

# Qwest Hosting Services Storage and Backup Services

## Qwest Hosting ... Choice-Driven Solutions®

### Secure, scalable solutions

Qwest® CyberCenter™ Storage and Backup Services provide Qwest Dedicated Hosting customers with a scalable, cost-efficient suite of data storage solutions that are tailored to your storage needs. Take advantage of Qwest Storage and Backup Services to enhance your disaster recovery strategies, back-up data and retrieve, restore and archive your data. Qwest Storage and Backup Services are secure and designed to grow with your needs.

### Description

Qwest CyberCenter Storage and Backup Services provide customers with a suite of fully-managed, leading-edge products and services including:

Qwest Storage Service—Storage area network (SAN)

- Utility storage—Fully-managed primary disk storage delivered via Qwest's advanced SAN
  - Tier 1: High performance disk for demanding applications
  - Tier 2: Mid-performance disk
  - Tier 3: Lower performance disk for applications that can tolerate slower response times
  - Point-in-time-copy:
    - Provides managed and secure copies of online data replicated within the storage subsystem
    - Keep copies of your data within the storage array to facilitate rapid recovery in the event of data loss
- Managed Dedicated Storage—Purchase equipment from a select list of Qwest-supported storage hardware. Qwest will manage it for you in one of our facilities in which we offer CyberCenter™ services
- Qwest Backup Services—Tape area network (TAN)
- Managed Tape Backup—Service is available a la carte or in conjunction with any hosting service. This service backs up data to tape during a scheduled backup time window and is available in two varieties:
  - File system backup
  - Hot database backup
- Tape Restores—Guaranteed restore time through service level agreements (SLAs). Charges are per incident beyond the three per month allotted in the backup offerings
- Off-site Archiving—Tapes are kept in a secure, off-site facility:
  - Tape Retrievals—Qwest retrieves the tapes kept in the off-site archiving facility. The tape will be placed in our tape drive so your data may be copied onto your server. Charges are based on the incident and on the urgency of the retrieval. Urgency is defined as:
    - Critical retrieval within 90 minutes
    - Emergency retrieval within four hours
    - Unscheduled retrieval within 24 hours

### Features

Qwest Storage Services—SAN

- Ideal solution for large amounts of data.
- Any server in the fabric can communicate with any storage device in the SAN.

- Online configuration and management, reducing maintenance impact.
- SLAs for disk availability.
- Dual or single paths for redundancy.
- Redundant display of inexpensive disks (RAID) protected.

#### Qwest Backup Services—TAN

- Qwest TAN—Customers back up data from their servers to the Qwest TAN.
- Secure—Qwest limits access to you and those you identify.
- Reports—Backup reporting available upon your request.
- Usage based billing—Based on the quantity of data (GB) backed up to tape each month.
- Offsite tape archiving—Available as an optional service.
- Restore SLA—Time it takes Qwest to initiate a restore (30 minutes or less).

#### Benefits

- Availability—The CyberCenter™ storage and tape environments provide immediate availability; it's ready to go when you are.
- Savings—Enjoy cutting-edge facilities without the necessary capital expenditure. Qwest has made the investment, so you don't have to.
- Technology—Use the latest technologies. Qwest continually refreshes CyberCenter technology to provide best-of-breed hardware, software and equipment.
- Scalability—Scale up or down as your data needs grow or shrink without the necessary capital investment.
- Focus on your core business—Let Qwest help with your IT infrastructure, so you can focus on your business.

#### Why buy from Qwest?

- Experience—Qwest's storage personnel average more than 20 years of experience.
- Expertise—Qwest has provided hosting services since 1994. Very few providers have served the hosting industry as long as Qwest. Qwest personnel have dozens of certifications and over 75 master skill sets.
- No third party—Qwest owns and supports its storage and backup services. There is no third party involvement nor hand-off of responsibility.
- Customer service—Qwest personnel work with you hand-in-hand to provide guidance, expertise and ensure a quality hosting experience.
- Full service hosting provider—Qwest has a wide range of hosting services including managed applications and databases, storage, tape backup and disaster recovery services.
- Location—CyberCenter™ services are available nationwide (13 centers in 10 locations).

#### Other products available from Qwest

- Qwest® Hosting—Business Protection Services - Disaster Recovery
- Qwest Managed Hosting
- Qwest Security Services
- Qwest Dedicated Hosting Services
- Qwest iQ Networking®
- Security Services Portfolio
- Private Line
- OneFlex® Hosted VoIP
- Qwest Web Contact Center® Solutions

Storage service is available to customers who purchase Qwest Dedicated Collocation Hosting Service or Qwest Managed Hosting Service. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.