



## Awecomm Definitions

### **SERVICES**

#### **Co-Location:**

When a customer physically owns a server or equipment and places that equipment on Awecomm network to utilize Awecomm's Class one data center, power systems, environmental systems, and Internet connectivity.

#### **Dedicated Solutions:**

Awecomm purchases and then rents equipment to a customer for use on Awecomm's network to utilize Awecomm's Class one data center, power systems, environmental systems, and Internet connectivity. This equipment is dedicated to the customers use, and upon renew of each contract can be upgraded to the current technology standards, matching that of the original design, without addition costs to the customer. Pricing for Dedicated Solutions is based on term of contract.

### **BACKUPS**

#### **Standard daily backup:**

The site is in a daily backup rotation, this means that the entire site is backed up to tape everyday. Retention is typically for five days, but retention is guaranteed for one day.

#### **Standard weekly backup:**

The site is in a weekly backup rotation, this means that the entire site is backed up to tape once a week. Retention is typically for three weeks, but retention is guaranteed for one week.

#### **GFS (Grandfather, Father, Son) backup:**

The site is backed up daily on your own tape, and then the daily tape is rotated out to a weekly tape then the weekly tape is rotated out to monthly tape. The monthly tape is then stored forever. This backup takes 21 tapes to setup and a new tape is added every month. If data is on the monthly tape it is never lost. This is the best backup solution for the buck, (the best would be 1 tape per day with no rotation, 365 tapes per year!)



## **SITE TRANSFER**

### **Standard Site transfer:**

Transfer a completed WEB site to a newly hosted domain. The site must be provided on a CD or electronic file. We will load the sit to the domain and put it in the proper directory structure and make sure all site pointers are correct. The customer must own all the code, Awecomm cannot be responsible for the correct operation of the site if the customer does not own all the code needed to run the site.

### **Customer self site transfer:**

The customer transfers their site on their own. We will provide an FTP account with user name and password (no anonymous accounts). The customer is responsible for proper directory structure and correctness of the site pointers. Phone support is available for \$135.00 per hour minimum ½ hour if the customer gets "stuck" Front Page extensions are available on request.

### **Site transfer notes:**

In reality there is only two ways to transfer a site; 1. Awecomm will transfer the site and set everything up for \$600.00 no matter how log it takes, or 2. The customers transfer their own site for \$0.0. But this really means that the customer does the work If the customer doesn't know how to use FTP or Front Page, set directory structures and set pointers correctly, they should probably not attempt it.

## **SETUPS**

### **Email setup:**

The email account will be setup for the number Email boxes contracted for. Only 1 user, the admin or postmaster mailbox will be setup, example *postmaste@yourdomain.com* the postmaster then needs to set up all other mailboxes. Awecomm can be contracted to setup and maintain all email services. NOTE: Awecomm CAN NOT see what the passwords are, Awecomm can only change the password, so remember to keep passwords in a safe place.

### **Hosting setup:**

This includes making the wwwroot virtual directory structure, log structure, primary and secondary DNS zone records, domain pointers such as www, mail, MX etc (up to 10 pointers), FTP virtual directory structure and FTP user login.

### **Dedicate and Co-Lo Server setup:**

Awecomm will securely mount the server into one of our Data Center Racks, assign a routable IP address and 10/100 switched Ethernet port. The fee covers



all mounting fasteners, cables, receptacles, tags, and connection to UPS and generator power.

## **MANAGEMENT**

### **O/S Service pack and patch maintenance:**

Awecomm will install Operating System service packs and patches as soon as practical after such packs and patches are posted by the Operating System manufacture, if because of customer needs these pack and patches need to be installed "after hours" they will be applied at Awecomm's next maintenance window.

### **Server administration:**

Awecomm will function as the server's system administrator, will do actions such as user setups, permission and profiles setups and maintenance of such. Will monitor performance and event logs and make administrative actions as requested.

### **Basic firewall setup:**

Awecomm will provide firewall service to permit or deny customer defined port access to equipment placed behind the firewall.

### **System monitoring:**

Awecomm will monitor ports and services for faults. Fault alerts will be emailed or paged to designated individuals (up to three).

### **Basic router management:**

Awecomm will monitor the state of the router. Will perform IOS upgrades (labor) as requested. Will maintain static routing tables.