet Raised Floor	3.84 kW	Q3-4 2008
200 Paul - 1st Floor San Francisco, CA	SF8	2,400 square feet Raised Floor	3.84kW	NOW
530 West 6th - 3rd Floor Los Angeles, CA	LA4	3,000 square feet Non-Raised Floor	3.84 kW	NOW
530 West 6th - 4th Floor Los Angeles, CA	LA5	15,000 square feet Non-Raised Floor	Min. 3.84 kW	Q4 2008
South Bay Area, CA	SBA1	Min. 1000 square feet	Min. 3.84 kW	Q4 2008
Ashburn, VA	ASH1	Min. 1000 square feet	Min. 3.84 kW	Q2 2008
Chicago, IL	CHI1	Min. 1000 square feet	Min. 3.84 kW	Q3 2008
Asia	ASIA1	Min. 1000 square feet	Min. 3.84 kW	Q1 2009
Europe	EU1	Min. 1000 square feet	Min. 3.84 kW	Q4 2008



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2. Question: What type of colocation space and rail types do you provide?

Answer: UnitedLayer offers custom cages and locked cabinets in full and half sizes.

- Mesh Door Cabinets provided by UnitedLayer in SF7 and LA4 are 28" x 36" x 85"
- Mesh Door Cabinets in SF8 and LA5 will be 24" x 36" x 85".

Cabinet Rails provided by UnitedLayer:

- STANDARD – L Shaped Rail w/ Square Holes
- Custom Order – L Shaped and non-L Shaped Threaded Circle Holes
- Specification sheets on cabinets and rail types can be provided upon request

3. Question: How much lead time does UnitedLayer need in turning up net new cabinets?

Answer: UnitedLayer requires 3 business days notice from the time of confirmed receipt of signed contract, signed Master Service Level Agreement, and corresponding Service Level Agreement documents to your cabinet fully provisioned and ready for move in. Special power or cabling requirements can delay this by 2-5 business days however, as well as any adjustments to your order made after the provisioning process has begun.

4. Question: Do you allow right of first refusal for adjacent cages or cabinets.

Answer: Yes, we allow right of first refusal upon request. Due to the ever increasing demand for space and power however, you will be provided a limited window to either purchase or refuse the adjacent space.

5. Question: What on site amenities do you provide to your clients?

Answer: UnitedLayer provides screws, power drills, shelves, work space, WLAN, mobile keyboard / video / monitors (KVM) consoles, shared conference rooms and, upon request, we can also provide smart hands, dedicated IP Phones and both ether or fiber drops (although additional fees may apply to them). If there is anything not on this list that you will need, please feel free to ask as special accommodations can be made.

6. Question: How do you protect the assets of your clients?

Answer:

- SF7 & SF8 are owned and operated by Digital Realty Trust. UnitedLayer leases space within this building from DRT and the equipment is owned by UnitedLayer. At this facility DRT and UnitedLayer combined offer 24/7 building security, 24/7 IP camera security, locked cabinets and key card access to both the building and the datacenter on separate systems. A large, enclosed, and guarded parking lot is also located behind the building.
- LA4 is owned and operated by 530 West 6th LLC. UnitedLayer leases space within this building from 530 West 6th LLC and the equipment is owned by UnitedLayer. At this facility 530 West 6th LLC and UnitedLayer offer 24/7 building security, 24/7 IP camera security, locked cabinets, mandatory front desk entrance signed login and key card access to the datacenter.



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7. Question: What are your hours for the shipping/receiving dock?

Answer:

- Overall - Shipments must be notified in writing to include: Customer Name, Tracking Number, Estimated Time of Arrival and UL Ticket Number. UnitedLayer is NOT responsible for damaged shipments due to carrier mishaps.
- 200 Paul Facilities - Access to both the regular entrance and shipping docks in the back of the building are possible. Receiving hours are 6am-5pm Mon-Fri. Receiving off hours and weekends is possible and simply requires a form to be completed and submitted 24 hours prior to delivery. Receiving off hours will incur a cost of \$25. UnitedLayer is capable of receiving shipments sent to the facility on behalf of the client. Shipments should be addressed c/o UnitedLayer, 200 Paul Ave, Suite 110, San Francisco, CA 94124.
- LA4 offers 24/7 access to both the regular entrance and shipping dock on the side of the building. UnitedLayer is capable of receiving shipments sent to the facility on behalf of the client from 8am-6pm Mon-Fri. Receiving off hours and weekends is possible and requires advance notice of 5 business days. Shipments should be addressed c/o Unitedlayer, 530 W. 6th St., Suite 903, Los Angeles, CA 90014. If you have questions, please contact us at 888-853-7733 x1051.

8. Question: Do you allow users to store equipment on-site?

Answer: This is provided on a case by case basis and is limited by size of equipment and duration of time needed for storage. Storage fees apply.

II. FACILITY - ENVIRONMENT/FIRE SAFETY/GUARANTEES

9. Question: What is the relative humidity for your facilities?

Answer: Relative humidity is between 35 and 55%. If the humidity fluctuates out of this range, our HVAC units provide a very loud audible alarm. SNMP/Digital Monitoring will be online Q1-2008 (for both HVAC/AHU and UPS).

10. Question: What is the average temperature inside your facilities and how do you monitor this?

Answer: The target temperature for all UnitedLayer facilities is 70-72 degrees. There are currently 2 sets of monitoring systems:

- The HVAC (aka AHU or CRAC) units have their own system for monitoring humidity, temperature, etc. They are set to an audible alarm at 65 and 78 degrees.
- We also have wire sensors distributed throughout our facilities that monitor ambient temperature. These sensors have data recorded onto a graphing system linked to our paging/monitoring system. Alerts from these sensors are given when temps reach over 75 degrees and under 68 degrees. We currently do not monitor temperatures inside our cabinets or under the raised floor, however there are plans to do this within all our facilities by Q2-2008.

11. Question: What is your fire suppression system?

Answer:



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- SF7 & SF8 use a FM-200 Fire Suppression System with a Pre-Action Detection System that uses 6 canisters and ceiling and sub-floor smoke/heat sensors. The FM-200 has a main and backup system with 3 canisters as primary and 3 as backup. An audible and visual alarm will be present if activated. We also have a pre-action sprinkler system that will discharge in the event that the FM-200 does not put out the fire.
- LA4 uses a pre-action sprinkler system that will discharge if activated. An audible and visual alarm will also be present.

12. Question: What sort of UPS system do you use and what is your backup system?

Answer:

- SF7 has a Series 600 Liebert 300 kVA / 240 kW UPS with 3 battery banks and a Series 600 Liebert 150 kVA / 120 kW UPS with a target capacity of 21-27 minutes at full load. Full load testing is done at least once a year. Maintenance is done 4 times a year and service logs can be viewed upon request. This UPS has an Automatic Transfer Switch that is connected to a Cummins 1250 kW diesel generator, which can run at full load for 96 hrs (4 days); fuel can be added to the diesel generator while running if extended time is required. The transfer time for the diesel generator to kick on during an event is ~ 1 minute. Tests are conducted 4 times a year on the generator. Full load testing is done at least once a year. Maintenance is performed 4 times a year and service logs can be viewed upon request.
- SF8 has a dedicated 300 kW PDU backed up by a N+2 configuration with 2x MGE 625 kVA / 562 kW UPSs. Full load testing is done at least once a year. Maintenance is done 4 times a year and service logs can be viewed upon request. UPSs have an ATS that is connected to a Caterpillar Cummins – 2500 kVA / 2000 kW diesel generator, which can run at full load for 96 hrs (4 days); fuel can be added to the diesel generator while running if extended time is required. The transfer time for the diesel generator to kick on during an event is ~ 1 minute. Tests are conducted 4 times a year on the generator. Full load testing is done at least once a year. Maintenance is performed 4 times a year and service logs can be viewed upon request.
- LA4 has 2x Series 600 Liebert 150 kVA / 120kW UPSs with a target capacity of 7-10 minutes at full load. Full load testing is done at least once a year. Maintenance is done 4 times a year and records can be shown upon request. This UPS has an ATS that is connected to 2 x 1250KW diesel generators, which can run at full load for 72 hrs (3 days); fuel can be added to the diesel generator while running if extended time is required. The transfer time for the diesel generator to kick on during an event is ~ 1 minute. If needed, LA4 has a dedicated outdoor connection for an additional roll up generator as well. Tests are conducted 4 times a year on the generator. Full load testing is done at least once a year. Maintenance is performed 4 times a year and service logs can be viewed upon request.

13. Question: What is your primary HVAC system and do you have a backup system?

Answer:

- SF7 has a N+1 design. This means 5 x 20 ton Liebert System 3 AHU/CRAC units = 80 tons active cooling with 20 tons on the N+1 configuration. By the end of Q1 2008, we will have 7 x 20 ton units = 120 tons active cooling with 20 tons on the N+1 configuration. Maintenance is done 4 times a year and service logs can be viewed upon request.
- SF8 has a N+2 design. This means 14 x 30 ton Data Air AHU/CRAC units = 360 tons active cooling with 60 tons on the N+2 configuration. Maintenance is done 4 times a year and service logs can be viewed upon request.



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- LA4 has 3 x 20 ton Liebert System 3 AHU/CRAC units = 60 tons active cooling. These units are attached to a dual cycle 300 ton water cooler tower.

14. Question: What are the primary Service Level Guarantees made by UnitedLayer?

Answer: UnitedLayer guarantees an overall Facility and Network Availability of 100%. With the exception of scheduled and planned maintenance and acts of God, clients should never lose power or the network connection both coming to and going from their infrastructure within our facilities. For complete details please refer to the UnitedLayer Master Service Level Agreement and all relevant Service Level Agreements.

15. Question: How are clients notified of any facility problems or outages?

Answer: Clients are notified thru various means depending on the severity of the problem:

- If the outage is planned, an email will be sent prior and after any work is performed to UnitedLayer's core infrastructure. For further information on expected scheduled maintenance, please refer to the UnitedLayer Colocation & Power Services - Service Level Agreement and the UnitedLayer IP Transit Services – Service Level Agreement.
- If only a select few clients will be affected by scheduled maintenance, you will be contacted directly via email and phone in advance.
- If the outage is unplanned, UnitedLayer will send an email notification to all listed technical contacts with a detailed summary of the event and all steps UnitedLayer is taking to resolve the situation.
- Clients also have the ability to notify UnitedLayer directly via email or phone if any irregularities occur on your network or systems.

16. Question: How are clients compensated if an outage occurs?

Answer: If the outage is unplanned and a direct result of UnitedLayer's failure to meet its promised Service Level Agreements, clients have recourse to receive compensation, not to exceed one month's fees. For complete details, please refer to the UnitedLayer Master Service Level Agreement and all relevant Service Level Agreements.

III. ELECTRICITY

17. Question: Describe your connectivity to major power grids.

Answer: Facility electrical connectivity is as follows:

- SF7 & SF8 – The building is dual fed from two separate Pacific Gas & Electric sub-stations. One sub-station feeds our SF7 facility, while the other sub-station feeds our SF8 facility.
- LA4 – The building is dual fed from two separate Los Angeles Department of Water & Power sub-stations. Both sub-stations feed our LA4 facility, with each cabinet receiving power from separate sub-stations.



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18. Question: What is the standard power installed to each cage/rack?

Answer: Standard install per cabinet is 2 x 20 Amp @ 120/110 Volt circuits. We can also provide:

- 30Amp @ 120/110 Volt circuit(s)
- 20 Amp @ 208 Volt circuit(s)
- 30 Amp @ 208 Volt circuit(s)

If you need more than 3.84 kW (2 x 20Amp @ 120/110 Volt) inside your cabinet, please refer to Question 20 and contact us for specific pricing and space options.

19. Question: What are your lead times for additional power?

Answer: This depends on your current configuration and the additional circuit(s) requested, but after a signed and updated contract is received, provisioning will take anywhere from 2-5 business days.

20. Question: Do you have any limitations on how much power can be provided to a specific area?

Answer: Yes, technically, every facility has a limitation on how much power can be provided to a specific area as there is always a limited amount of power being fed to that facility. Before discussing this further however, here are a few things to consider:

- AMPs x Volts = Watts
- 1000 Watts = 1kW
- A 20AMP circuit has 16AMPs usable power available
- A 30AMP circuit has 24AMPs usable power available
- A 20AMP at 120Volt circuit therefore has a 2.4kW capacity with 1.92kW usable
- UnitedLayer Cabinets are built with an allotment of 30 square feet of space corresponding to both the actual cabinet dimensions (7 square feet) and the corresponding walkways and support infrastructure such as UPSs, CRAC units, ect. needed for each cabinet (23 square feet)
- Total power fed to a given facility does not equate to total usable power for colo or managed services infrastructure, as the cooling and support equipment within the facility are also drains on this power feed

Our datacenters are built with the capacity for at least 128W per square foot, or 3.84kW per cabinet usable, or 2 x 20AMP at 120Volt circuits per cabinet. As we must take into consideration the number of available circuits we have relative to our available square footage of conditioned space we have available, if you require more than 3.84kW per cabinet, we must charge for the commensurate space associated with your additional power needs.

21. Question: When did your facility have its last power outage or issue?

Answer: Power outages at UnitedLayer facilities are as follows:

- SF7 & SF8 - 200 Paul has experienced 3 separate PG&E related outages in 2007. During this time, all UnitedLayer UPS & Power Generator Sets worked as conditioned and no UnitedLayer client lost power. UnitedLayer has maintained a 100% uptime record since moving into 200 Paul in August of 2005.
- LA4 – 530 West 6th has not had an outage for the past 2 years on either redundant utility feed.



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22. Question: How is power monitored as a whole and within each cabinet?

Answer: Currently power monitoring is performed within our facilities periodically throughout the day by looking directly at the UPS power display. In Q1 2008 we will install a remote tracking and monitoring feature within our UPS systems that will provide constant power draw and status information. APC 7900 series strips are pre-installed within each cabinet (<http://apc.com/products/family/index.cfm?id=70>) and power monitoring can be performed within each cabinet remotely or by looking directly at the strip. Login access is provided by UnitedLayer after move-in.

23. Question: What if I go over my allotted usable power draw within my cabinet?

Answer: As we have built our data center infrastructure to very exact power specifications, it is HIGHLY recommended that clients do NOT exceed the 16Amps usable on a 20Amp circuit or the 24Amps usable on a 30Amp circuit as this may cause the circuit to overload and blow. In most cases, an overloaded circuit will simply turn off, causing a power outage in the cabinet and requiring the circuits to be manually turned on.

If a client exceeds the usable power limits within their cabinet(s), including those within ½ cabinets with only 8Amps usable, the owner has 48 hours to reduce this load to usable power limits or face a \$75 per day surcharge for the first 7 days, escalating to a \$125 per day surcharge for the next 7 days, TO BE COMPLETELY TURNED OFF AFTER 14 DAYS OF EXCEEDING YOUR POWER LIMIT, SUBSEQUENT TO A 48 HOUR NOTIFICATION.

IV. RISK ANALYSIS / REMOTE HANDS

24. Question: If a client's equipment is damaged or destroyed during an earthquake, or for any other reason outside of the client directly affecting the equipment themselves, does UnitedLayer's insurance cover it?

Answer: UnitedLayer is not responsible for compensating you for your damaged or lost equipment if an earthquake or other force majeure is responsible for said damages. As a result, we HIGHLY suggest clients carry Business Property coverage (including Business Continuity) in addition to Earthquake coverage for their hardware property. For details, please refer to:

- Section 1.3 of the UnitedLayer Colocation & Power Services - Service Level Agreement
- Section 1.3 of the UnitedLayer IP Transit Services – Service Level Agreement

25. Question: What are the insurance requirements for UnitedLayer clients?

Answer: We REQUIRE that all colocation clients carry at least a General Liability Insurance policy with a minimum of \$1M per occurrence, \$2M aggregate limit and \$300k Fire coverage (for damage to rented premises). This is basic business insurance. Please refer to Question 24 for further details.

We also require that our clients who will be servicing their equipment within our facilities carry Workers Compensation insurance. If your company employee is to injure him/herself at our facility through no fault of our own, this prevents UnitedLayer from being pulled into the claim.

We also suggest clients carry Business Property coverage (including Business Continuity) in addition to Earthquake coverage for their hardware property.



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26. Question: Do you have on-site 24 x 7 remote eyes and hands capability?

Answer: For colocation clients, we highly encourage the use of our pre-installed remote access PDUs allowing remote power cycling of your equipment by port. After hours support can be reached in two ways; by emailing support@unitedlayer.com or by calling the Support number at 415-349-2102. Thereafter, an email response will be delivered to the Requestor, including an update on the status of the Ticket's resolution along with the identity of the person assigned to resolve it. Calls to the support number are directed to a live person 24x7. A ticket will be opened by the Support person who handles the call, assigning the caller as the ticket's Requestor.

The severity of the problem will dictate our response time. Please refer to the UnitedLayer Master Service Level Agreement and all relevant Service Level Agreements for details.

27. Question: Is there a cost associated with Remote Hands help?

Answer: Yes, we do most tasks within reason for free so long as it is under 10 minutes, with a limit of 2 free instances a month. We highly recommend and suggest doing all power reboots through the remote access PDU provided to you and are happy to help you set this device up. Everything else however, such as manual restarts, etc., are subject to our 10 minute rule, i.e. if your remote hands request takes more than 10 minutes, you will be charged at a rate of \$125/hr (10 min = \$21, 30 min = \$62.50). We will do our best to inform you when we go "on the clock" or if it sounds like a request will take more than 10 minutes, but as we receive multiple "can you please just do me this one quick favor" requests throughout the day, please be aware that we must hold a strict adherence to this policy.

28. Question: Do you provide any system or bandwidth monitoring?

Answer: We currently use Nagios www.nagios.org for all system monitoring. Bandwidth and facility power and temperature monitoring are done through Cacti www.cacti.net. Client reports on bandwidth and power are issued once a month with billing and clients also have access to real time Cacti graphs upon request.

We plan to have a full service Client Portal, providing instant access to all this information with a variety of other self monitoring and ticket monitoring tools available live by Q2 of 2008. We encourage any/all feedback as to what functionality you would like to see within this Client Portal, so please feel free to call us and leave your suggestions at any time, as this will be taken into consideration while we continue developing this feature over the next few months.

V. NETWORK / PEERING

29. Question: What Transit Services can you provide?

Answer: We can provide 10Mbps to 10Gbps Ethernet, OC3-OC48 Optical, Wireless, TDM such as DS1-DS3, Wireless, and deliver last mile from DS1 to multi-gigabit via Fiber, wireless (802.11, 802.16, etc.), copper, etc.

30. Question: Who are your Tier 1 transit providers?

Answer: Our current Tier 1 transit providers are Savvis, Sprint, AT&T, MCI, AboveNet, GlobalCrossing and Level 3. For further details please see our Network Map <http://www.unitedlayer.com/netmap.html>.



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31. Question: What is your peering strategy?

Answer: We peer with any carrier with an open peering policy. Currently, we peer with over 25% of the available peering partners. Further details can be found at <http://www.unitedlayer.com/peering.html>

32. Question: What type of network services does UnitedLayer offer?

Answer: From the network side we offer Layer 2 VLANs, BGP, HSRP, Gateway, and Load Balancing. We also offer Managed Routers and Switches and layer 4 SMTP MX, DNS (forward and reverse).

33. Question: Do you include IP allocation for Colo, Managed Services and/or transit service clients?

Answer: A /27 comes standard with a transit commit or purchase of a full cabinet. A /28 comes standard with a ½ cabinet. A /30 comes standard with our un-managed server solutions and a /29 comes standard with our managed server solutions. Additional IP's are charged at \$1 per IP per month and sold in blocks of 4. A request for non contiguous IP blocks can be accommodated with a \$199 setup fee.

34. Question: What type of cable drops can you provide to your client's cabinet(s)?

Answer: Copper (for telecom circuits), Cat5e, Cat6e, single and multimode fiber.

35. Question: How does UnitedLayer charge for Bandwidth?

Answer: UnitedLayer uses the 95th Percentile billing method which measures and graphs bandwidth usage both coming from and going to a given customer every 5 minutes in Megabits per second (Mbps) over the course of a given month. We look at the larger of the 2 graphs (either bandwidth coming in or going out) and calculate your 95th Percentile bill rate by removing the top 5% of all the data gathered for that graph (equates to @ 1.5 days worth of your peak traffic). Your 95th Percentile bill rate is then the very next data point after the top 5% has been removed.

This is the method ALL Tier 1 transit providers charge for bandwidth usage.

36. Question: Do you have any special high speed cross-connect availability to other datacenter locations?

Answer: Please refer to our Network Map for details. We currently have a 10Gbps ring throughout San Francisco, the South Bay and Los Angeles with feeds into Equinix locations in Ashburn, VA and Chicago, IL.

VI. BILLING

37. Question: When are invoices sent?

Answer: A hard copy invoice goes out on the 1st of every month as well as an email with the invoice for services to be rendered over the following month. For example, you will receive an invoice for the month of February on January 1st. This is true for all services with the exception of Bandwidth.

As we can not predict your bandwidth usage or overage for the upcoming month, your invoice will include what your bill for the previous month's usage. For example, your January 1st invoice will include your bill for your December bandwidth usage AND as stated above, your bill for all other services to be rendered in February.



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38. Question: What happens if I move in during the middle of the month?

Answer: If your expected move in date is not on the first of the month, your invoice will be prorated an amount equal to the # of days that your cabinet(s) were not provisioned.

39. Question: How does UnitedLayer issue refunds to clients?

Answer: All credits due to a client are deducted from your next month's invoice and are not to exceed one month's service fees. For complete details please refer to the UnitedLayer Master Service Level Agreement and all relevant Service Level Agreements.

40. Question: Does my price change if I wish to sign a Month to Month, 6 Month, 1 Year or 2 Year contract?

Answer: Yes. A client who wishes to sign a Month to Month contract will have an additional 10% added to their monthly bill. A client who wishes to sign a 6 Month contract will have an additional 5% added to their monthly bill. All listed pricing is in reference to a 1-year contract. 2-year contracts are only accepted on a case by case basis and are subject to a 5% increase on their Monthly Recurring Cost to take effect after the 12th month of the contract and continue through the termination of the contract.

41. Question: What if a client wishes to pay in full for a 6 month, 1 year or 2 year contract?

Answer: Clients who pay in full for 6 months will have the 5% surcharge listed in Question 40 waived from their Monthly bill. Clients who pay in full for 1 year will receive 1 month worth of services deducted from their total bill. UnitedLayer does not accept prepayment for 2 year contracts.

42. Question: If pricing for services change during my contract and I want to add new services, will I be charged at the rates set when I first entered into contract or at the new pricing rates?

Answer: When you wish to add new services to your contract, an entirely new and updated contract is required moving forward. Whatever services you currently have will remain at their fixed pricing until the end of their contract term. Any net new services added are subject to current pricing rates and corresponding setup fees.

43. Question: Do you require a security deposit for your colocation clients? If so, why?

Answer: Yes, a security deposit is required to prevent clients from simply not paying their last month of service and moving out without our notice. (unfortunately we've had this happen in the past). We require a 50% deposit on clients Monthly Recurring Fees, not to exceed \$3,000. This fee will of course be returned upon your decision to leave UnitedLayer, and can be deducted from your last month's bill.

44. Question: Do you accept credit card payments? Wire Transfer?

Answer: We accept credit card payments for clients with a monthly fee LESS THAN or equal to \$500. If your monthly fee is GREATER than \$500, we can also accept credit card payments if you are willing to pay a 4% surcharge to offset the fees we must pay in processing this transaction. If you would like to set up a recurring credit card payment or wire transfer, please let us know and we will send the appropriate forms to get this started.

VII. MANAGED SERVICES



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45. Question: What is your standard Managed Services offering?

Answer: UnitedLayer provides managed solutions for servers, routers, switches, firewalls, and load balancers.

46. Question: What hardware do you use for these services?

Answer: Servers – Dell 1950 or 2950 Chassis – www.dell.com
Switches – Foundry FastIron – www.foundrynet.com
Routers – Cisco – depends on client needs, though typically 2950's – www.cisco.com
Firewalls – Netscreen SSG/ISG Series – www.netscreen.com
Load Balancers – Foundry ServerIron GT & XL – www.foundrynet.com

47. Question: What Operating Systems are you capable of managing?

Answer: On our unmanaged server offering, we can provision any operating system you may need. Our primary area of expertise however is Debian and our managed server offering only runs this operating system. A case by case exception can be made for those who wish to have managed server with a CentOS operating system.

48. Question: Which facilities are your managed servers located within?

Answer: Our managed and unmanaged solutions are currently hosted within both the SF7 and LA4 facilities.

49. Question: What other managed solutions do you offer?

Answer: Currently, we offer basic security audits, managed backup and storage solutions along with agnostic hosted spam/anti-virus filtering for email. We are constantly rolling out new products and services based on customer feedback, so please contact us if you have any specific needs or requests.