



Data Center Hosting Services & Policies

Plymouth, Minnesota Facilities

Zayo Managed Services

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Available Data Center Services

Generally available Data Center Services include:

- Collocation Hosting
- Domain Name Service (DNS) Hosting
- Public IP addresses
- Web Analytics
- Private Data Network (PDN)
- Dedicated Internet Access
- Managed External Firewall
- Managed Backup
- Dedicated Managed Hosting Server
- Professional Services

Additional available services:

- Additional 120V AC or 208V DC power for enclosed racks
- Redundant Ethernet LAN connections
- Equipment purchase – i.e. Ethernet switch, router

Other services may be available on an individual case basis.

Data Center Overview

Zayo Managed Services has built a state-of-the-art facility with redundant power systems, environmental monitors, and security and alarm systems, saving your business from the large cash outlay necessary to properly protect your equipment. Every nuance of our Data Center, from the intrusion proof ceiling and environmental controls down to the ventilated, static-proofed, raised flooring has been designed with the protection of your assets as our top priority. Zayo Managed Services' staff is available to address technical needs providing highly knowledgeable and well trained personnel to supplement your business needs.

- Location: 10300 6th Ave. North, Plymouth, Minnesota 55441
- 1792 square feet
- Raised, static-proof flooring
- 62-ton HVAC
- Climate monitoring and HVAC failure detection
- FM-200 waterless fire suppression
- Restricted physical access with alarm system and video surveillance
- Two separate data paths out of data center available

- Two 150kVA Uninterruptible Power Supplies (UPS)
- Two on-site backup generators

Physical security controls restrict physical access to the data center. An electronic card key access control system is used to limit access to only those Zayo Managed Services employees who have Data Center duties and to collocation hosting customers. Customers are provided keys to the cabinet rack where their equipment is located, securing it from entry by any other customer. Security is documented and tracked using the access logs created by the access cards. Upon termination of collocation hosting services, the customer's card key access is disabled and the cabinet lock is re-keyed. The data center is also monitored and protected with 24x7 via video surveillance and recording and multiple alarm systems.

Environmental controls are used to prevent or mitigate potential damage to the Data Center facility and interruptions in service caused by unexpected disruptive events such as loss of power or temperature fluctuations. Zayo Managed Services has deployed safeguards such as fire detection and suppression devices, temperature monitoring and control devices, and secondary power supplies including UPS and generators.

Pricing/Billing

Installation fees, recurring monthly fees and usage fees for Data Center services are set forth in your signed services agreement and associated price exhibits.

Installation and monthly fees or other non-recurring charges commence upon notifying you that your Data Center service is available. Charges for services are billed in advance and monthly recurring charges are prorated based on the number of days in the month the billing commences.

Collocation Hosting

Your equipment is owned and maintained by you and is located in the Zayo Managed Services' state-of-the-art Data Center. The Data Center offers high security, fire detection and extinguishing devices, multiple upstream connections, filtered battery back up power, and dual backup power generators.

Zayo Managed Services has 3 sizes of cabinets, 1/3, 1/2 and full size racks. You may choose any combination of these enclosures. All racks have lockable front and back doors with secured access from all other racks. All electrical and network wiring runs through a metal tube, which is unable to be accessed from other racks. All racking accommodates standard 19" wide rack mountable equipment. All racking has internally adjustable hardware to accommodate equipment-mounting needs.

Base Collocation Hosting Service

An install fee and fixed monthly recurring charge is applied based on the selected cabinet size. There is no usage component, such as varying amp usage.

1/3 Rack:

Size: 14u high, 34" deep
Data: 10/100Mbps RJ-45 Ethernet connection
Electrical: Single 20 Amp power strip, on its own circuit breaker
Fully perforated enclosure
Exhaust fans on top of enclosure

1/2 Rack:

Size: 21u high, 34" deep
Data: 10/100Mbps RJ-45 Ethernet connection
Electrical: Single 20 Amp power strip, on its own circuit breaker
Fully perforated enclosure
Exhaust fans on top of enclosure

Full Rack:

Size: 44u high, 34" deep
Data: 10/100Mbps RJ-45 Ethernet connection
Electrical: Dual 30 Amp power strip, each on its own circuit breaker
Fully perforated enclosure
Exhaust fans on top most enclosure
Optional: 1 keyboard tray, 2 shelves

Available Add-On Collocation Hosting Services

- Additional 120V-30amp or 208V-30amp power circuits are available to meet your equipment needs. An install and monthly recurring charge will be applicable for each additional circuit added.
- Dedicated Internet Access
- Private Data Network
- Web Analytics
- Managed External Firewall
- Managed Backup
- Redundant Ethernet LAN connections
- Equipment purchase – i.e. Ethernet switch, router
- Professional Services

Zayo Managed Services Collocation Hosting Responsibilities

- Provide secure access to your cabinet(s)
- Provide and maintain adequate environmental conditions and protection -- cooling, power, fire suppression, Interruptible Power Supply (UPS), generator service
- Provide and manage network connectivity to your cabinet(s)

Your Collocation Hosting Responsibilities

- Purchase, configure and maintain all hardware and software placed in collocation racks (unless otherwise arranged with Zayo Managed Services)
- Perform all system administration and monitoring on your own servers and network equipment
- Provide Zayo Managed Services with at least two (2) technical contacts

Collocation Hosting Policies

- Not available as standalone service – requires a minimum purchase of other Zayo Managed Services core services
- All equipment must be placed in Zayo Managed Services cabinets. You are NOT permitted to bring in your own racks
- All risk of loss or damage to hardware and/or software and data remains with you. Zayo Managed Services has no responsibility for your owned equipment.
- In the unlikely event Zayo Managed Services retains your equipment due to non-payment, you will lose all access rights to the Data Center. We may perform necessary administration in the event you lose access to the Data Center and will be billed at our standard Professional Services rates. Full access will be reinstated upon full payment of all amounts due and owing.
- Zayo Managed Services reserves the right to remove or relocate any equipment that may, in our sole opinion, be detrimental to our ability to provide services to you or services to other customers. We will notify you prior to removing or relocating your equipment.
- Provide a service availability standard of 99.999%, excluding interruptions, outages, service deficiencies:
 - caused by Customer
 - caused by network maintenance, repair, improvements, or modifications deemed necessary by ZMS in its sole discretion
 - due to unauthorized or unlawful use of the Services by Customer or its end users, or other breach of ZMS Terms and Conditions as outlined in the Master Services Agreement.
 - attributable to events listed in the Force Majeure section of the ZMS Master Services Agreement.
- You will be provided with two keys to your assigned cabinet and two electronic card key to access the data center. Upon termination of your collocation hosting service, your assigned card keys will be disabled and the cabinet will be re-keyed.
- You are prohibited from bringing food or beverages inside the Data Center.

Remote Hands Policy

From time to time, it may be necessary to check on equipment within your collocation rack.

During our normal business hours Monday through Friday from 8:00 am to 5:00 pm CST, to save you a trip to the data center, you can call the onsite technical staff to act as your “eyes,” “ears” and “fingers” free of charge for basic activities not involving the use of tools. Examples of these remote hands activities would include simple tasks such as power cycling a server, attaching a monitor/keyboard to read a screen output or execute some basic commands, checking indicator lights, pushing a button or switching a toggle. If you want our engineers to perform technical procedures beyond the basics, we can provide you with Professional Services billed at an hourly rate (one hour minimum).

For after hour emergencies, an offsite data center engineer may be paged to come into the Data Center to perform remote hands operations for you, such as power cycling a server. Our standard Professional Services fee (one hour minimum) will be applicable.

Collocation Installation

Zayo Managed Services will assist you with the physical installation of your equipment within your collocation rack space and provide connection to the Zayo Managed Services network, and configure the Zayo Managed Services network to accept and route your data traffic.

The standard installation interval for a collocation rack is 15 days from signature of contract. The standard installation interval for adding additional power is 30 days from signature of contract. Standard installations occur during Zayo Managed Services business hours, Monday through Friday from 8 a.m. to 5 p.m. Installations typically take about 2-3 hours. Installations may begin between 8 a.m. and 2 p.m.

Installation includes activities such as segmenting necessary IP addresses, configuring the Zayo Managed Services network equipment, readying the enclosure for your equipment, issuing security badges and keys, and consulting with you while mounting equipment within the secured space.

Zayo Managed Services can loan keyboard, monitor, mouse and tools to you for installing and setting up your equipment in the collocation rack. However, there is no guarantee we will have the right ones needed for your particular equipment.

Dedicated Managed Hosting

Dedicated Managed Hosting offers more flexibility, scalability and predictability than that of a shared hosting solution by placing your applications on a dedicated server with no other customers. Zayo Managed Services owns and maintains the server hardware, operating system and underlying application infrastructure components supporting the environment for your applications. Your own IT organization manages and maintains full control over your own software applications.

Managed Windows or Linux servers are tailored to your needs. For typical systems, HP DL series servers are used. These systems are highly fault tolerant and in the event the system experiences hardware failure, we are able to quickly replace the faulty component from our spares inventory so you experience minimal or no downtime. Dedicated Managed Hosting offers scalability as your business grows. Zayo Managed Services can provide server and network upgrades as needed.

Zayo Managed Services performs system monitoring to ensure proper operation of equipment at all times. In the event of equipment problems, a Zayo Managed Services Engineer will be paged within five minutes of detection. Support Engineers are available 24x7.

Base Dedicated Managed Hosting Service

An install fee and fixed monthly recurring charge is applied based on the type of server and any special application support needed.

- Dedicated HP DL server tailored to your application needs
 - Basic Server
 - HP DL320 Server
 - Quad-Core Intel Xeon Processor
 - 2GB Memory
 - (2) 160GB SATA 7,200 rpm Non-Hot swappable - Hardware Mirrored
 - Single power supply
 - Standard Server
 - HP DL360 Server
 - Quad-Core Intel Xeon Processor
 - 2GB Memory
 - (2) 72GB SAS 15,000 rpm Hot swappable - Hardware Mirrored
 - Redundant power supply
 - Pro Server
 - HP DL360 Server
 - (2) Quad-Core Intel Xeon Processors
 - 4GB Memory
 - (4) 72GB SAS 15,000 rpm Hot swappable - Hardware Mirrored
 - Redundant power supply
- Web-enabled Windows or Linux operating system environment
 - Windows
 - Windows 2003 or 2008 Standard Edition
 - Anti-Virus software
 - Internet Information Services (IIS)
 - Active Server Pages (ASP)
 - Optional Microsoft SQL Server

- Linux
 - Ubuntu Linux
 - Apache Web Server
 - PHP: Hypertext Preprocessor
 - Perl
 - MySQL
- Internet Access
 - Dedicated Internet Access is provided over an unmetered 10Mbps Ethernet connection to the server

Available Add-On Dedicated Managed Hosting Services

- Web Analytics
- Managed External Firewall
- Managed Backup
- Redundant Ethernet LAN connections
- Private Data Network

- Professional Services
 - Zayo Managed Services can help you install your own applications
 - We may also be able to help you manage and maintain your application

Dedicated Managed Hosting Policies

- You may have system administrative rights to your servers. You will be required to sign a Waiver of Liability before administrative rights will be given.
- You are not permitted to have physical access to the Data Center
- Provide a server availability standard of 99.9% (measured on HTTP service), excluding interruptions, outages, service deficiencies:
 - caused by Customer
 - caused by network maintenance, repair, improvements, or modifications deemed necessary by ZMS in its sole discretion
 - due to unauthorized or unlawful use of the Services by Customer or its end users, or other breach of ZMS Terms and Conditions as outlined in the Master Services Agreement.
 - attributable to events listed in the Force Majeure section of the ZMS Master Services Agreement.

- Replacement of failed hardware within four (4) hours of problem determination

Web Analytics

Web Analytics is an optional hosting service provided by Google Urchin Web statistics. Web stats are created using the log files of the Web server, IIS in the case of Windows and Apache in the case of UNIX/Linux.

Google Urchin gives customers a variety of reports associated with the usage of their Web sites. Below are examples of reports that customers are able to pull:

- Top visitors – which IP address they came from
- Top browsers by visits
- Top referring sites
- Top pages by visits
- Top search phrases on their Web site
- Average hits per day, week, month, etc.
- “Page Not Found” error information
- Platform by visit breakdown

Customers may access their Web statistics at the following URL: <http://webstats.zayoms.com>.

Managed Backup

Managed Backup is an optional feature for Dedicated Managed Hosting and Collocation Hosting services. Backup scheduling software is installed on your Windows or Linux host servers to back up your data using the Internet SCSI (iSCSI) protocol to a Zayo Managed Services LAN-based Storage Area Network (SAN) device.

Zayo Managed Services will automate the backup process for a biweekly backup rotation with one (1) full backup and (13) daily incremental backups i.e. the data that has changed since the last full or incremental backup.

The Managed Backup service is designed to help protect your critical data. It only backs up flat files (i.e. databases should be exported to external files to allow backup) and does not make an image or snapshot of your drive. Managed backup service is a last line of defense to help prevent data loss. Zayo Managed Services recommends using Managed Backup service in conjunction with other data loss prevention measures.

Managed Backup

An install fee and monthly recurring charge is applied for each server participating in Managed Backup service based on the amount of total backup storage desired. There is also an overage charge if you exceed the allotted amount of backup storage in a given two week backup cycle.

- Select total amount of backup storage needed for each server for the two week backup cycle in increments of 50GB (up to a maximum of 300GB)

- Backup storage exceeding allotted amount for any two week backup cycle will be charged \$2 for each 1GB of overage
- Backup scheduling software included (Windows or Linux)
- Up to 4 assisted recovery operations per month (additional assisted recovery operations will incur Professional Services fees)

Managed Backup Policies

- Managed Backup is an optional Data Center service. It is not intended to be a comprehensive disaster recovery solution. Zayo Managed Services makes no claims regarding the availability or performance of the Managed Backup Service. Zayo Managed Services cannot be held liable for any critical data that may be lost in the event of a system failure or accidental deletion and strongly advises you to keep your own backups as well as employing Zayo Managed Services' Managed Backup.
- A maximum of 300GB of backup storage can be allocated to a server for Managed Backups.
- Backups are typically performed between 1 a.m. and 5 a.m. with full backups performed on weekends.
- In the event of a failure requiring system restore, Dedicated Managed Hosting servers can only be restored to their original installed condition if Managed Backup was not added to the service. If you added Managed Backup to your Dedicated Managed Hosting service, then a restore operation may also include restoring data from the Managed Backup.
- Historical data archives are not kept. You may request file restores from the data backup history of the last fourteen days. Restoring whole systems to a certain point in time involves restoring data from the last full backup taken and all the incremental backups taken between the full backup up to the point in time the files are to be restored.

Dedicated Internet Access

High-speed, dedicated Internet access is provided over a 10/100Mbps Ethernet connection on a dedicated Internet router port in the Data Center for Collocation Hosting and Dedicated Managed Hosting.

- Only available in fixed-rate bandwidth intervals of 10Mbps or 100Mbps (i.e. no usage-based component, such as bursting)
- /29-Public IP block is allocated to Collocation Hosting customers. Larger IP blocks are available with approval for an additional fee.
- Includes Domain Name Service (DNS) Hosting for one domain. Additional domains may be hosted for a small monthly fee.

Acceptable Use Policy

Zayo Managed Services adheres to an acceptable use policy to help protect you and the Internet community in general from fraud, resource abuse and irresponsible or illegal activities. We make no guarantee and assume no liability for the security and integrity of any data or information transmitted over the Internet, including any data information transmitted via any server designated as "secure."

Zayo Managed Services does not monitor or exercise control over the content of any information passing through our network and are not responsible for damages you may suffer for any reason. Any persons or organizations who publish material or information made accessible through the Zayo Managed Services' network are solely responsible for the content of the material and information, and are solely responsible to know and comply with laws applicable to the publication of such materials and information. We will cooperate with legal authorities in the investigation of any suspected criminal or civil infringements.

Zayo Managed Services' services are only to be used for lawful and appropriate purposes. You may not transmit, retransmit or store material in violation of any federal or state laws or regulations, including, but not limited to, obscenity, indecency, defamation or material infringing trademarks or copyrights. You may not abuse or fraudulently use our products and services, nor allow or permit such use by others.

At Zayo Managed Services' sole discretion, violations of our acceptable use policy may result in a warning followed by suspension or termination of service if you do not cease the violation. If Zayo Managed Services deems it necessary, we may immediately suspend or terminate service with or without notice if we determine there is a violation of acceptable use. Zayo Managed Services is not liable for any damages of any nature in exercising our rights under this acceptable use policy.

Zayo Managed Services does not assume liability for any party's violation of the acceptable use policy or failure to terminate any customer's violation.

Dedicated Internet Service Policies

Zayo Managed Services' goal is to make Internet service provided to hosting equipment within the Data Center available and free of service outages for 100% of the time. We guarantee Internet service in the following manner:

Zayo Managed Services warrants that Internet service provided on our own core IP network infrastructure will be available on a continuous, twenty-four hour per day seven day a week basis, with the following service level commitments:

- A Network Availability standard of 99.999% or better;
- An average round-trip delay (Latency) rate of 50 ms or less;
- A Packet Delivery standard of 99.9% or better.

Internet Service Availability Exceptions

Exceptions to Internet service availability include interruptions, outages, service deficiencies, or access or use problems:

- caused by Customer owned equipment or software
- caused by network maintenance, repair, improvements, or modifications deemed necessary by Zayo Managed Services
- due to unauthorized or unlawful use of the Services by Customer or its end users, or other breach of Zayo Managed Services Terms and Conditions as outlined in the Master Services Agreement
- attributable to events listed in the Force Majeure section of the Zayo Managed Services Master Services Agreement.

Redundant Ethernet LAN Connection

Optional Dedicated Managed Hosting or Collocation Hosting feature. The redundant Ethernet LAN connection allows servers to connect to a second Data Center router with a diverse data path out of the Data Center from the primary router. With a redundant Ethernet LAN connection, should the primary router encounter an interruption in service, your data traffic may be routed out your redundant data path.

Redundant Ethernet LAN connection is provided on a 10/100Mbps RJ-45 Ethernet connection and requires you to have a second Ethernet adapter in your server.

An install fee and monthly recurring charge is applied for each server using a Redundant Ethernet LAN Connection.

Private Data Network

Zayo Managed Services can use our secure, private network to create virtual connections between your office locations. You can securely share data across your locations with this Private Data Network (PDN), without the need to purchase expensive physical private line connections.

In addition, instead of transversing the Internet to access your Data Center equipment, you may optionally add a secure private data network connection between the Data Center and your other work locations. This allows you to access your Data Center equipment over a secure private connection instead of over the Internet.

Private Data Network in the Data Center is provided on a 10/100Mbps Ethernet connection. There is an install fee and monthly recurring charge for the service.

Domain Name Service

Domain Name Service (DNS) functionality is an integral component of Internet access allowing host domain names such as those used for web (i.e. www.mycompany.com) and email (i.e. mail.mycompany.com) servers to be resolved into IP addresses used by Internet routers to locate the servers.

Zayo Managed Services can provide and manage primary DNS for your domains. Basic DNS records include:

- 'A' records for resolving domain host names to IP addresses
- Pointer (PTR) records for reverse lookups (resolve IP address to domain host name)
- Mail Exchange (MX) records for identifying email hosts

Primary DNS hosting for one domain name is included with Data Center hosting services. There is a small setup fee and monthly fee for each additional domain name.

Your Domain Name Service Responsibilities

- Zayo Managed Services does not provide domain name registration service. You are responsible for domain name registration through a domain registrar of your choice (such as Network Solutions, Registrar.com, Yahoo! Domains). If you want us to manage the DNS for your domain names, you must use your domain registrar service to update the name server addresses to be those of Zayo Managed Services. Once you have used your domain registrar service to point your domain name to our DNS servers, we can act as the authority for managing DNS changes for your domain name.

Domain Name Service Hosting Policies

- You are not required to use Zayo Managed Services domain name service hosting. If you are not using our name servers, you simply need to contact the provider who is managing your DNS for domain name updates.
- If your DNS is not hosted with Zayo Managed Services, but you have hosts assigned with IP addresses in our IP space, we will provide reverse lookup records for your domain name as needed.
- If you cancel service, or are otherwise no longer a Zayo Managed Services customer, and we were providing DNS hosting for your domain, you must point your domain to another DNS hosting provider within 30 days. If after 30 days you have not transferred your domain to a new DNS provider, we will automatically remove your domain name records from our name servers, which may result in your Internet hosts not being found.

Managed External Firewall

If you want added protection that only a hardware-based firewall can offer, Zayo Managed Services can provide a Managed External Firewall dedicated to only you to help protect your Data Center equipment and servers from outside intrusion. We provide, configure and maintain a Fortigate hardware-based firewall for you.

An install fee and monthly recurring charge is applicable for the Managed External Firewall service.

Managed External Firewall Policies

- Only Zayo Managed Services has administrative access to the Managed Firewall
- You may contact Zayo Managed Services to request firewall rule changes at no additional charge during normal business hours (8:00am to 5:00pm CST)
- After-hours change requests may be performed and will incur a Professional Services fee

Professional Services

Zayo Managed Services can help you with installation and configuration of your Collocation Hosting equipment and can include ongoing system management of your systems. In other words, we can act as an onsite extension of your technical staff within the Data Center. If you are short-handed and need some onsite technical expertise to act as your eyes and hands, we can help you.

Zayo Managed Services can work with you in areas of IT infrastructure technology planning, server deployment, configuration and implementation, network operating system installation, migrations, updates and patch management, software application installations and updates, and router and switch configurations.

Professional Services fees are billed in one hour increments, with a one hour minimum.

Equipment Purchase

If you need a switch or router or other piece of network equipment to complete your Collocation Hosting installation, you may purchase equipment from Zayo Managed Services. And if you need help configuring or reconfiguring equipment you purchased from us, we can provide you with Professional Services to get you up and running quickly.

Network equipment is sold at competitive prices plus any applicable state, county, or city taxes.

Customer Access to Data Center

- You are only allowed to enter the Data Center if you have dedicated, non-shared, rack space
- If you have Collocation Hosting with 1/3, 1/2 or full racks, you will be provided with a set of two cabinet keys to your own lockable rack space and two security access cardkeys to allow unescorted 24x7 access to your equipment
- Additional cabinet keys and security access cardkeys are available for an additional fee
- Zayo Managed Services tracks all access to our Data Center, so we know who is coming and going at all times. Each enclosed area is secure so no one can enter without a key. Each rack is secured with unique individual keys. Additionally, the hosting facilities are monitored and recorded via cameras.
- In some special cases, you may have equipment installed in a rack shared by other customers. To access your equipment located in a shared rack, you must be escorted at all times by a Zayo Managed Services representative within the Data Center. You are billed an hourly Professional Services fee rounded up to the next hour when being escorted within the Data Center. You must contact Zayo Managed Services technical support before arriving at the Data Center.

Support/Maintenance

General Service Policies

- Zayo Managed Services' normal business hours of operation for the Data Center are 8:00am to 5:00pm CST, Monday through Friday. An on-call engineer may be contacted for after hours emergency assistance.
- It is our policy to proactively notify you of system impacting maintenance or notify you of any known issues.
- For service requests, you should contact Zayo Managed Services Technical Support.

You may open a Trouble Ticket using one of the following methods:

- (a) Calling Zayo Managed Services at 1-866-629-8200
- (b) Emailing Data Center Support at apphosting@zayoms.com

- For billing inquiries or general questions, please contact Customer Care using one of the following methods:

- (a) Calling Zayo Managed Services at 1-866-629-8200
- (b) Emailing Customer Care at requests@zayoms.com

- For DNS change requests, please contact Technical Support using one of the following methods:
 - (a) Calling Zayo Managed Services at 1-866-629-8200
 - (b) Emailing Network Administrator at hostmaster@zayoms.com
- Our policy is to respond immediately to technical issues causing service degradation. For non-service impacting inquiries or requests on existing service, we will respond within four (4) business hours.