Hosting.com Colocation Welcome Kit

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Introduction and Overview

Thank you for choosing Hosting.com as your Web hosting provider. Our goal is your complete satisfaction. We appreciate the opportunity to service you.

This guide will provide you with the information and contacts you will need to take full advantage of Hosting.com's full range of Web hosting services. At Hosting.com, we realize that no two businesses are completely alike. That's why we take the time to thoroughly understand your business and Internet needs so we can offer the right hosting solution for you. From entry-level solutions that get you started on the Web to a mission-critical, security-focused presence, Hosting.com will tailor a hosting solution that is ideal for your business.

Hosting.com

Introduction and Overview

About Hosting.com

Hosting.com is the Internet and Web hosting division and wholly owned subsidiary of Allegiance Telecom, a national telecom company offering voice service to over 70,000 customers.

- We are a full-service provider of Web hosting and Internet connectivity services

- We provide our services over our own nationwide infrastructure

- We provide solutions to small and medium-sized businesses

- We are an Allegiance Telecom owned company

Products and Services

As Hosting.com, we are focused on selling and supporting the following product lines to small and medium-sized businesses:

- Shared Hosting

- Dedicated Hosting

- Colocated Hosting
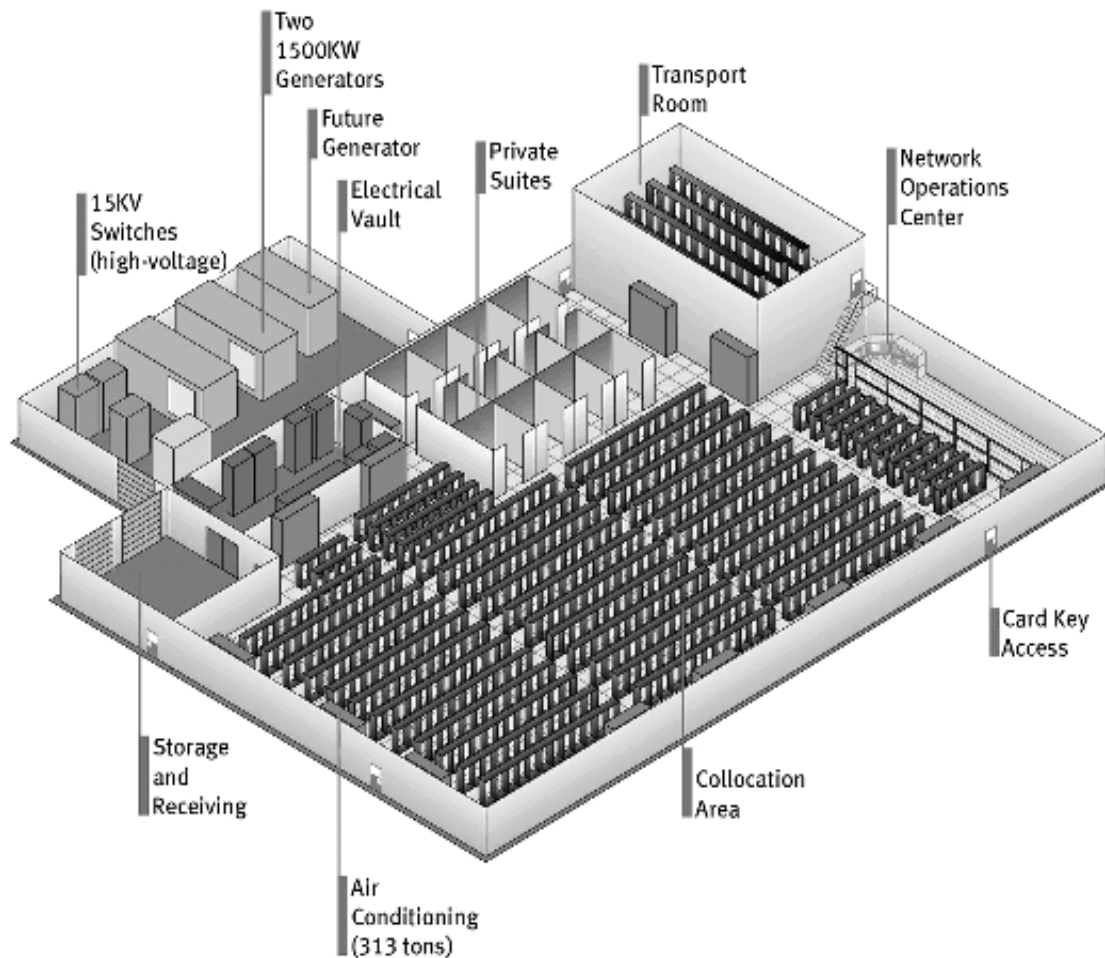
- Internet Connectivity

Partners

Hosting.com has developed strategic partnerships with the following technology, e-commerce, and infrastructure companies:

- Microsoft
- IBM
- Sun Microsystems
- Cisco
- Nokia
- Red Hat
- CheckPoint
- Miva
- VeriSign
- EMC
- Allaire
- iPlanet (Netscape)

Internet Data Center (IDC): Boston, MA

State-Of-The-Art Web Hosting and Colocation Facility
Whether you use our Shared Hosting, Dedicated Hosting, or Colocation services, your server will be housed in the most technologically advanced facility available. The facility, which covers more than 20,000 square feet, is designed to provide 100% uptime for your Internet connection or Web site. The facility also houses the Network Operations Center that monitors and manages the Hosting.com backbone network.

Two 1500KW Generators
Future Generator
Transport Room
Private Suites
Network Operations Center
15KV Switches (high-voltage)
Electrical Vault
Card Key Access
Storage and Receiving
Air Conditioning (313 tons)
Collocation Area

Internet Data Center (IDC): Boston, MA

Hosting.com IDC Specifications: Boston, MA

Physical Facility	• 6 foot solid concrete foundation • 60 foot pilings • Therlite-lined walls • Raised data center floor
Power	• Dual power grid— 13.8 Kilovolts • 5000 amps of 480 volts • Dual 1,500 Kilowatt diesel generators
Security	• Secure card key access • Closed-circuit monitoring • 24 x 7 Hosting.com staffing • Silent paging system • Electric door strikes
Disaster Prevention	• IEEE standard-compliant • Two-zone pre-action dry sprinkler system with manual override protection
Facilities	• Cat-6 enabled • Optional fiber hand-off at the rack level • SONET ring redundant with Verizon and MFS Worldcom • 1,200 racks, 30 amp UPS per rack

Hosting.com

Internet Data Center (IDC): Boston, MA

POLICIES AND PROCEDURES- BOSTON, MA IDC

PLEASE:

- Temporary parking is available in front of the Boston colo facility for a maximum of 2 hours. If your visit exceeds the 2-hour limit, please move your car to the West parking lot.

- Clearly label all of your equipment with your company name or identifier. This minimizes any confusion when identifying the equipment.

- No one under 16 is allowed in the facility.

- To gain access to your cabinet, the security personal must unlock your cabinet with the Master Key. After you sign in, ask the security person to unlock your cabinet. When you are finished, notify the security personal and they will lock the cabinet again.

- There is to be no food or drink brought into the facility.

- Please do not touch any equipment that belongs to other customers or Hosting.com. Stay in the vicinity of your equipment and do not wander around the facility.

- Stay on the main floor of the facility. The adjoining office area is for Hosting.Com employees only.

- Act in a professional manner at all times in the facility. Abusive behavior will not be tolerated, and can result in contract termination.

- If you are having consultants work on your behalf, you must provide the Project Manager with the names and SSN/License number of the consultants 24 hours in advance, so the necessary updates can be made to the security list. This information may also be sent via email to secureweb@hosting.com.

- There are to be no photos taken in or around the facility.

- Customers are responsible for their own trash. Please utilize the dumpster outside the double doors at the end of the hall leading to the facility.

- Cell phones may be used in the facility. The NOC phones are not for customer use.

- No smoking is allowed in the facility.

Internet Data Center (IDC): Boston, MA

`Security Process:`

Enrolling in the Biometric Face Recognition System

Hosting.com, Inc. utilizes the Biometric Face Recognition System (FRS) in our Internet Data Center (IDC) in Boston, MA.   This device uses our existing security system and works in conjunction with the access cards. These cards (2 per company) are assigned to a customer at the beginning of their colo contract here at Hosting.com, Inc.

Enrolling in the Biometric Face Recognition System is a simple process. Swipe the access card in front of the reader and follow the voice prompts from the FRS. The voice will alert you that you are about to be enrolled, and will ask you to look into the camera. You should stand about 18 inches from the camera for best results. (Glasses must be removed before being scanned for enrollment.) The enrollment process takes about 10 seconds. You should hear confirmation from the system that you have been successfully enrolled, after which the door will unlock and allow you access.

Using the Biometric Face Recognition System
The next time you access the facility, swipe your card and the voice will prompt you to look at the camera for verification. It will then state your name and indicate that your identity has been confirmed. The door will unlock and you will be allowed inside.

Security Station

In addition to the FRS, Hosting.com, Inc. has an additional layer of security to verify identity. At the Security Station, you will be required to present photo ID or license, sign in, and the guard will issue you a guest pass after verifying that you are authorized to be in the Internet Data Center (IDC). You must then sign out when you leave the facility.

Guests

You may bring guests in with you. They are required to also pass through the Security Station and have a photo ID.

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Internet Data Center (IDC): Boston, MA

Hosting.com

500 Rutherford Avenue
Charlestown, MA 02129
800-772-6771

From I-93 South

- Take exit 28 on I-93 South to Charlestown/Sullivan Square.
- Follow signs on ramp for Sullivan Square.
- After passing the Sullivan Square MBTA station on your right, continue straight through traffic light and bear right onto Rutherford Avenue.
- 500 Rutherford will be the next building on your right, the **Hood Business Park**. Enter the office park by the guard station.

From I-93 North

- Follow I-93 North to exit 28 Sullivan Square.
- At the bottom of the exit ramp turn right onto Roland Street.
- At the next light turn right onto Rutherford Ave.
- 500 Rutherford will be the next building on your right, the **Hood Business Park**. Enter the office park by the guard station.

From Logan Airport

- From Logan Airport, follow signs to Sumner Tunnel via Route 1A South. (The middle ramp at the end of the airport roadway).
- During rush hours, traffic is typically routed onto Rt. 1A North. If this is the case, take first exit off 1A North, following signs to Boston. Go under the highway and bear left onto Rt. 1A South entrance ramp.
- There is a $2.00 toll before entering the tunnel.
- Stay in the left lane through the Sumner Tunnel.
- Immediately upon exiting the Sumner Tunnel, turn right, bearing left onto I-93 North (the Southeast Expressway).
- Follow I-93 North to exit 28 Sullivan Square.
- At the bottom of the exit ramp turn right onto Roland Street.
- At the next light turn right onto Rutherford Ave.
500 Rutherford will be the next building on your right, the **Hood Business Park**. Enter the office park by the guard station.

Corporate Office (correspondence only):

Hosting.com
170 Tracer Lane
Waltham, MA 02451

Payment Address:

Hosting.com
P.O. Box 3619
Boston, MA 02241

Hosting.com Colocation Welcome Kit

Explanation of Colocation Product

Our colocated hosting service lets you host your own Web servers in our enterprise-class IDC. We designed the colocation product to provide the flexibility you need to control your own Web servers and applications while we manage your connectivity and security. Colocation provides complex Web applications with the following:

- **High Performance**—Colocating your servers in our Internet Data Center (IDC) provides you with direct connectivity to our fiber backbone. Colocated servers are provided a range of bandwidth options that can handle the throughput needs of the Web's most heavily visited sites. The performance of all colocated servers is monitored 24 hours a day, 7 days a week.

- **Security**—Our Internet Data Center (IDC) provides a physically secure and environmentally protected facility with redundant power, fire protection and Internet connectivity. Private cages of various configurations are available for customers requiring an added level of security. All colocated server uptime and bandwidth is monitored 24 hours a day, 7 days a week by experienced Hosting.com engineers.

- **Cost Savings**—Colocating your Web applications in our Internet Data Center (IDC) eliminates the capital expenditure that you would otherwise need to build and maintain a facility of your own that meets the stringent connectivity, reliability, scalability and security requirements of today's fastest-growing companies.

- **Control**—Maintain the management and maintenance of your mission-critical Web applications and leave the facility and security management to Hosting.com.

Explanation of Colocation Product

Colocated Options

Your equipment will be secured in our world class data center. Take a look at our storage options:

1/3 Cabinet	Secure, dedicated 1/3 -sized cabinet, enclosed, ventilated, secured key, front-locking door	• 12U usable height • 19" wide by 36" deep • Bundled bandwidth level of .500 Mbps • Dedicated 20 amp AC circuit
1/2 Cabinet	Secure, dedicated 1/2 -sized cabinet, enclosed, ventilated, secured key, front-locking door	• 18U usable height • 19" wide by 36" deep • Bundled bandwidth level of .500 Mbps • Dedicated 20 amp AC circuit
Full Cabinet	Secure, dedicated full-sized cabinet, enclosed, dual fans for ventilation, secured key, front-locking door	• 40U usable height • 19" wide by 36" deep • Bundled bandwidth level of 1 Mbps • Dedicated 20 amp AC circuit
Cage	Secure, 12 –gauge-wire mesh cage, ventilated screens, key-lock sliding access door	• 9' x 9' secure caged area, up to 3 racks (4-post) • 9' x 18' secure caged area, up to 7 racks (4-post) • 9' x 27' secure caged area, up to 12 racks (4-post) • Each rack comes with a 20 amp UPS • Usage-based bandwidth

- For businesses with smaller space requirements, scalable enclosed cabinets allow customers to store and manage their equipment offsite and enjoy the advantages of state-of-the-art security and personal peace of mind.

- Installation includes cabinet and cage preparation with a 100Mbps Ethernet feed to equipment—customer is responsible for installation of their server and network equipment.

- Additional power may be ordered as an option

- 1-year and 2-year contract terms available.

Value Added Services

Port Monitoring is a value-added service provided by Hosting.com. We will monitor services such as HTTP, HTTPS, SMTP, FTP, Telnet and SSH. The port monitoring form must be filled out and given to your project manager for this service to be activated.

Any changes made after your installation is complete must be directed to the technical support staff by either calling 800-772-6771 or emailing support@hosting.com

Colocated Installation Process

Provisioning:

Timing
The provisioning time for a standard colocation order usually takes five business days.

What Happens
During this time, Hosting.com's IP engineers assign your block of IP's while the system administrators assign your cabinet or cage. The UPS is installed along with a power strip (if applicable) and the Ethernet drop(s). The shelving and cross connects are also installed, if they've been ordered.

Installation

During the next few days, Hosting.com will be working with you to coordinate your move into the colocation facility as quickly as possible.

Here is a brief outline of the installation process:

Step 1: Your Hosting.com order is signed and turned into your sales representative.

Step 2: The order is submitted to our Order Entry Team and entered into Hosting.com's database. Orders are submitted through a credit check before processing begins.

Step 3: A member of our Pre-Installation Project Management team is assigned to your account. The Project Manager will contact you to introduce you to the installation process via telephone and email.

Step 4: The provisioning process for a standard colocation order usually takes five business days from the time an order passes our credit approval process. Hosting.com's IP engineers assign your block of IP's while the system administrators assign your cabinet or cage. The UPS is installed along with a power strip (if applicable) and the Ethernet drop(s). The shelving and cross connects are also installed, if you have ordered either or both of these items.

Step 5: Pre-Installation Project Manager:
From the point when your order passes our credit approval process until you have moved into our facility, your assigned Project Manager will be your single point of contact at Hosting.com. You should contact your Project Manager with any questions or concerns you have regarding the provisioning of your cabinet or cage. Your Project Manager will contact you at least three more times prior to your scheduled move, according to the following schedule:

- The Project Manager will call you to personally introduce themselves, confirm your order and field any questions you may have at this point.
- Your IP information will be emailed once the Hosting.com engineers have assigned a block to you.
- You will receive a "Move-In" email one day prior to your scheduled move-in date from your Project Manager. This will outline where to meet, what you'll need to bring with you as well as directions to the colocation facility.
- Upon completion of your move-in a follow up email and phone call will be made to you to confirm your complete satisfaction.

A) DNS:

While your Web server is being built-out, a separate group coordinates changes to your DNS with a domain name registrar

- **Register:** If you requested that Hosting.com register a domain for you, we will attempt to register the requested domain name with a registrar (VeriSign, Registrar.com, etc.). If the name has been taken, we will contact you. When your server build-out is complete, the DNS should already be pointing to the server.

- **Host:** If you have requested that Hosting.com host your domain, our DNS group will submit a request for change to the registrar after they have verified that you own the domain name. In turn, the registrar will send you an email confirming the request. No change will be made to your DNS until you reply to this email.

  We advise that you set your DNS the day before your activation date. Hosting.com updates its name servers throughout the day, but the changes can take 24-48 hours to propagate throughout the Internet (This is a function of the caching time of name servers maintained by others). It is advisable that you set Hosting.com as your Secondary DNS prior to the date that you would like to activate your Hosting.com server. Two to three days after this, you can make Hosting.com your Primary DNS and remove your previous ISP. The addresses for our DNS servers are as follows:

  Primary: 140.239.140.239
  Secondary: 209.21.182.4

If you have any additional questions regarding DNS prior to your initial login, you may contact your Project Manager. After that time, please email our DNS department at dns@hosting.com.

In addition, Hosting.com will add user accounts upon request. Turnaround time is generally one business day.

Step 6: Once your move is complete, you may direct all your questions to the technical support line at 800-772-6771.

Step 7: Please take a moment to fill out the customer service pre-installation survey in the last section of this welcome kit.

Support

Post Install Support:

After you have successfully logged onto the server, the technical support group will handle your support issues.

The technical support staff aids in answering and troubleshooting all planned and unplanned outages, server reboot requests, DNS issues, virtual mail, security, password requests, and any general support calls.

The telephone number for the call center is 1-800-772-6771.

Trouble Ticket Process

1. Technical support receives your incoming call and at that time they will verify your account security information. They will immediately try to resolve your problem.

2. The tech support representative will open a trouble ticket and record your specific problem. A trouble ticket is automatically assigned. (You may wish to record this number for future reference.)

3. The ticket is assigned to the appropriate work department (Web Operations, Network Operations, DNS, Customer Care, etc.) for troubleshooting and resolution.

4. You will be notified, as updates are made to your trouble ticket.

5. Once the problem has been resolved, you will receive a call for confirmation and permission to close the ticket.

Services available after installation:

A.) Equipment Removal:

If you need to remove or replace any of your equipment in the data center please do the following:

- On the Internet, go to www.hosting.com.

- Click on the Customer Service link, then Billing Services then Online Billing Requests.

- Click on the Equipment Removal Request form and follow the instructions. You will receive a confirmation of your request the same business day. Please note that 1 full business day notice is required when removing equipment.
- An Equipment Removal Form may also be filled out and faxed to 781-478-1910. The form is located in the Forms section of this welcome kit.

B.) Colocated Server(s) Reboots:

1. Please call the Hosting.com technical support line for a reboot at 800-772-6771 (Technical Support Option).

2. The tech support representative will ask you for pertinent information such as customer name, phone #, server name and IP address.

3. Tech support then validates the authorized customer reboot contact, which is listed in the database system, as they will ask you for the password.

4. Tech support opens a trouble ticket and pages the Internet Data Center (IDC). The IDC is provided with the ticket number, the tech support name and a call back number.

5. The on call technician calls tech support back within 5 minutes to confirm the receipt of the page.

6. The technician performs the reboot within 15 minutes. He will then call the customer back to validate that all systems and applications are up and running.

C.) Time and Materials:

Time and materials offers hosting and leased line customers additional services that are outside the scope of standard product offerings. Time and materials is a service that is available on an hourly basis for services in the areas of Web Operations Support, Web Technical Support and Engineering Support.

Service	Description
Web Operations Support	Equipment installation services. Sometimes referred to as "Rack and Stack" your equipment.
Web Technical Support	Operating System and application support. Software upgrade, installation and problem investigation and analysis. Technical solutions design, integration, recommendations and advanced hardware and software troubleshooting and support. Database export / import; database support; script development for user access and administration; installation of database elements; server and database security support. Service Delivery teams should be careful to not provide T&M services when the Operating Systems or application software is Hosting.com's responsibility to support.
Engineering Support	Server, web and network architectural design. Network analysis and recommended solutions and design. Network capacity, latency and throughput analysis and recommendation.

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1-800-772-6771

1.Customer Support

Fax: 781-478-1910   e-mail: support@hosting.com

Once your service is installed, our Technical Support Department is available 24 hours a day, 7 days per week to assist you.

When to call: For any technical support related questions including service interruption, verification of service, lost passwords, etc.

2. Billing Inquiries

Fax: 781-478-1910   e-mail: billing@hosting.com

Our Billing department is available from 9am to 5pm EST to assist you with billing inquiries.

When to call: For any billing related questions.

3. DNS   e-mail: dns@hosting.com

Our DNS department is available 24 hours a day, 7 days per week to assist you with your domain account.

When to contact: To check your domain registration, domain malfunction or other DNS-related issues.

Frequently Asked Questions

COLOCATED CUSTOMER SERVICE AND SUPPORT FAQ'S:

Q.   Which support services are standard features of Hosting.com colocation service offerings?

A.   Remote eyes and hands support features are standard components of each colocation service offering. This level of support includes media mounting, rebooting servers, power cycling equipment, restarting applications, remote eyes activities, securing cabling to connections, as well as switching an external toggle switch.

Q.   Does Hosting.com provide monitoring for colocation services?

A.   Hosting.com offers ICMP or Ping monitoring for all colocation customers. Port monitoring services are also available for a fee.

Q.   What are the hours of the IDC's?

A.   All our data centers are open 24 hours a day, 7 days a week and 365 days a year.

Q.   What supplies are provided for me at the data center?

A.   Hosting.com has pushcarts and work stations available for your use. All tools, cables, hardware, etc. are your responsibility. Please be sure to bring installation equipment with you every time you visit our facility.

Q.   What if my server goes down and I cannot get to the colocation facility?

A.   If all you need is a reboot of your machine(s), you may call into our technical support number. The tech support representative will verify you as an authorized contact and open a trouble ticket. When the reboot is complete you will receive a follow up call confirming the reboot and closing of the ticket.

Q.   What do I do if I lost my access card?

A.   You may email secureweb@hosting.com and have another card made. You must provide your full name, drivers license number and phone number.

Q.   What if I want to bring in a consultant to the colocation facility?

A.   You may email secureweb@hosting.com with the consultants name, phone number, social security number or drivers license number. All visitors (including those with access cards) must show a photo ID at the security desk. Please allow 24 hour notice so we may update our database systems.

Q.   Who do I contact if I need additional space, or a redundant Ethernet port added or more IP's?

A.   Your sales representative can provide pricing and details for all additional services as well as put through an upgrade order.

Frequently Asked Questions

Q. **If I need a POTS (plain old telephone service) line form my cabinet or cage, how do I order this service?**

A. You will need to order this service through a phone provider of your choice. Hosting.com does not offer this service. The address the line will need to terminate to may be found in the second section of this welcome kit.

Q. **Who do I contact to comment on my pre-installation experience with Hosting.com?**

A. There is a customer satisfaction survey located in the second section of this welcome kit. It only takes approximately 5 minutes to fill out. Your comments and suggestions are welcome and encouraged.

COLOCATED TAPE ROTATION FAQ'S:

Q. **What is Hosting.com's tape rotation service?**

A. Hosting.com will rotate the customer's backup cartridge according to the instructions provided by the customer. The customer must supply all backup media. Hosting.com Hosting will remove and replace backup cartridges according to the instructions provided by the customer.

Q. **Who provides the hardware and service for this service?**

A. The customer must provide his or her own hardware and software.

Q. **How is tape rotation service offered?**

A. Customers must supply all backup media. Hosting.com staff will provide daily, weekly, or per incident rotation service for a fee.

Q. **What is the cost?**

A. $249/month for daily tape rotation, $49/month for weekly tape rotation.

Q. **When does the billing begin?**

A. Billing for tape backup rotation begins immediately after the move-in date. It is the responsibility of the customer to provide the hardware, software and instructions to active the service.

Q. **How do I inform the Internet Data Center (IDC) (IDC) of the backup process?**

A. The customer must complete the colocation tape rotation requirements form and email, fax or send it to their Project Manager.

Q. **How do I inform the IDC of updates to the backup process?**

A. The customer can contact the Project Manager to complete a new colocation tape rotation requirement form.

Q. Where are the tapes stored?

A. They are stored in the customers rack or cabinet.

Q. How can I retrieve the tapes?

A. Any person who is listed on the authorized list for that customer can remove or replace the tapes.

BILLING FAQ'S:

Q. Why is my first bill inconsistent with the rates on my contract?

A. Hosting.com begins billing on the date your service is active, which causes a partial month charge to show up on your first bill along with the current month's charge.

For instance, if your service begins on December 11th, your first bill will arrive in January and will reflect service charges from December 11th through January 31st. All subsequent bills will reflect one month of service only.

Q. How do I dispute my bill if I feel the charge is incorrect?

A. If you are disputing a bill, you must pay the undisputed portion of the statement in full by the due date and fill out the Billing Adjustment Request located on our Web site at the Support page. Hosting.com will undertake an investigation of the disputed charges. At the conclusion of the investigation, Hosting.com will notify you of any amount determined by Hosting.com to be correctly charged and such amount will become immediately due and owing. Amounts determined by Hosting.com to have been correctly charged will be subject to a late payment fee. **Unless such a claim is submitted in this manner and received by Hosting.com within 45 days from the date the statement is issued, the customer waives all rights to dispute such charges and risks the possible interruption of service, unless otherwise provided by law**.

Q. Who should I contact to discuss disconnection of services?

A. Please fill out the Service Disconnection Request located on our Web site at the Support page. Please note Hosting.com requires a 30-day written notice. If you are under contractual obligations you will need to discuss the terms with our Billing Department before we can process your request.

Q. What is the date that my contract begins with Hosting.com?

A. Your contract agreement with Hosting.com begins on the date the service becomes activate.

Q. Does Hosting.com prorate charges if I cancel my account mid-month?

A. Hosting.com does not prorate charges for accounts. If you cancel, your subscription will terminate at the end of the current period.

For example, if you request to cancel your service on January 15th you will be billed through January 31st.

Q. **Where should I send correspondence or communication to Hosting.com's corporate office?**

A. Our corporate mailing address is 170 Tracer Lane Waltham, MA 02451.

PLEASE NOTE: This is NOT the address to which you should send your payments. Please remit payments to the following address:

<div align="center">
Hosting.com
P.O. Box 3619
Boston, MA 02241
</div>

ADD EQUIPMENT FORM

If you are an existing Hosting.com customer and wish to add equipment to your colocation space, please fill out this form, bring it with you to the data center and present it to the security guard at the security desk. You may also find this form online:

- Go to www.hosting.com
- Click on the Customer Service link, then Billing Service link, then Online Billing Requests.
- Click on the Equipment Addition Form and follow the instructions. You will receive a confirmation of your request the same business day.

Company Name: _____

Customer Contact & Number: _____

Date Equipment will be Added: _____

	SERVER 1	SERVER 2	SERVER 3
OS			
IP			
S/N			
SWITCH			
SERVER TYPE			
SERVER NAME			
EMERGENCY CONTACT NAME AND NUMBER			

EQUIPMENT REMOVAL REQUEST

If you need to remove or replace any of your equipment in the data center you must fill out this form and fax it to 781-478-1910 or you may fill out a request online:

- Go to www.hosting.com
- Click on the Customer Service link, then Billing Services link, then Online Billing Requests.
- Click on the Equipment Removal form and follow the instructions. You will receive a confirmation of your request the same business day. Please note that 1 full business day notice is required when removing equipment.

Customer: _____

Authorized Individuals: _____

Project Manager: _____ **Number:** _____

Equipment Removal Date & Time: _____

	SERVER 1	SERVER 2	SERVER 3
OS			
IP			
S/N			
SWITCH			
SERVER TYPE			
SERVER NAME			
NOTES			
CUSTOMER EMERGENCY CONTACT NAME AND NUMBER			

Security: _____
Date & Time: _____

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PORT MONITORING

This form must be completed to have your IP(s) monitored. Once completed you may email or fax it to your Project Manager. The customer care fax number is 781-478-1910.

If you need to make changes to this information after you're fully installed you must notify our Internet Data Center of the changes. The telephone number of the IDC is 800-772-6771, or you may email the changes to support@hosting.com.

Company Name: _____

Address: _____

_____

_____

Contact Name _____

Phone Number _____

Email Address _____

Please place an X under all the TCP services you'd like monitored for each IP address.

IP ADDRESSES:	HTTP	HTTPS	SMTP	FTP	Telnet	SSH

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Forms

SECURITY FORM

To ensure each colocation customer receives the highest level of security, we issue two personalized access cards to every customer. These cards may be activated upon arrival at the colocation facility. In addition to the access cards we allow our customers to submit a list of people, and the company they work for, who may need access that are not provided with a card (i.e. consultants, project managers, etc.) **All visitors MUST leave a picture ID at the security desk while visiting the facility.**

This form may be filled out whether you are a new customer or an existing customer needing to change authorization. **If you are an existing customer, please allow 24 hours for system to be updated.**

Place an X prior to your status: New Client   Existing Client

Company Name:
_____

Access Cards

First Access Cardholder's Name:
_____

Social Security Number or Drivers License Number:
_____

Second Access Cardholder's Name:
_____

Social Security Number or Drivers License Number:
_____

Additional Authorization List

Name: _____

Company: _____

Name: _____

Company: _____

Name: _____

Company: _____

**Please fax this form to 781-478-1910, attention: Your Project Manager
Or email to secureweb@hosting.com**

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Forms

SERVER REBOOT AUTHORIZATION

To add, change or delete any names from the colocation authorization list, please fill out this form and fax it to 781-478-1910 or email this information to secureweb@hosting.com.

The following people have authorization to call in a request a server reboot for

_____(Company name)'s colocated server.

Name _____

Phone number _____

Title _____

Password _____

Name _____

Phone number _____

Title_____

Password _____

Name _____

Phone number _____

Title _____

Password _____

Please remove the following people from the reboot authorization list for

_____ (Company name)

Name _____

Name _____

Name _____

Name _____

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TAPE ROTATION REQUIREMENTS

If you have ordered our tape rotation service, please fill out the following form in its entirety. Please either email the completed form to your Project Manager or fax it to 781-478-1910. If you need to make any changes to this schedule you may use this form as well. If you do not have your Project Manager's email address; you may send the information to secureweb@hosting.com.

Customer Name: _____

You will need to supply and label the tapes.

When would you like the tapes to be rotated?

        Day(s): _____
        Time: _____

Tape Storage – Onsite

        Your tapes will be stored in your cabinet or cage.

        Contact Person: _____
        Contact Number: _____

Tape Storage - Offsite

What is the name of the offsite company? _____

        Contact Person: _____
        Contact Number: _____

What is the schedule for the collection of your tapes by the offsite company?

        Pick up day: _____
        Pick up time: _____

Escalation Notification

Who do notify if there is a tape problem?

        Name: _____
        Number: _____

        Is this a 24x7 number or just normal business hour?

Who do we notify if we need more tapes?

        Name: _____
        Number: _____

How will we obtain more tapes?

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Who will be calling in for tape restores?

      Name: _____
      Number: _____

Please provide the names of those authorized to call in for tape restores:

Who will be updating contact info?

      Name: _____
      Number: _____

Please provide any additional information that pertains to your tape back-up requirements:

Date: _____**Signature:** _____

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Survey

We would appreciate you taking approximately 5 minutes to fill out this customer satisfaction survey after you are completely moved into our colocation facility. This survey has a total of 15 questions.

Your Assigned Project Manager's Name:

<u>Section 1, Overall Satisfaction:</u>

1. **Overall, how satisfied were you with the installation process of your colocated services?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

2. **Overall, how satisfied were you with the customer service you received from your Project Manager during your installation of you colocated services?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

3. **How would you rate Hosting.com's pre-installation customer service in relation to other companies you've done business with?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

<u>Section 2, Pre-Installation:</u>

4. **How satisfied were you with the information you received from your Project Manager during the initial welcome call?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

5. **How helpful was the information you received in the welcome call in relation to the actual pre-installation process?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

6. **Please rate the pre-installation orientation meeting at the Internet Data Center conducted by your Project Manager.**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

7. **Was the information you received in the pre-installation orientation meeting relevant to your move-in?**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

8. **Please rate your satisfaction with the move-in process.**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

9. **Please rate how well your Project Manager prepared you for the move-in.**

	Outstanding	Above Average	Average	Below Average	Poor		Your Rating
Rating	5	4	3	2	1		

10. **Please rate your Project Manager on the following:**

	Best	Above Average	Average	Below Average	Worst
Rating	5	4	3	2	1

Professionalism	Your rating here:	
Competency	Your rating here:	
Helpfulness	Your rating here:	
Friendliness	Your rating here:	
Promptness	Your rating here:	
Proaction	Your rating here:	

Section 3, Additional Comments:

11.   **If we have missed something that you'd like to comment on, please do so below:**

Section 4, About You:

12. **Was this the first time doing business with Hosting.com?**

    If not, how many services do you have with us?

13. **What type of service did you most recently order from Hosting.com?**

14. **How did you hear about Hosting.com?**

15. **What type of business are you in?**

Thank you for participating in the Hosting.com, pre-installation customer satisfaction survey. We appreciate your business. Please return this survey to Mark Lessinger at mark.lessinger@hosting.com or fax to his attention to 781-478-1910.