



NETWORK BACKUP AND RESTORE SERVICE

Standard Services

| Part Numbers | Description |
|--------------------|---|
| INFO-DTBK-BU-50 | Data Backup Service 50GB traffic usage |
| INFO-DTBK-BU-100 | Data Backup Service 100GB traffic usage |
| INFO-DTBK-BU-250 | Data Backup Service 250GB traffic usage |
| INFO-DTBK-BU-500 | Data Backup Service 500GB traffic usage |
| INFO-DTBK-BU-1000 | Data Backup Service 1000GB traffic usage |
| INFO-DTBK-BU-1500 | Data Backup Service 1500GB traffic usage |
| INFO-DTBK-BU-2000 | Data Backup Service 2000GB traffic usage |
| INFO-DTBK-BU-2000P | Data Backup Service over 2000GB traffic usage |
| INFO-DTBK-BU-VAR | Data Backup Service per GB usage variable |
| INFO-DTBK-BU-SU | Data Backup Service setup |

Additional Services

| Part Numbers | Description |
|-----------------|---|
| INFO-DTBK-SP-SU | Data Backup special backup event setup |
| INFO-DTBK-BU-CS | Data Backup backup strategy (minimum 2 hours) |
| INFO-DTBK-BU-TM | Data Backup tape media |
| INFO-DTBK-OS-S | Data Backup off-site tape storage |
| INFO-DTBK-OS-WK | Data Backup off-site weekly pickup/delivery |
| INFO-DTBK-OS-DY | Data Backup off-site daily pickup/delivery |
| INFO-DTBK-OS-2H | Data Backup off-site 2 hour pickup/delivery |
| INFO-DTBK-OS-4H | Data Backup off-site 4 hour pickup/delivery |
| INFO-DTBK-OS-UN | Data Backup unscheduled pickup/delivery (within 24 hours) |

Description of Standard Services

The Infolink™ Data Backup Network Storage Service offers full management of a customer's data backup process for individual files, file systems, databases (Oracle, MS SQLServer, Informix and Sybase) and applications. Infolink™ will consult with the customer, assess backup requirements and administer data backup and restore processes.

Standard Services Include

- Customer must order one traffic usage level (e.g., INFO-DTBK-BU-50) and variable usage (INFO-DTBK-BU-VAR) for each Internet Data Center (IDC) location. For each server that the customer requires Data Backup to backup, the customer must purchase one Data Backup service set up (INFO-DTBK-BU-SU).
- Full backups are done once a week at a time reasonably acceptable to Infolink. Cumulative incremental (differential) backups are done six times a week at times reasonably acceptable to Infolink. After each two-week period, each tape will be overwritten. Backup processes will be performed as scheduled and restore processes will commence no later than fifteen minutes after the customer notifies the Infolink Response Center by telephone.
- Infolink will install backup software on each customer server to be backed up.
- Customers must notify the Data Backup support staff in writing to make additions of new file names, file systems and applications directories for backup.
- Backup and restore processes for certain databases. Infolink will manage the backup procedures for some databases in hot or cold modes. Infolink sales representatives can identify for customers which specific databases are included in the standard services.
- In the event of a backup or restore failure, Infolink will start, stop or restart the backup or restore and ensure successful completion.
- Infolink will generate Data Backup data traffic reports for the customer. The reports will include information on data backup and restore traffic between the customer's servers and the Data Backup backup server. These reports will be generated daily and will be available to the customer via a password protected Infolink Web site.
- Infolink will provide a 100Mbps switch into the customer's cage with a 100Mbps uplink into the backup server system. When the sustained utilization of the uplink reaches 70% during the backup window, Infolink will provide an additional uplink and/or switch. Each switch provides a minimum of 15 ports for customer server connections. If additional ports are needed and the customer does not exceed 70% sustained utilization of the uplink during the backup window, the customer must provide the additional ports.
- Customer escalation. Infolink will notify customers via the phone and/or email of any unresolved problem conditions that may have occurred during the backup and restore process. Infolink' Data Backup support staff will address any backup system related problem conditions and will work with the customer to address any customer hardware or software related conditions.
- Service Level Agreement:
 - 24 x 7 administration from central management site
 - Each scheduled customer backup process will commence within 5 minutes of the scheduled time of transaction
 - The restore process, upon verbal notification of Infolink Response Center, will commence within fifteen minutes of notification, provided that the data to be restored is not located on tapes stored off-site. For data stored on tapes off-site, Infolink will commence the restore process within one hour of delivery of the tape at the IDC
 - Quality Assurance. Infolink will perform periodic testing of the backup system to ensure that backup scripts are working correctly

Additional Services

- Off-site tape storage option. Infolink' off-site storage vendor is Arcus/Iron Mountain. If a customer requires data be stored longer than two weeks, the customer can purchase Data Backup off-site storage services.

Customer must purchase each of the following services for off-site storage:

1. Tape media fee (INFO-DTBK-BU-TM). For each tape that the customer requires be stored off site, Infolink will bill the customer a one-time usage charge per tape.
2. Monthly DLT tape storage (INFO-DTBK-OS-S). Infolink will track and bill the customer for each tape stored off site per month.
3. Daily and weekly tape delivery/pickup options (INFO-DTBK-OS-WK or DY). Transportation of tapes to and from the Infolink IDC.
4. Special delivery/pickup schedules (INFO-DTBK-OS-2H, 4H, UN, etc.). Required only for unscheduled restores. When the customer requests a restore of files stored on tapes located off-site, Infolink will arrange for the tapes to be returned to the IDC Data Backup tape library in the time period requested by the customer (e.g., 2 hours, 4 hours, within 24 hours).

- Data Backup backup strategy (INFO-DTBK-BU-CS). Infolink data storage specialists are available to help customers design, install and implement a customized backup and restore solution. Data storage specialists are also available to assist customers in implementing database scripts prior to installing the service. The customer must order Data Backup backup strategy for a minimum of two hours.
- Data Backup Special Backup Event Setup (INFO-DTBK-SP-SU). Infolink data storage specialists are available at an hourly rate to assist the customer with planned backup events that exceed the customer's usual monthly backup requirements.

Services Not Included

- Copies of data backed up by the Data Backup Service on tape are not available to customers.

Customer Requirements

- Every server the customer plans to backup must have an additional 100Mb network interface card (NIC) to be used solely by the Data Backup network. The customer must procure and install this NIC and configure it for only 100MB prior to Infolink beginning the installation of the Data Backup service.
- For customers with multiple servers beyond the capacity of the Infolink-provided switch, the customer may be required to supply additional 100Mb switches.
- Infolink Data Backup support staff will advise customers as to what tasks they must perform on their databases in order to perform backups. If the customer does not have the expertise to perform these tasks, then Infolink data storage specialists are available to assist. Infolink data storage specialists' time can be ordered with Data Backup backup strategy (INFO-DTBK-BU-CS) [minimum two hours].

Operating Environments, Databases and Applications Supported

Infolink sales representatives can confirm the specific platforms which support the following operating environments, databases and applications.

Supported Operating Environments

- Sun OS/Solaris
- HP-UX
- OS/2
- Novell Netware
- Sequent DYNIX/ptx
- SGI IRIX
- Network Appliance
- Mac OS
- Motorola, SVR4
- LINUX
- Windows 95/98/NT/2000

Supported Databases and Applications:

- Oracle 7.x,8.x
- Microsoft SQL Server 6.5

Additional Supported Databases (version 1.1, only)

- Informix 7.x
- Microsoft Exchange 5.x
- Sybase 11.x
- Oracle 8i
- Microsoft SQL Server 7.x

Platforms Requiring Custom Setup (INFO-DTBK-SP-SU – Data Backup Special Backup Event Setup)

-Cray/J90 - DataGeneral -Novell Netware -Motorola -NCR -Pyramid
- Sequent

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