

## cyberM-I-N-D. Dedicated Servers

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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Welcome

## **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· dedicated server package comes with a standard server that you can then have upgrades installed to build it to your specifications. This sever is dedicated solely for your needs; you do not share your space with anyone. Customers have the choice of dedicated bandwidth and unlimited transfer or the option to pay per GB of transfer and be able to burst to the bandwidth they need at anytime. Server upgrades, extra IP addresses and additional services are available for additional charges as listed below.

**Our standard Linux server package includes with the following:**

- Intel 850Mhz CPU
- 256MB memory
- 20GB IDE hard drive
- 10/100 network card
- Floppy drive
- Specified bandwidth option
- RedHat operating system featuring
- WWW server
- FTP server
- SMTP server
- POP server
- DNS server
- FREE & Managed Services

**Our standard Windows server package includes with the following:**

- Intel 933Mhz CPU
- 256MB memory
- 20GB IDE hard drive
- 10/100 network card
- Floppy drive
- Specified bandwidth option
- Windows NT operating system featuring
- IIS WWW server
- FTP server
- SMTP server
- DNS server
- 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

# Dedicated Server

- 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)
  - 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

## Windows Server Options

CPU	Ram	Disk Drive	IPs	Domains	Traffic Per/Mo.	Monthly	Setup
733 MHz	256M	20GB EIDE	2	Unlimited	25 GB	\$350	\$500
PIII 933	256M	9GB SCSI	2	Unlimited	50 GB	\$499	\$500
PIII 933	512M	18GB SCSI	100	Unlimited	75 GB	\$799	\$500
2-PIII 933	1000M	36GB SCSI	250	Unlimited	150 GB	\$1099	\$700

# Dedicated Server

## Linux Server Options

Servers	BSE-ST	BSE 1	BSE 2	BSE 3	BSE 4
CPU	850 MHz Celeron	PIII 933 MHz	PIII 1 GHz	Dual PIII 933 MHz	Dual PIII 1 GHz
RAM	256 MB	256 MB	384 MB	512 MB	768 MB
HDD	20 GB EIDE	20 GB EIDE	40 GB EIDE	18 GB SCSI	36 GB SCSI
Traffic/Month	35 GB	50 GB	75 GB	150 GB	200 GB
Set-up Fee	\$250	\$250	\$250	\$400	\$500
Monthly Fee	\$129	\$180	\$295	\$595	\$795
IPs	1	1	1	1	1
Domains	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*

## Linux Server Options

Unix Plans	WSE-ST	WSE 1	WSE 2	WSE 3	WSE 4
CPU	PIII 933 MHz	PIII 933 MHz	PIII 1 GHz	Dual PIII 933 MHz	Dual PIII 1 GHz
RAM	256 MB	512 MB	512 MB	768 MB	1.5 GB
HDD	9 GB SCSI	9 GB SCSI	18 GB SCSI	36 GB SCSI	36 GB SCSI
Backup HD	Optional	Optional	18 GB	18 GB	36 GB
IPs	50	125	250	500	800
Domains	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Traffic/Month	100 GB	125 GB	175 GB	225 GB	300 GB
Set-up Fee	\$300	\$500	\$500	\$500	\$500
Monthly Fee	\$350	\$495	\$750	\$1095	\$1395

## Dedicated Bandwidth Pricing

Prices are for a standard server package with dedicated bandwidth and unlimited transfer.

Bandwidth Kbs	Setup Fee	Monthly Fee
56 Kbs	\$299.00	\$99.00
128 Kbs	\$299.00	\$119.00
256 Kbs	\$299.00	\$149.00
768 Kbs	\$350.00	\$589.00
1,536 Kbs (T1)	\$350.00	\$990.00
2 T1	\$490.00	\$1,790.00
3 T1	\$490.00	\$2,690.00
4 T1	\$490.00	\$4,390.00
5 T1	\$490.00	\$4,390.00
6 T1	\$490.00	\$5,390.00
Over 6 T1	Please Call	Please Call

## Pay Per GB Pricing

Note: This is beyond what bandwidth is specified in your standard server package.

Prices are for a standard server package and the customer pays per GB of transfer with the ability to burst to the bandwidth you need.

Total transfer per month (GB)	Setup Fee	Monthly Fee
Less than 3 G	\$299.00	\$99.00
3 to 10 GB	\$299.00	\$119.00*
10 to 50 GB	\$299.00	\$299.00*
50 to 150 GB	\$350.00	\$750.00*
150 to 500 GB	\$350.00	\$2,150.00*
500 to 1000 GB	\$490.00	\$3,950.00*
1000 to 2000 GB	\$490.00	\$7,750.00*
Over 2,000 GB	Please call	Please call

\*Important Note: If you make over 3GB per month. YOU WILL BE PAYING LESS. The amounts shown represent the maximum charge in each category. Your monthly charge will be pro-rated, according to the real usage.

Example: If your real usage is 65GB you will be charged for this month only \$299 for the first 50GB and \$60 pro-rated for 15GB for a total of \$359, which is much less than the maximum amount of \$750 shown for this category.

**IP Address Pricing**

Note: This is in addition to the IP addresses that come with your server. The use of the IP addresses must be explained. 60% of the IP addresses must be in use within two weeks from the start of the services and 90% have to be in use within 45 days. We reserve the right to revoke unused IP addresses.

Number of IP addresses	Setup Fee	Monthly Fee
1	\$4.00	\$2.00
4	\$8.00	\$8.00
8	\$8.00	\$14.00
64	\$20.00	\$126.00

**Special Services**

All charges are billed by 15 minutes increments with a 1 hour minimum.

Name	Setup Fee	Hourly Charge	Per occurrence fee	Monthly Fee
Daily backup (tape drive needed)	\$95.00	N/A	N/A	\$295.00
Manual reset	N/A	N/A	N/A	N/A
Manual reset if the problem is at our end	NO CHARGE			
Restore data from tape if the problem is at our end	NO CHARGE			
Installing customer provided software	N/A	\$50.00	N/A	N/A
24 hour Live technical support	N/A	N/A	N/A	N/A

**Upgrade Options for Standard Server**

Option	Add-on to the setup	Add-on to the monthly fee
20GB IDE Drive	\$139.00	\$10.00
30GB IDE Drive	\$159.00	\$10.00
40GB IDE Drive	\$179.00	\$10.00
60GB IDE Drive	\$249.00	\$10.00
75GB IDE Drive	\$349.00	\$10.00
9GB 10K RPM SCSI	\$249.00	\$10.00
18GB 10K RPM SCSI	\$349.00	\$10.00
18GB 10K RPM U160 SCSI	\$249.00	\$10.00
36GB 10K RPM U160 SCSI	\$499.00	\$10.00
72GB 10K RPM U160 SCSI	\$1,089.00	\$10.00
U160 SCSI Controller	\$299.00	\$10.00

  

Option	Add-on to the setup	Add-on to the monthly fee
Microsoft Windows NT 4.0	\$849.00	\$10.00
Microsoft Windows 2000	\$999.00	\$10.00
PcAnywhere for Windows NT and Windows	\$99.00	\$5.00
SQL Server 2000 Standard Edition	\$0.00	\$70.00
Cold Fusion Server	\$0.00	\$52.00

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Option	Add-on to the setup	Add-on to the monthly fee
CPU upgrade to PIII-733Mhz	\$209.00	\$5.00
CPU upgrade to PIII-866Mhz	\$219.00	\$5.00
CPU upgrade to PIII-933Mhz	\$239.00	\$5.00
CPU upgrade to PIII-1Ghz	\$309.00	\$5.00
CPU upgrade to dual PIII-733Mhz	\$569.00	\$10.00
CPU upgrade to dual PIII-866Mhz	\$589.00	\$10.00
CPU upgrade to dual PIII-933Mhz	\$629.00	\$10.00
CPU upgrade to dual PIII-1Ghz	\$749.00	\$10.00

Option	Add-on to the setup	Add-on to the monthly fee
Memory upgrade to 128MB	\$29.00	\$5.00
Memory upgrade to 256MB	\$49.00	\$5.00
Memory upgrade to 512MB	\$119.00	\$5.00
Memory upgrade to 1GB	\$229.00	\$5.00
Memory upgrade to 2GB	\$449.00	\$5.00

Option	Add-on to the setup	Add-on to the monthly fee
12/24GB 4MM Tape Drive	\$0.00	\$120.00
U160 SCSI RAID array controller	\$499.00	\$5.00

## Premium Servers

Server Type	Server Specs	Setup Fee	Monthly Fee
Sun Sparc server	UltraSparcII-300Mhz, 128MB RAM, 18GB IBM SCSI HDD	\$749.00	\$148.00
RaQ 4 server	64MB RAM, 20GB IDE	\$549.00	\$189.00
RaQ 4 server	128MB RAM, 40GB IDE	\$579.00	\$199.00
RaQ 4i server	128MB RAM, 20GB IDE	\$619.00	\$219.00
RaQ 4i server	256MB RAM, 20GB IDE	\$659.00	\$229.00
RaQ 4i server	512MB RAM, 40GB IDE	\$759.00	\$259.00
RaQ 4r server	256MB RAM, Dual 20GB IDE	\$799.00	\$299.00
RaQ 4r server	512MB RAM, Dual 40GB IDE	\$899.00	\$339.00

**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.