



**SBC E-Services, Inc.
Enhanced Managed Hosting Portfolio
Fact Sheet**

Overview

SBC E-Services, Inc., subsidiary of SBC Communications Inc., has a hosting portfolio that offers a full spectrum of hosting solutions and supporting services for small, medium and large size businesses with a variety of hosting needs. SBC offers dedicated, advanced, shared and colocation web hosting options to meet individual customer's business requirements. Storage solutions are designed to provide instantly available access to critical data that businesses rely upon. Monitoring and reporting tools provide businesses with detailed insight required to proactively manage their operations, system performance, available resources and site usage.

SBC's hosting services are designed to address a growing demand among enterprise customers for powerful and flexible outsourced hosting options. Demand for managed hosting services is expected to grow dramatically as more businesses seek to take their operations online without making substantial investments in hardware and in-house expertise.

SBC's hosting portfolio builds on the company's capabilities as a world-class provider of managed network services for data and IP access and backbone offerings. Hosting services are backed by the company's world-class Internet data centers and powerful data and IP network. Few competitors can match this capability to manage every aspect of a hosting customer's needs, from server to network. SBC's hosting services are backed by the company's unparalleled capabilities and expertise in data center and network management.

MANAGED HOSTING

SBC Managed Hosting solutions are designed for medium to large businesses that require powerful and scalable hosting options, but want to reduce or eliminate the capital expenditures and staffing required to handle internal system and network administration.

Acting as an extension of in-house IT staff, SBC installs and configures the customer's hosting infrastructure, provides network bandwidth and monitors and maintains system availability on a 7x24x365 basis. SBC's certified operations staff proactively monitors all aspects of critical applications and can provide predictive information to help identify potential resource constraints.

Package Options:

- **SBC Dedicated Hosting** – Designed for businesses seeking the performance and scalability of dedicated hosting servers at a cost-effective price. This package is suitable for customers running simple operations with one- or two- server configurations.
- **SBC Advanced Hosting** – Designed to meet the needs of businesses looking to outsource their hosting infrastructure to a fully managed provider. This package is suitable for customers running complex operations on multi-server configurations that require comprehensive system management.

SHARED HOSTING

Shared hosting services provide the complete operating environment for smaller businesses and individual “power-users” to establish and maintain Web sites. The customer supplies content and SBC provides the hardware and software needed. Shared Hosting services include domain name registration with accompanying e-mail accounts.

Shared hosting customers benefit from 7x24 maintenance and system support, as well as the ability to quickly and easily scale Web site capacity and bandwidth to meet evolving needs.

COLOCATION WEB HOSTING

Colocation, or data center hosting, is designed for customers looking to physically manage their own infrastructure while taking advantage of the bandwidth and supporting facilities of SBC E-Services’ state-of-the-art Internet Data Centers. Server-based colocation services provide floor space and network connectivity for businesses in a fault-tolerant, secure environment. Customers receive reliable, cost-effective space, connectivity, maintenance, and technical services.

SBC’s fully managed Internet data centers are supported by redundant paths, routers, switches, fiber-optic lines and power sources, allowing customers to immediately deploy their services with a 100 percent network operation and uptime guarantee.

Key Benefits for Managed Hosting Portfolio:

- **Facilities** – State-of-the-art, 140,000-plus square-foot data centers, equipped with onsite Operations Surveillance Center (OSC) with a manned security station, executive briefing centers for multimedia presentations, fully equipped work areas, and laboratories and staging areas
- **Network** – Port access with burstable, dedicated Internet bandwidth and cross-connects
- **Virtual Hands service** – Provides IDC staff to perform certain tasks on the customer’s behalf
- **Maintenance/troubleshooting** – Provided by IDC OSC engineers
- **Installation/configuration** – Provided by IDC OSC engineers
- **Service Level Agreements (SLAs)** – SBC guarantees 100% core network uptime (excluding scheduled maintenance and customer fault). These SLAs also guarantee that power to outbound port on the customer serving Power Distribution Unit will be available 100% of the time.

SUPPORTING SERVICES

- **Storage Area Network (SAN)** – SBC’s SAN infrastructure is fully fiber based, allowing data to be accessed, backed-up and restored on demand with guaranteed service levels. The SAN architecture provides highly available and scalable primary disk storage and secondary tape backup, and the service is ideal for customers requiring immediate access to large amounts of mission-critical data.
 - **Business Need:** Highly available managed storage
 - **Benefits:** Reliability, manageability, availability, scalability, storage management, customer portal

- **Direct Attached Storage (DAS)** – External drives are directly connected to the customer’s server, adding storage and redundancy.
 - Business Need: Extending physical storage to multiple computers
 - Benefits: Provides scalable and easily accessible storage for managed hosting and data center hosting customers

- **Tape Backup** – Provides the ability to back up data to tape automatically so that it can be restored if needed. Tape backup provides a cost-effective safeguard against the loss of critical data. Option for off-site storage for disaster recovery and business continuity is also available.
 - Business Need: Disaster recovery/business continuity
 - Benefits: Data is backed up weekly, data restoration performed on request, low-cost option

- **Monitoring and Reporting** – Optional features allow customers to monitor practically every aspect of system performance and usage. Predictive reports go beyond offering standard historical performance metrics that identify only existing technical issues, but also helps businesses identify those situations that are most likely to impact system performance and reliability in the future, allowing customers to take the appropriate corrective measures.
 - Business Need: Businesses that require detailed management of usage and performance metrics
 - Benefits: Detailed understanding of system performance, maximum reliability and uptime, predictive reports, simplified ROI measurement

- **Managed Security** – Services, including firewall and intrusion detection, enable customers to protect against increasing internal and external security threats. SBC provides a cost-effective line of defense for corporate networks, and facilitates customer compliance with industry security regulations, eliminating the need for enterprises to support a comparable internal capability. Both services have competitive service level agreements.
 - Business Need: Businesses requiring additional monitoring and security measures
 - Benefits: Reduction in security vulnerabilities for business data

- **Professional Services** – SBC’s highly skilled consultants can provide technical solutions for site development, service monitoring and network management. In addition, SBC can design solutions for growth planning, migration planning, disaster recovery and business continuance. SBC Virtual Hands services provide customers with on-site support as needed.
 - Business Need: Businesses that require customized hosting solutions
 - Benefits: Solutions that are specific to customer needs and business requirements