



The leader in protecting your *pretty* important data

Service Level Basics at a Glance

Service Level Basics

24-7-365 Live Support	Included
Highest Quality Server Hardware	Included
Customized Support Levels	Included
Operating System Patching	Included
OS Hardening	Included
Security Assessments	Included
Off-Site Backups	Included

Server Health Monitoring

Server Pinging	Included
Port Monitoring	Included
CPU Usage Monitoring	Included
RAM Usage Monitoring	Included
Hard Drive Usage Monitoring	Included
Online Access To Monitoring History Reports	Included
Online Access To Bandwidth Trends	Included
Monitoring Alerts To E-Mail/Pager/Phone	Included
Application Availability Monitoring	Included

Professional Services

Load Testing	Available
Business Continuity Hot Site	Available
Integration Consulting	Available
Comprehensive System Audit	Available

Consulting Services

Advice & Troubleshooting	Included
System Architecture Consulting	Available
ASP/PHP Code Troubleshooting	Available
MySQL/MS SQL Optimization	Available

Ethical Hosting Policy

Adult Web Sites	Not Allowed
SPAM Policy	Zero Tolerance
Gambling Sites	Not Allowed
Hate Content	Not Allowed
Gaming Servers	Not Allowed
IRC Chat Servers	Not Allowed

Hosting Network & Facilities

100% Uptime SLA	Included
Multiple High Speed Connections	Included
Redundant Power	Included
Restricted Data Center Access	Yes