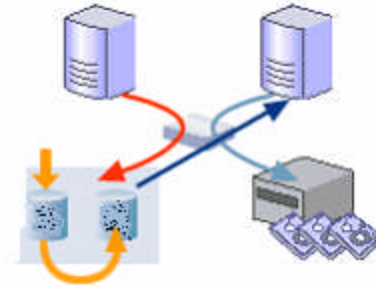


## Windows Backup Services

BAIS offers a comprehensive backup service for Windows-based managed, dedicated, or co-located server or server farm within its IDC. Customer data will be backed up online to a network attached disk storage system for easy, reliable and fast *Restore* capability. Bais uses *Veritas Backup Exec* for a comprehensive and flexible backup and restore solution for Windows environments.

### Managed Windows Backup Included Services:

- ◆ Installation and setup of Veritas agent on server to support desired backup size and schedule.
- ◆ Allocation and configuration of selected network disk pool allocation.
- ◆ Provisioning of service network connectivity and VLAN setup and testing.
- ◆ Monitoring configuration of network disk pool allocation and successful backup script execution.
- ◆ BAIS will monitor service status and disk allocation.
- ◆ In the event of a backup event failure, BAIS will notify customer via predetermined proactive response procedure.
- ◆ BAIS will ensure availability and full functionality of service network and network disk pool.



### BAIS: The Smart Choice

BAIS has been successfully offering best of breed enterprise level Internet solutions since 1995. BAIS is reputed for superior customer service and delivering ultra fast reliable connectivity in its world-class, fully redundant N+1 Internet Datacenter:

- ◆ Redundant power and backup
- ◆ Redundant carrier connectivity
- ◆ Multiple GigE IP connectivity
- ◆ Redundant routing and switching
- ◆ Raised floors
- ◆ Environmental controls (Liebert HVAC)
- ◆ Diverse fire-suppression systems (FM-200)
- ◆ Digital video surveillance
- ◆ 24x7 secure access
- ◆ 24x7 network monitoring
- ◆ Seismic bracing

Please refer to the "Datacenter" and "Co-Location Solutions" datasheets for additional details.

### Customer Responsibility:

- ◆ Customer is responsible to purchase or lease enough storage to properly backup all data.
- ◆ Customer is responsible to purchase the proper Veritas Backup Agent licenses (see back page).
- ◆ Customer is responsible for resolution of problems related to exceeding disk pool allocation.
- ◆ Unless an alternative is available, a secondary Ethernet card is required to support this service on each server.
- ◆ For *Restore* services, customer is responsible for preparing target system disk for data recovery effort unless server is under a BAIS managed server agreement. An uplift of 15% is applicable for backup/restore service orders performed after normal business hours.

### Optional Services:

- ◆ Additional networked disk pool allocation in 25 GB increments.
- ◆ Restore option, will include:
  - Configuration of service and software to support selected restore options
  - Monitoring and verification of successful restoration of customer data
  - Installation of additional destination disk during normal business hours

## Windows Managed Backup Specifications

<p><b>Setup</b> MAN-BKUP-WINSU</p>	Windows Server Setup
<p><b>Single Server</b> MAN-BKUP-WINSS</p>	Single Windows server backup service. SCSI or EIDE drives are supported. Includes connectivity to a 25 GB allocation on a secure network disk pool accessible via BAIS' secure internal 10/100 Mbps service network. Maximum disk pool allocation is 750 GB. Requires secondary Ethernet card installed in target server.
<p><b>Multiple Servers</b> MAN-BKUP-WINMS</p>	Multiple Windows server backup service. SCSI or EIDE drives are supported. Includes connectivity to a 25 GB allocation on a secure network disk pool accessible via BAIS' secure internal 10/100 Mbps service network. Maximum disk pool allocation is 750 GB. Requires secondary Ethernet card installed in all target servers.
<p><b>Additional networked Disk</b> MAN-BKUP-NETSTOR25</p>	Additional networked disk storage can be added when requested. Storage can be added in increments of 25GB.
<p><b>Restore Services</b> MAN-REST-WINSS MAN-REST-WINMS</p>	Single or multi server Windows restore options of BAIS backed up data. SCSI or EIDE drives are supported. Customers can deploy or restore a backup image, partition, application, or individual data files onto an existing or newly deployed server quickly and easily.

### NOTE

BAIS standard Windows backup process includes a one time full backup of customer data and daily incremental backups. The standard minimum backup scheme utilized is two full weekly rotation copies and at least two differential or incremental rotation copies stored to the network disk pool. *Customers may lease additional storage to accommodate extended rotation copies.*

### Veritas Required License Options:

Customer is responsible to acquire at least one of the following Veritas Agents:

- Veritas Standard Backup Agent, monthly license fee per server (MAN-BKUP-VTSAGENTSTD-00)
- Veritas Standard Backup Agent, one-time license fee per server (MAN-BKUP-VTSAGENTSTD-99)
- Veritas Exchange Backup Agent, monthly license fee per server (MAN-BKUP-VRTSEXCH-00)
- Veritas Exchange Backup Agent, one-time license fee per server (MAN-BKUP-VRTSEXCH-99)
- Veritas MSSQL Backup Agent, monthly license fee per server (MAN-BKUP-VRTSMSSQL-00)
- Veritas MSSQL Backup Agent, one-time license fee per server (MAN-BKUP-VRTSMSSQL-99)
- Veritas File Open Backup Agent, one license per server (MAN-BKUP-VRTSFOPN)

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