



cyberM-I-N-D.

solutions for the digital age

cyberM-I-N-D. Co-Location

As one of the premier business hosting services, cyberM-I-N-D. provides custom solutions for your personal and business Internet needs. Whether you want to set up a simple family Web site; an economical business-oriented informational Web site; or need to build a full-blown e-commerce site - cyberM-I-N-D. has the right account for you.

Quality is the foundation for a successful and effective Internet presence. At cyberM-I-N-D., we define quality services by:

- Internet connection speed
- Connection reliability
- Customer service
- Ancillary products and services

Specializing in low-cost, full-featured web hosting, Co-location, email and electronic commerce services backed by superior redundancy, a high-quality, high availability network infrastructure, and dedicated customer service and technical support. We offer you the resources and support you need to create an effective and powerful Internet presence at the most competitive prices available.

cyberM-I-N-D. is a nationwide provider of Internet Solutions. We provide dial-up and dedicated Internet access in over 7000 Points of Presences across the United States and in many foreign countries. We offer inexpensive, feature rich, reliable web hosting and web location services. We have tailored our Internet services to serve two specific markets: Business and Residential, and of course, our services are backed by Service Level Guarantees.

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About Our Network and Points of Presence (POPs)

One of the most important things to know about cyberM-I-N-D is that we engineered our network specifically for Internet applications, resulting in an infrastructure optimized for Internet performance. It's the salient feature of our service, setting us apart from telephone companies, systems integrators, and the dozens of ISPs you see advertised in the back of your local business section.

The logical conclusion was that our network needed to be Internet-optimized consciously and specifically designed to accommodate IP-based applications such as Internet telephony, electronic commerce, and desktop videoconferencing.

Today, with more than 7000 points-of-presence (POPs) worldwide, our network remains a standard for technical excellence. cyberM-I-N-D also maintains a 24 x 7 Network Operations Center to continually monitor the performance of our system. As the primary nerve center of the cyberM-I-N-D backbone, the NOC assures our customers that their service will be there when they need it.

cyberM-I-N-D offers two networks based on usage and application. BizNet (BizDial, BizSDSL etc) is designed for the bandwidth intense data services demanded by business. This network is ideally suited for businesses and heavy Internet users. HomeNet (HomeDial, HomeADSL etc) is designed for the casual Internet user. Both Networks operate among the top ten in the United States. We are able to consistently meet and exceed our quality of service due to the provisioning of traffic and access among different classes of business and home users.

Our Network Operations Centers (N.O.C.) located in IL , USA are monitored by highly qualified technicians 24/7 ensuring uninterrupted access to your web site. Our servers connect to the Internet through 4 redundant DS -3 multi-homed connections provided by some of the largest backbone providers in the world (UUNET, Genuity and Global Frontier), guaranteeing high-speed access to your web site from any corner of the world, and 99.9% uptime 24 hours a day, 365 days a year. Our N.O.C.s operate with full power redundancy with battery backup as well as a gas-powered generator for power outages.

There is a difference among Internet service providers. The advanced capabilities of cyberM-I-N-D's Internet-optimized global network are a critical part of that difference.

cyberM-I-N-D· offers full and half rack space or shelf space in our Data Centers.

Plans include:

- Multiple shelf or Full or Half rack options
- Scalable bandwidth options
- Bandwidth utilization reports
- Manual manipulation of server controls
- 24x7 network monitoring and customer service
- FREE & Managed Services

Free & Managed Services for Dedicated and Co-located Servers

FREE Services

- cyberWATCH Network Management System services – notification of node/service outage.
- cyberWATCH Availability & Bandwidth Reporting
- Pushing a button
- Switching a toggle
- Setting a dip switch
- Power cycling (turning on and off) equipment
- Securing cabling to connections
- Observing, describing or reporting on indicator lights or display information on machines or consoles
- Typing commands on a keyboard
- Use of cyberM-I-N-D· nameservers
- Backup Tape / Optical Media Rotation
- Server Diagnosis:
 - Diagnosis of hardware failure
 - Diagnosis of software corruption or failure
 - NOTE: Diagnosis of software configuration problems of any type are not included. If it is determined to be a configuration problem and not corruption or failure, you will have the option of using whichever Managed Service applies.

Managed Services

- Replacement of hardware (please call)
- Server install/reinstall (\$50/hour)
- Operating System/Software config (\$50/hour)
- Switch/router/other-network-gear config (\$50/hour)
- Site moving (\$50/hour)
- Backups for specific operating systems. (please call) (see next page)

Co-Location

- Backups for specific operating systems. (please call) (continued)

- Windows 95 & 98
- Windows NT Workstation
- Windows NT Server
- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server
- NetWare 3.x, 4.x & 5.x
- Solaris SPARC
- Solaris Intel
- AIX
- OS/2
- HP/UX 9.x, 10.x & 11.x
- Silicon Graphics IRIX
- TRU 64
- SCO Open Server
- SCO UnixWare
- Red Hat Linux 6.1, 6.2
- Caldera 2.3
- SuSE 6.3
- Turbo Linux 4.0

Space Options I *Private Cabinets*

Description	Setup Fee	Monthly Fee
Third Cabinet (includes 6 outlets)	\$250.00	\$300.00
Half Cabinet (includes 10 outlets)	\$350.00	\$450.00
Full Cabinet (includes 22 outlets)	\$500.00	\$790.00
Multiple Cabinets	please call	please call

Space Options II *Common Area Rack Mount*

Description	Setup Fee	Monthly Fee
Rack Mounted Server Co-location (1U)	\$200.00	\$50.00
Each additional (1U)	\$25.00	\$20.00

Space Options III *Standard Non-Rack Mount (Shelf)*

Description	Setup Fee	Monthly Fee
Non-Rack Mounted Server Co-location*	\$200.00	\$150.00
*Includes 12 GB Monthly Transfer		

Usage Charges

Description	Setup Fee	Monthly Fee
Dedicated 128Kbps	\$299.00	\$119.00
Dedicated 348Kbps	\$299.00	\$169.00
Dedicated 768Kbps	\$299.00	\$209.00
Dedicated 1,536Kbps (T1)	\$350.00	\$299.00
Mbps connection	n/a	\$300.00/Mbps
above 10Mbps connection	please call	please call
Pay per GB	n/a	<u>see usage chart</u>

Feature Options

Description	Setup Fee	Monthly Fee
Emergency pack		
- web controlled power outlet	\$350.00	\$20.00
- daily backup up to 2GB		
Remote controlled power outlet	\$300.00	\$10.00
Daily backup of your HDD up to 2GB (recovery is not included)	\$100.00	\$15.00
Additional 110v power outlet	\$50	\$20

Monthly overage usage chart

Description	Price per GB
from 0-10 GB	\$5
10-20 GB	\$4
20 GB +	\$3

Notes:

For excessive usage you must pay heavy traffic fees or select dedicated bandwidth for your server (see the table above). You will be notified and given one week to decide.

Features:

- Precise temperature and humidity control will guarantee reliable operation and long life of your equipment. We support temperature between 18 and 20oC. (64 to 68oF).
- Uninterrupted Power Supply
- **High Quality, Professional, Experienced Staff**
Want a professionally built custom server? Our professional staff will build it for you. Or if you prefer, you can select a Cobalt Raq
- Professional assistance setting up your server software. We have experience with Unix and NT, Netscape Enterprise and FastTrack servers, Apache and IIS web servers. Professional assistance with WWW, CGI, Java and JavaScript, etc. design.
- "remote hand" - whether you need a reboot, setup change or something else done on your server you may rely on our professional staff. No need for trips, just call us.
- Whenever you need help, our professional team will be available to help you with any hardware, software, network or other questions you may have.
- If you need a piece of software or hardware don't worry. We carry over 1000 different items in stock and have more than 50,000 items from more than 800 manufacturers in our electronic catalogs available for next day delivery.

Quality of Service

Network Overview

cyberM-I-N-D, a leading provider of integrated Internet solutions, built its fiber optic network with reliability, speed and redundancy in mind. cyberM-I-N-D's N.O.C. (Network Operations Center), located in Chicago, Illinois, U.S.A., is connected to the Internet by 4 redundant DS-3 multi-homed connections. This high-speed connectivity combined with exceptionally fast and reliable servers guarantees breakneck access to your web site and 99.9% uptime 24 hours a day, 365 days a year.

Connectivity

- Our network is fully switched with top quality components from Cisco Systems
- Our entire N.O.C. is wired with 100Mbps UTP Category 5 wiring
- 3 full fiber optic T3's on separate and diverse backbones
- (Uunet, Genuity, Sprint and Global Frontier)
- We are in the process of upgrading our 2 GTE provided DS-3's to OC3's

Redundant Power Systems

- Our N.O.C. receives 1200 amps of power through secure underground cables
- APC battery backups provide all equipment with uninterrupted power
- For extended outages, a 250 kw natural gas-powered generator provides backup
- Modular power protection for servers and business critical applications

Backup Storage

- 1 - 25 GB HDD on each hosting server for daily backups
- Several 500 GB multi-tape backup systems connected via sub-net

Servers

We custom-build all computer systems on location providing enhanced levels of control, flexibility and the ability to remotely anticipate and resolve problems before they affect your service. Key components are:

- Dual 600 MHz Pentium III processors
- 2 - 9 GB SCSI Main Drives
- 360 MB RAM minimum configuration

Monitoring

We provide round-the-clock computerized monitoring and control, maintenance, and technical support for over 400 computer systems housed in our facilities. We guarantee 99.9% uptime and exceptional levels of service, quality, security and network reliability.

It is this commitment to product quality and service that has made us a leading provider of integrated Internet solutions.