

Colocation Australia

Everything you'll need to know about our Colocation locations.





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Why Colocation?

Choosing colocation can benefit your business financially and save your business thousands of dollars a year. Choosing Servers Australia will give you more flexibility and choice than any other provider in Australia.

Security of a data centre

If you need to be in total control of all your hardware and software, colocation in one of our 6 locations will give you this control. You also have the benefits of hosting in a constantly monitored, off site location with power supply, temperature control, manned security and fire protection.

The support when you need it

Your technical staff are already likely to be spread thin with the day to day responsibilities of managing your IT within your workplace. By partnering with us you'll receive service level agreements that have a focus on customer service, supporting your business 24/7. We offer a 100% Network uptime guarantee, a 30 minute response time for support tickets, a 24/7 emergency NOC phone and we offer smart hand services for when you need something done in the data centre but are unable.

Add extra hosting products to meet your needs

If you want to add extra solutions to your server we can assist - from external backup plans, to another hosted dedicated server to provide redundancy, we'll work with you to figure out what needs to happen.

Choice of location

Our network is one of the largest private networks in Australia spanning (12) locations around the country. The network is made up of Cisco, Extreme Networks and Brocade network equipment. All facilities are inter linked via dark fibre or backhaul, allowing us to run a completely redundant and auto fail over MPLS network between all locations and states in Australia.

Reduction of costs

If you require to keep full control of your hardware and data, you can still do so by also eliminating the costs involved with keeping a server maintained, protected and cooled in an office rather than data centre.

Equinix SY4



Location: 200 Bourke Road
Alexandria Sydney
NSW 2015
Australia

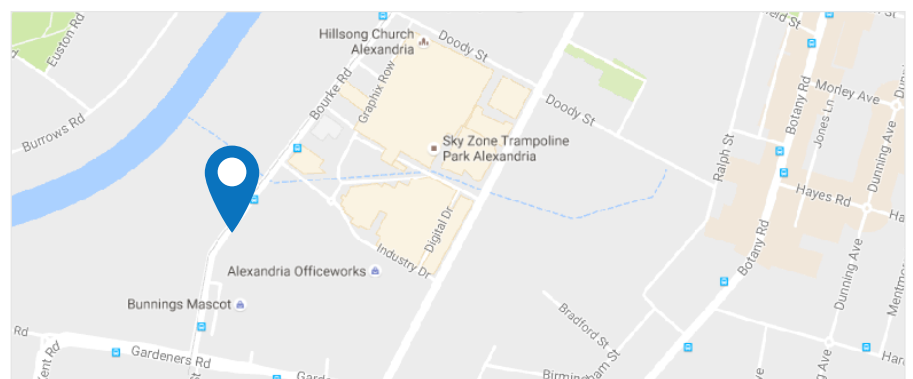
From Airports: 5.9 km from Sydney
International Airport
(SYD)

Equinix has won Australian data centre of the year award twice. Equinix SY4 in Sydney is Equinix's newest Data Centre, finished in mid 2016 with over 12,600m² of colocation space.

Equinix Sydney IBX data centres are strategically located with close proximity to the Central Business District and access to Southern Cross Cable Head. The data centres are ideal for reaching a diverse ecosystem of network, enterprise and cloud companies. Backed by state of the art security, network connectivity and redundant power, Equinix is the ideal location for your collocated equipment.

We have a secured a private suite, only our customers have access to Servers Australia's racks. The suite is secured by a biometric scanner and our suite is actively monitored internally for camera motion, door status (open/closed) as well as temperature and humidity.

Equinix's Sydney data centre SY4 is strategically located in Alexandria, 300m from SY1 & SY2 and 900 metres from SY3, and about 6 kilometers from the Central Business District.



Equinix SY3

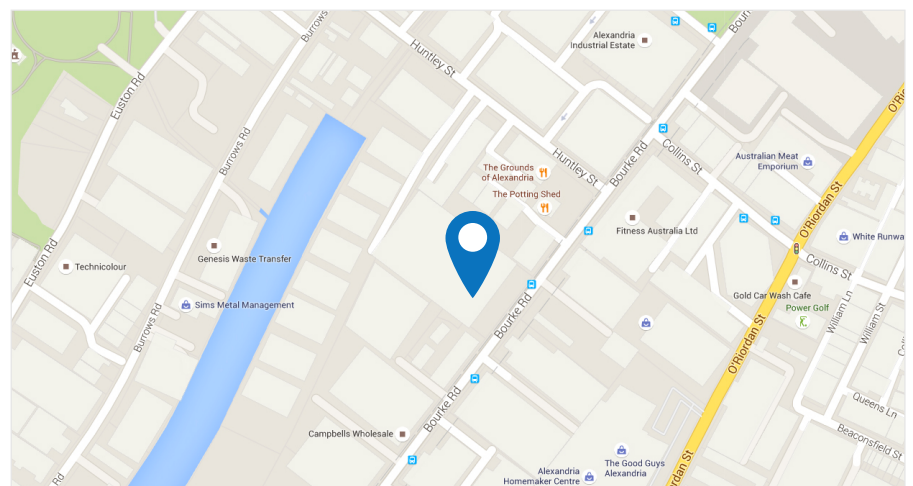


Location: 47 Bourke Road
Alexandria Sydney
NSW 2015
Australia

From Airports: 5.9 km from Sydney
International Airport
(SYD)

Equinix has won Australian data centre of the year award twice. Equinix SY3 in Sydney is strategically located near the CBD and access to all the underwater international cables as they enter Australia which gives it the best balance of international and domestic connectivity. Backed by state-of-the-art security, network connectivity and redundant power, Equinix is the ideal location for your collocated equipment. Servers Australia has secured a private suite, only our customers have access to Servers Australia's racks. The suite is secured by a biometric scanner and is actively monitored internally for camera motion, door status (open/closed) as well as temperature and humidity.

- N+1 Power, A+B power feeds, 6 x 2.275 MVA diesel generators
- 2 x 3.7 MWr + 2 x 600kW (N+1) water cooled centrifugal chillers
- 24/7 manned security, access control lists, biometric readers
- Abundant parking available
- Covered under their ISO27001:2005 certification.



Global Switch



Location: 400 Harris Street
Ultimo
Sydney NSW 2007
Australia

From Airports: 10km from Sydney
Airport (SYD)

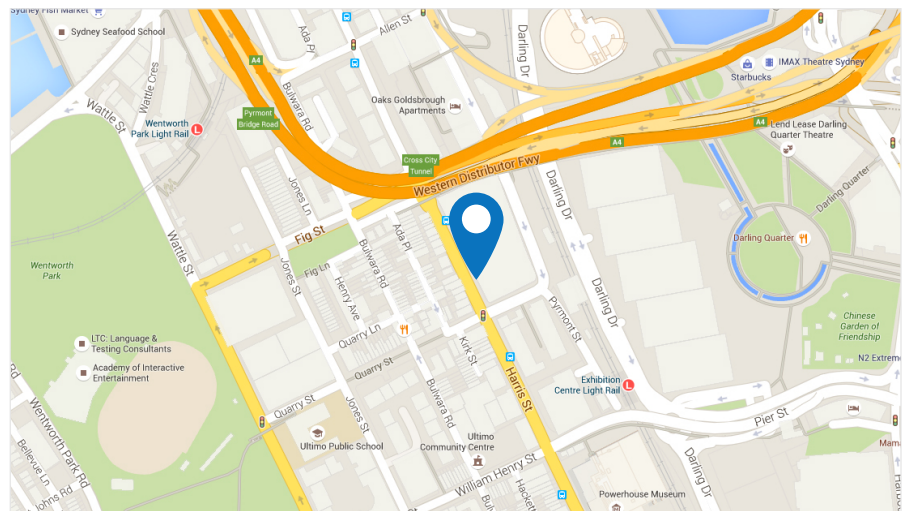
Location

Orientation: 1.5km from
Central Business
District

Loading Dock: Available for main
deliveries

The Global Switch data centre is located in Ultimo, just outside of the CBD of Sydney. It is considered one of the highest quality data centres in the state, so much so that both government and corporate host their equipment there. Backed by state of the art security, redundant power and cooling Global Switch is ideal for all of your mission critical colocation needs.

- Minimum N+1 resilience on chilled water cooling system
- 34MW of power to the data centre
- Electricity supplied from separate zones on the electricity grid
- On-site diesel tanks (6 x 60,000 litres)
- 24 hours at full capacity with 24x7 fuel delivery
- Diverse A+B+R supply, distributed via 11kV rings within the data centre
- 6+1 4.5MW water cooled chillers
- Inergen gas suppression system in an N+N arrangement
- 2x diverse 20MVA feeds feeding from the National Grid



Equinix ME1



Location 600 Lorimer Street
Port Melbourne
Victoria 3207
Australia

Equinix ME1 is Melbourne's newest data centre. Situated just 10 minutes from the Melbourne CBD, and 5 minutes down the same road to NextDC M1. It is one of Melbourne's safest data centres with security onsite 24 hours a day and at least 4 security points to get in.

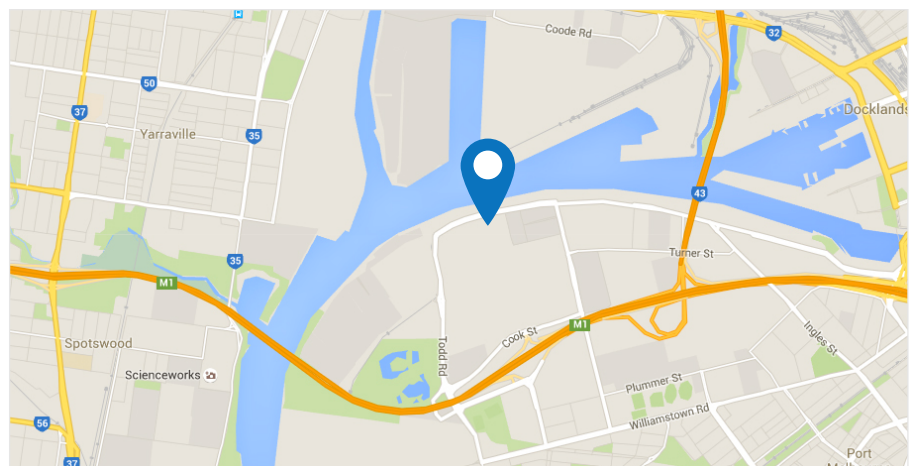
From Airports 27 km from
Melbourne
International
Airport (MEL)

- Enough fuel on site to provide 24 to 48 hours of emergency power using backup generators
- 24x7x365 Security
- Designed power capacity is 3.5kVA per cabinet space
- 30 car park spaces available onsite
- The data hall walls are constructed with Kingspan wall panels
- The main data hall building is a steel framed, metal roof structure with pre-cast concrete walls
- At least 4 security points to access a customer area or cage including ID verification, biometric scanners and smart card readers

Location Orientation 2.5 km from
Central Business
District

Parking Yes

Loading Dock Yes



M1 - NextDC



Location: 826-830 Lorimer Street
Port Melbourne
Victoria 3207
Australia

M1 - NEXTDC's Melbourne data centre is the largest independent data centre in Victoria. M1's uninterruptible power supply system utilises a state-of-the-art electrical distribution scheme known as Isolated Parallel Bus (IP-Bus); a world-leading design in terms of energy-efficiency and the first of its kind to be supplied to the Asia Pacific market.

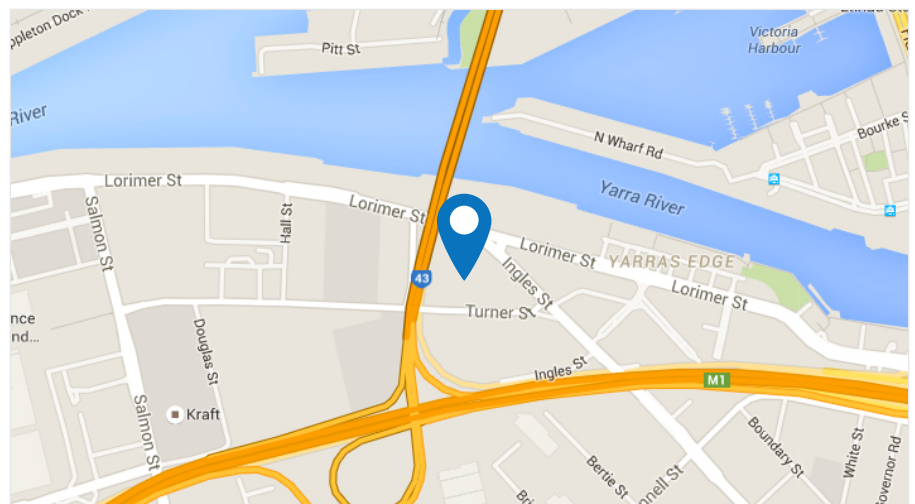
From Airports: 27 km from Melbourne International Airport (MEL)

- 17,500m² facility with 6,000m² technical space
- Rack capacity 3,000
- 12MW ICT load
- Minimum N+1 redundancy on power supply
- Target PUE is 1.4 at peak load
- Multiple power distribution units (PDUs) with minimum N + N redundancy
- N+1 high efficiency water-cooled chillers, cooling towers and pumps
- Dual and triple factor encrypted challenge and authentication systems

Location Orientation: 2.5 km from Central Business District

Parking: Yes

Loading Dock: Yes



NextDC B1



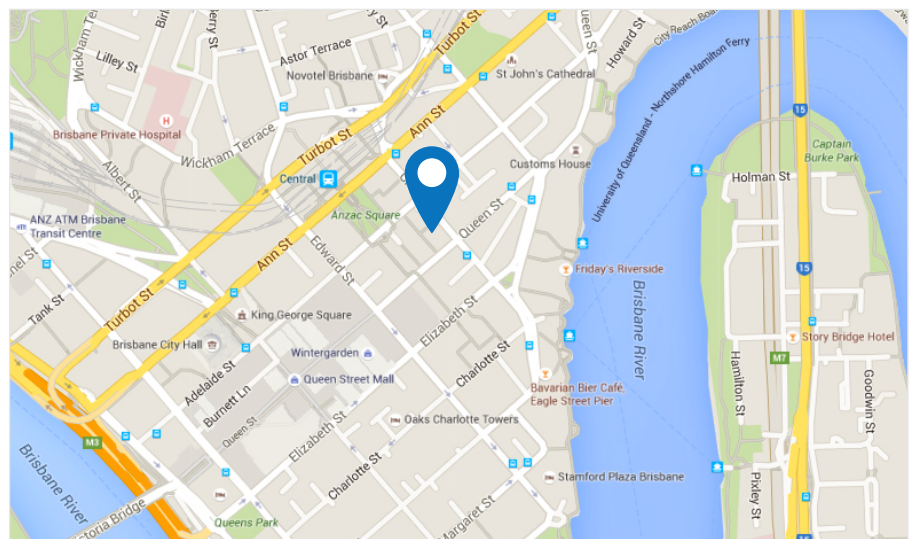
Location: 4/88 Creek Street
Brisbane
QLD 4000
Australia

From Airports: 14.8km from
Brisbane Airport

Location Orientation: 1.6 miles (2.5 km)
from Central
Business District

B1 - NEXTDC's Brisbane data centre is Queensland's most fibre-connected commercial data centre, benefiting from the diverse fibre-network infrastructure in the Brisbane CBD. It offers superior physical security and connectivity, energy efficient cooling and high-density power.

- Tier 3 data centre
- Located in the heart of Brisbane's CBD, close to all major road networks and public transport links
- On-demand monitoring and remote controls
- 24/7 on site security personnel
- Biometric fingerprint security for data centre access
- Certified to ISO 9001:2008 for the design, development and provision of secured data centre infrastructure and associated service
- Dual and triple factor encrypted challenge and authentication systems



VOCUS Perth iX

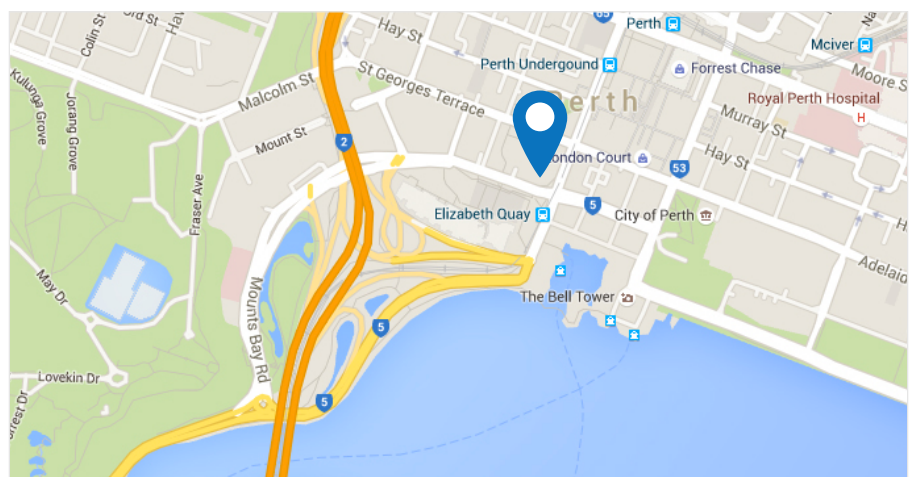
Location: 1 William Street
Perth WA 6600
Australia

From Airports: 12km from
Perth Airport

Location Orientation: located in
Central Business
District

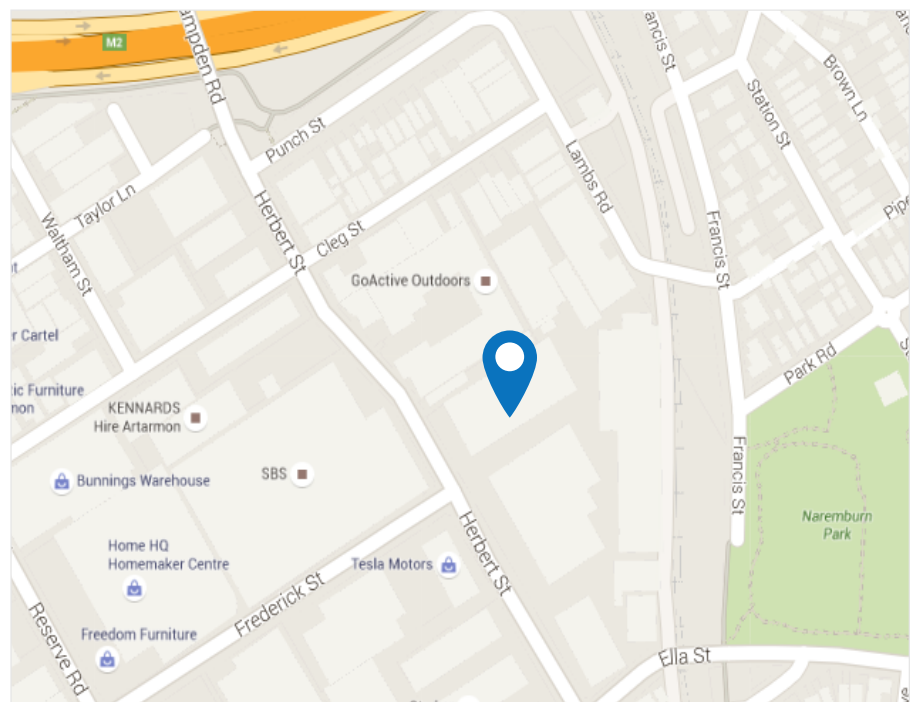
The VOCUS Perth facility is equipped with the latest from Cisco, Lucent and Dell - not to mention the triple redundant power systems and security including, biometric readers, proximity cards and motion sensitive image recording system. The site has 24/7 management 365 days a year, allowing round-the-clock remote and physical access.

- 17,500m² facility with 6,000m² technical space
- Rack capacity 3,000
- 12MW ICT load
- Minimum N+1 redundancy on power supply
- Target PUE is 1.4 at peak load
- Multiple power distribution units (PDUs) with minimum N + N redundancy
- N+1 high efficiency water-cooled chillers, cooling towers and pumps
- Dual and triple factor encrypted challenge and authentication systems



Syncom SYD

- Location:** Unit 17 39 Herbert St St Leonards NSW 2065 Australia
- From Airports:** 20km from Sydney airport
- Location Orientation:** Located on Sydneys North Shore
- Syncom SYD is located in St Leonards Sydney, previously owned by Datacom as a Disaster Recovery site. In 2015 it was renovated and upgraded to meet Tier 3 design standards including the raised floor, cooling plant equipment, new Schneider UPS units, upgrades to all electrical pathways, and security upgrades. The facility has extremely stable and clean power, powered by a dedicated 1MW feed direct from a transformer on the same grid as Royal North Shore Hospital.
- Acquired by Servers Australia in early 2016, this dedicated colocation facility provides space from 1RU to full rack colocation.



SYNCOM BNE



Location: 14 Finchley St
Milton, QLD 4064
Australia

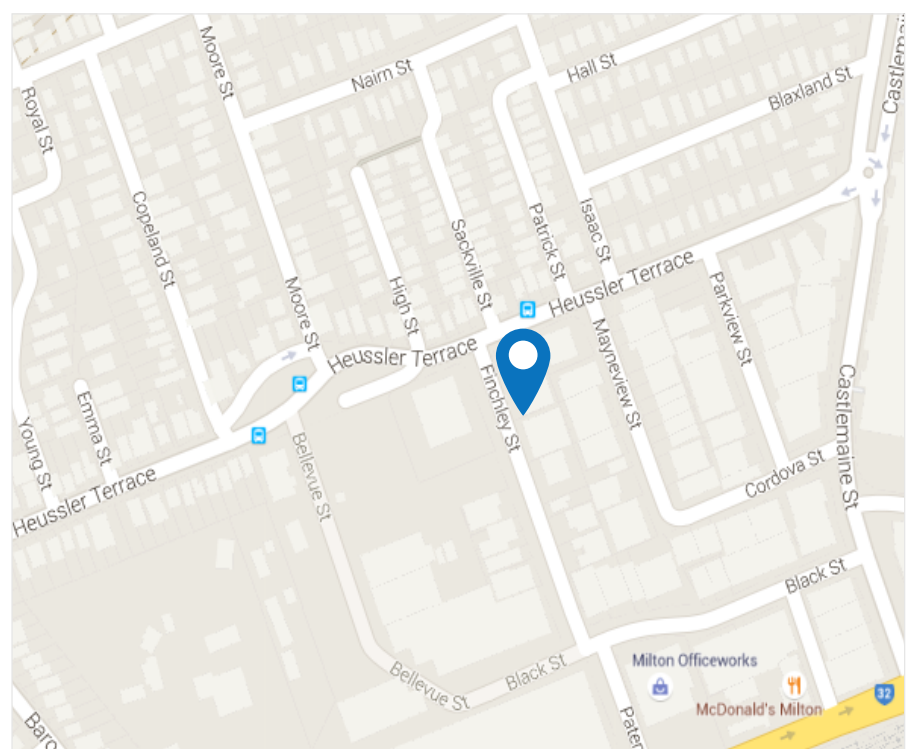
From Airports: 15 minutes from
BNE Airport

Location

Orientation: located 2km from
Central Business
District

Syncom's BNE Data Centre was established in 2010 and is strategically located close to the CBD and outside of all flood zones. It was one of the few data centres not impacted by natural disasters like the 2010 Brisbane floods. BNE features both dark fibre and AirFibre to ensure that any future floods do not impact the facility.

Acquired by Servers Australia in early 2016, this dedicated colocation facility provides space from 1RU to full rack colocation.



Access to the Data Centre

All colocation customers must complete an online induction prior to being given access to any data centre. There are three different types of colocation access that are applied to our colocation plans, and this depends on the location your equipment is hosted in.

What are the different types of access available?

Emergency/Occasional Access:

To be granted Emergency/Occasional access you must submit a ticket to noc@serversaustralia.com.au and then call the Network Operations Centre on 1800 248 478 if deemed an urgent visit. Emergency/occasional access is only for customers who do not have 24x7 access. This form of access is granted at Servers Australia's discretion. If you require any visitors to access the facility that have not been added to the access list, you MUST give Servers Australia 48 hours prior notice via the Network Operations Centre.

Full Time Access:

Full time access is provided to customers who are purchasing more than 10RU. In some circumstances, we will provide full time access to customers with under 10RU, but this is up to Servers Australia's discretion and dependent on location. If you require any visitors to access the facility that have not been added to the access list, you MUST give Servers Australia 48 hours prior notice via the Network Operations Centre.

Smart Hands Only:

Some of our data centre locations do not allow emergency/occasional access, and instead have smart hand services to assist in situations if you require maintenance on your equipment.

Colocation Add ons

Private WANs

A managed MPLS connects your remote offices or employees to a centralized server via secure and private connections over DSL, NBN, EFM and other kinds of connections. Once connected you can create a LAN or WAN. All your offices will then act as they are in the same office in the same location on a LAN, all secure and protected.

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

IP Transit

All of our locations are interlinked via dark fibre or backhaul, allowing us to run a completely redundant and auto fail over MPLS network between all locations and states in Australia. You'll be getting one of the best IP transit you can find in Australia for a price that can't be ignored.

Price: see price list page 11

Peering

Servers Australia has an extensive peering network, customers can purchase either 1Gbps or 10Gbps ports that will provide faster access to any of our peering partners. The advantage of peering is the port fee is cheaper than communicating with these peers over the public internet and communication with them has both lower latency and much fewer hops.

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

Backups

Get protected against data loss and corruption with Backups. You can choose to schedule your backups to run once a day up to once every 15mins. Unlike other backup software, R1Soft does not impact performance to run. You can have your entire system backed up with a bare metal server backup or choose to just backup certain files and folders. Find out more in our backup section.

Price: See Backup page 17-18

Disaster Recovery Solutions

With our disaster recovery services, if your server fails we can have you back up in minutes with no loss of data. We have a range of options available, including site to data centre, data centre to site, and data centre to data centre. Find out more on our DR Solutions page.

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

Firewalls

Adding a dedicated firewall to your service can greatly decrease the chances of unwanted attackers gaining access to your systems, these firewalls sit in front of your servers and pass clean traffic to your server and block all bad traffic or ports that you do not wish to have open. Firewalls can also be used for encrypting any data sent and received via VPN tunnels.

Price: \$120 per month

IPs

You can purchase 5 additional IPs without approval. You can request to purchase up to 250 IPs, and will require approval.

Price: \$5.50 per IP

Power allocation

We can assign your rack with additional power up to 40kW.

Price: \$550 per kW

PDU ports

We can assign you up to 40 PDU ports, depending on how many rack units or full racks you have.

Price: \$22 per PDU port

Internet hand offs

Internet Uplinks

We can provide you with the connections to our network. You can also have additional internet uplinks for redundancy.

- 1GB ethernet
- 1GB fibre
- 10GB fibre
- Port channels

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

Cross Connects

Cross connects allow you to connect into other transit providers. These can be added to your server at any time.

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

Smart hands

Smart hands are available during business hours and also after hours at all data centres we offer colocation in.

Price: Starting from \$33/15 minutes (Dependant on data centre)

Data packs

Most colocation packages come with an included amount of data allowed per month. However if you know you're going to be using more, you can pre-purchase data packs to save on overage fees. Our data prices are exceptionally good value, as low as

Price: 6.30c per GB.

Data pack	Price
100GB	\$10 (10c per GB)
1000GB (about 1TB)	\$90 (9c per GB)
5000GB (about 5TB)	\$338 (6.7c per GB)
100000 (about 10TB)	\$630 (6.30c per GB)

Misc. hardware (e.g cables)

Need something? We stock power cables, fibre cables, network cables and much more.

Price: Depends on your situation, best to call sales on 1300 788 862 to discuss your needs.

IP Transit

This service is engineered to have the best BGP you can get in Australia for this price. You'll get best route, low latency and high uptime. Here is our [AS45671](#) please take a look and you'll see what we mean.

You can add us as a backup to your existing transit or we can be your primary transit. You can get handoffs in most data centres in Australia (14 locations Equinix (Sy1, SY2, Sy3, Sy4, ME1) Syncom (SYD, BNE), NextDC (B1, M1) ServersAustralia DC, VOCUS (Perth iX, Doody St) and Global Switch Sydney and 2 in Auckland NZ (Vocus Auckland and The Datacentre Auckland).

Why choose transit from us?

Due to our large buying power we're able to pass on these low prices to you. Our network is also one of the largest private networks in Australia spanning (11) locations around Australia and 2 in New Zealand. The network is made up of Cisco, Extreme Networks and Brocade network equipment. All facilities are inter linked via dark fibre or backhaul, allowing us to run a completely redundant and auto fail over MPLS network between all locations and states in Australia. You'll be getting one of the best IP transit you can find in Australia for a price that can't be ignored.

Benefits:



Multihomed - Redundant



Cost Savings - Leverage our buying power



Fast - Low latency, fast throughput, best routing.



DDoS Protection - Protected by Black Lotus

Transit

Black lotus
Equinix
Vocus

Peering

Waia all locations
Megaport all locations bar Perth
Pipe
Equinix IX

Fibre

Superloop
Vocus
Equinix
Telstra
Optus

Backhaul

Vocus
Megaport

Bilateral peerings

Apple
Google
Facebook
Akamai
Cloud flare

DC providers

Vocus
Equinix
Simtronic
Servers Australia
NextDC
Global Switch
Syncom

Features	Description
Standard Service Rates (Speeds)	1Mb/s to 20Mb/s in increments of 1Mb/s, 20Mb/s to 500Mb/s in increments of 1Mb/s, 500Mb/s to 2000Mb/s in increments of 1Mb/s,
No Data Volume Or Usage Limits	You can use as much as you want, there is no limit.
Coverage	Servers Australia on-net Data Centres
Physical Interface	1G Copper or 10G fibre
Frame Size	1500 octets
Internet Protocol	IPv4 + IPv6 supported
IP Address Options	/31 or /30 IP address range provided (/31 default) Customer owned IP addressing (min /24 subnet required for routing)
IP Routing	Static or BGP4 routing available according to requirements Servers Australia BGP AS# is 45671
Technical Support	Direct access to Servers Australia's 24x7 Service Management Centre help desk (ph: 1800 248 478)
Upstream Redundancy	Upstream redundancy is provided by redundant upstream connections and border routers running BGP in Sydney, Melbourne, Brisbane, Perth and Auckland
Core Protection	MPLS path protection is provided with typically 25ms protection time
Availability	100% (measured monthly) on services delivered on Servers Australia SLA
Round Trip Time - Latency	Target: 95% better than 50ms for national traffic
Packet Loss	Target packet loss of less than 0.2% (measured monthly)
Shadow Port	Available as a backup to a primary service

Pricing	
1Mbps to 2000Mbps	\$22 per Mbps
2000Mbps+	POA

Our Network

Our network is one of the largest private networks in Australia spanning (14) locations around Australia. The network is made up of Cisco, Extreme Networks and Brocade network equipment. All facilities are inter linked via dark fibre or backhaul, allowing us to run a completely redundant and auto fail over MPLS network between all locations and states in Australia.

We currently peer with all major peering providers as well interconnecting to all major Carriers in Australia for your server connectivity to the world. Below is the list of peers.

Transit

- Black lotus
- Equinix
- Vocus

Peering

- Waia all locations
- Megaport all locations bar Perth
- Pipe
- Equinix IX

Backhaul

- Vocus
- Megaport

Fibre

- Superloop
- Vocus
- Equinix
- Telstra
- Optus

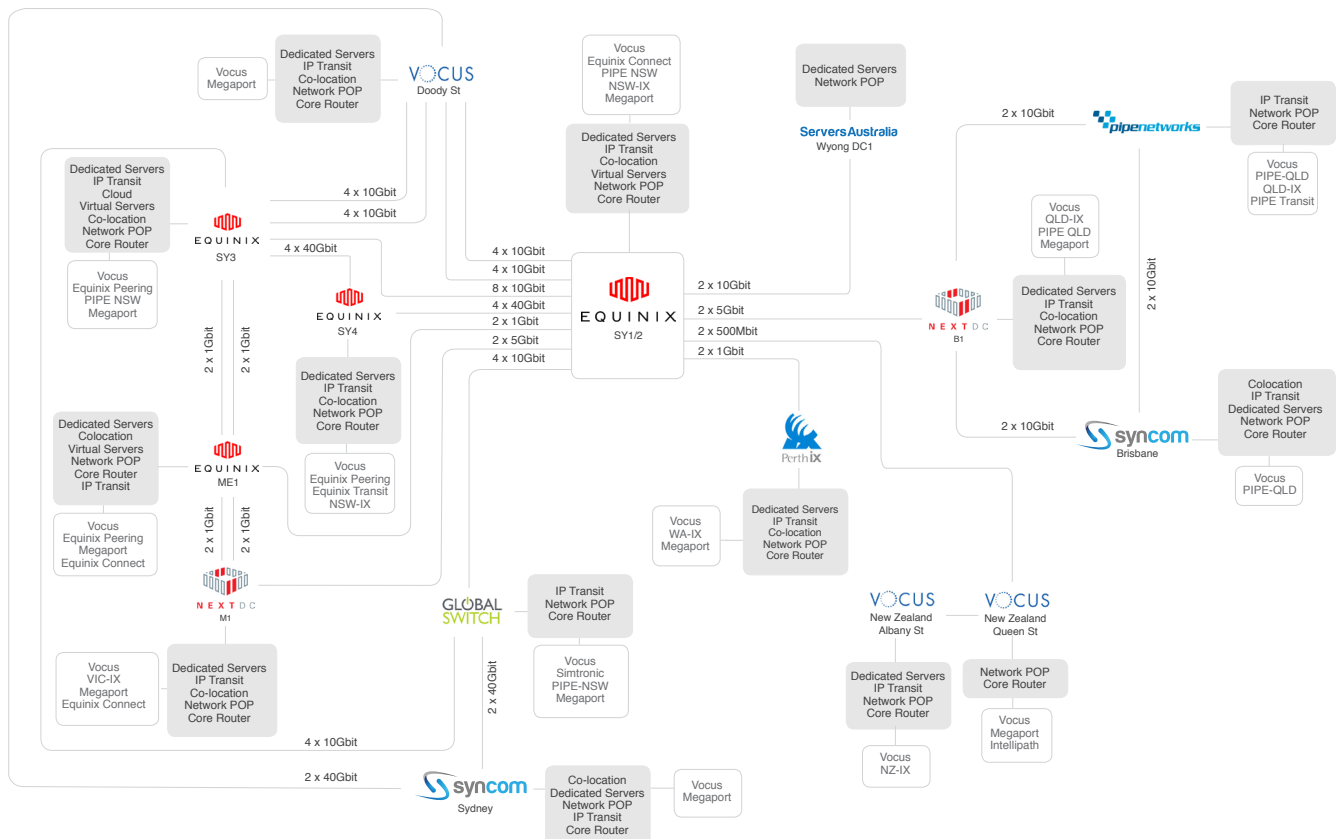
Bilateral Peerings

- Apple
- Google
- Facebook
- Akamai
- Cloud flare

DC providers

- Vocus
- Equinix
- Simtronic
- Servers Australia
- NextDC
- Global Switch
- Syncom

Network Map



Our Security

Physical Security

Tier 3 Data Centres

- We have private suites - This means that only Servers Australia staff has access, or if you're a colocation customer with a private cage only you will have access.
- All data centres are fitted with a biometric security system, an additional method to protect hardware from outside intruders.
- All data centres are manned 24/7.

We video monitor all our racks both via the data centre video monitoring and our own video monitoring which is streamed to our NOC.

Network Security

Black Lotus DDoS Protection (Included)

DDoS protection - Servers Australia uses a range of different tools to not only protect your server against Distributed Denial of Service attacks, but also to protect our core network and infrastructure against malicious traffic. Upon detection of a DDoS attack, we will send your traffic to our scrubbing centres and bring back the clean traffic, always keeping your server online even during a large scale attack.

Dedicated Firewalls/VPN Tunnels (Optional)

Adding a dedicated firewall to your service can greatly decrease the chances of unwanted attackers gaining access to your systems, these firewalls sit in front of your servers and pass clean traffic to your server and block all bad traffic or ports that you do not wish to have open.

We can offer you a private network with full support for VPN tunnels including IPSec, L2TP, OpenVPN & other legacy VPN Protocols.

Private Networks (Optional)

We can do dedicated point to point links from site to data centre which runs on private IP that is not live to the public internet. We can use technology such as ADSL, fibre, ethernet services and NBN to deliver this.

Software/Application Security

Vulnerability Scans/ Penetration Testing (Optional)

Scheduled Vulnerability Scans allowing easier PCI Compliance with detailed developer reports. This trawls through your website code to identify security issues.

Cloud Linux With CageFS

If you run multiple cPanel accounts on your server, CloudLinux with CageFS is a great technology to ensure that the files are kept virtualised on separate systems. This means if one customer is compromised, your other accounts will be protected.

CloudLinux on it's own, also allows you to lock an individual user's resources to a specified limit. This is extremely good to ensure that one account doesn't exhaust all available resources on the server.

Config Exploit Scanner

The active scanning of files can help prevent exploitation of an account by malware by deleting or moving suspicious files to quarantine before they become active. It can also prevent the uploading of PHP and perl shell scripts, commonly used to launch more malicious attacks and for sending spam.

Enterprise Level Anti-Virus (Optional)

We can provide enterprise level anti-virus protection for your service.

Disaster Recovery As A Service

If you were to lose your servers and the data on them how quickly could you get them back and be back in business? With our disaster recovery services we can have you back up in minutes with no loss of data. It all depends on what you want and your business continuity plan. Your options range from instantaneous recovery and failover to anything you decide.

If you are unsure what is best we can also advise you on your options so you can make the decision that makes the most sense for you.

What Is Disaster Recovery?

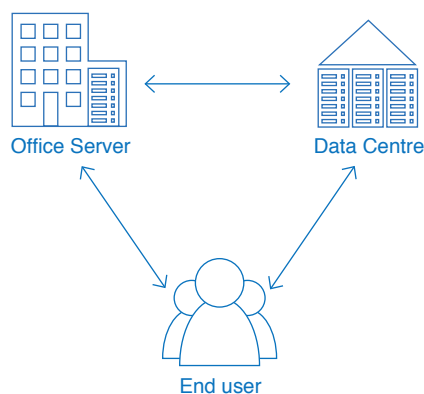
Disaster Recovery allows you to keep a replication of your server separate to your live server. This means that if your live server was to ever fail, we could quickly get your backup server live, usually within minutes, completely automated. This is a much higher level of security and a lot faster than restoring backups and is important for businesses who can't afford to be down for hours or days if something was to fail on their server.

Solutions

Here are some common solutions:

Your Office To A Data Centre (Site To Data Centre)

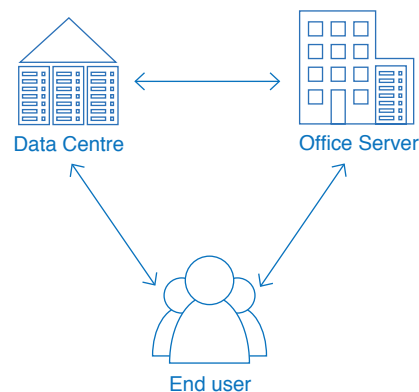
You have a server in your office and it's backed up to a secure data centre. An entire solution can be provided including the connections to back up to the server, the servers themselves and all other required elements to make this complete.



End user backs up to Office Server → Office Server backs up to Data Centre.
Both are accessible to the end user.

The Data Centre To Your Office (Data Centre To Site)

You have a server in a data centre but you want to have a local backup of it. So if your connection to the data centre went down or your data centre wasn't available everyone could still continue to work. This can be setup to backup instantly, every 15mins or any other time you would prefer. An entire solution can be provided including the connections (NBN, DSL, EFM, Fibre, Wireless) to your office and any other required elements.

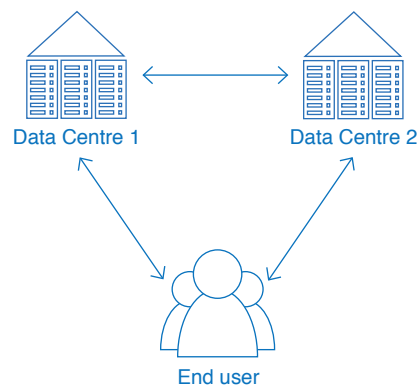


End user backs up to Data Centre → Data Centre backs up to Office Server.
Both are accessible to the end user.

From One Data Centre To Another Data Centre (Data Centre To Data Centre)

If for whatever reason the primary data centre were to go down, you would still be on the internet at the second data centre and still be available.

In a Data Centre to Data Centre disaster recovery scenario, utilising replication available to hypervisor's, we can have a recently replicated copy ready and available on a backup server, in a data centre of your choosing. To bring this online, and active, is as simple as booting the machine if your main server is unrecoverable, and you can be back online within minutes.



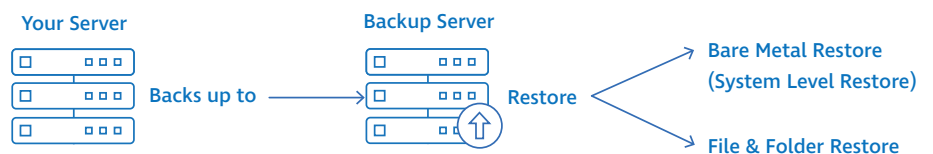
End user backs up to Data Centre 1 → Data Centre 1 backs up to Data Centre 2.
Both are accessible to the end user.

Get Protected Against Data Loss And Corruption With Backups

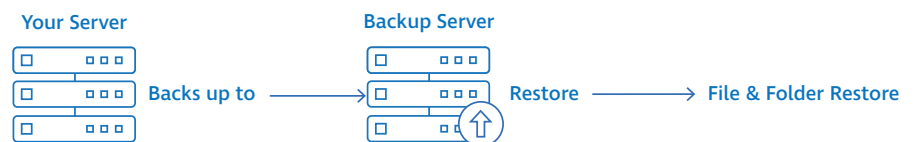
Your data is always protected with R1Soft backups. Once you setup R1Soft backups, you'll never have to touch it again and it'll keep you backed up. You can choose to schedule your backups to run once a day, once every 15 minutes or just about anywhere in between. Unlike other backup software, R1Soft does not impact performance when running. You can have your entire system backed up with a bare metal server backup or choose to just backup certain files and folders. To save space, backups are incremental so only files which have changed are backed up. By default we set 10 recovery points, which means you'll have the last 10 backups to choose to restore from.

How It Works

You simply choose how often you want your backups to run, from once a day up to once every 15mins. Then choose the amount of space you need and that's it. We set everything else up for you.



If you choose a bare metal restore, you can also backup files and folders.



If you choose files and folders, you can only back up that.

How Much Does It Cost?

You pay for the backup frequency and the amount of storage you use. So for example, you want it to backup once every 12 hours and you'll need 50GB, it'll cost \$15 per month for the 12 hour backups and \$30 for the 50GB of backup space. So in total it would cost \$45 (ex. GST) per month.

Product	Price	Price Per GB
R1 Soft License	\$7.60	
24 Hour Data Replication	FREE	
12 Hour Data Replication	\$15.00	
6 Hour Data Replication	\$30.00	
3 Hour Data Replication	\$60.00	
1 Hour Data Replication	\$90.00	
30 Minute Data Replication	\$120.00	
15 Minute Data Replication	\$150.00	
1000GB Data Pack	\$200.00	\$0.20
500GB Data Pack	\$150.00	\$0.30
200GB Data Pack	\$100.00	\$0.50
100GB Data Pack	\$60.00	\$0.60
50GB Data Pack	\$30.00	\$0.60
1GB Data Pack	\$1.00	\$1.00
Dedicated 1TB Backup Server	\$299.00	\$0.29
Dedicated 2TB Backup Server	\$349.00	\$0.17
Dedicated 3TB Backup Server	\$399.00	\$0.13
Dedicated 4TB Backup Server	\$449.00	\$0.11

Additional Information

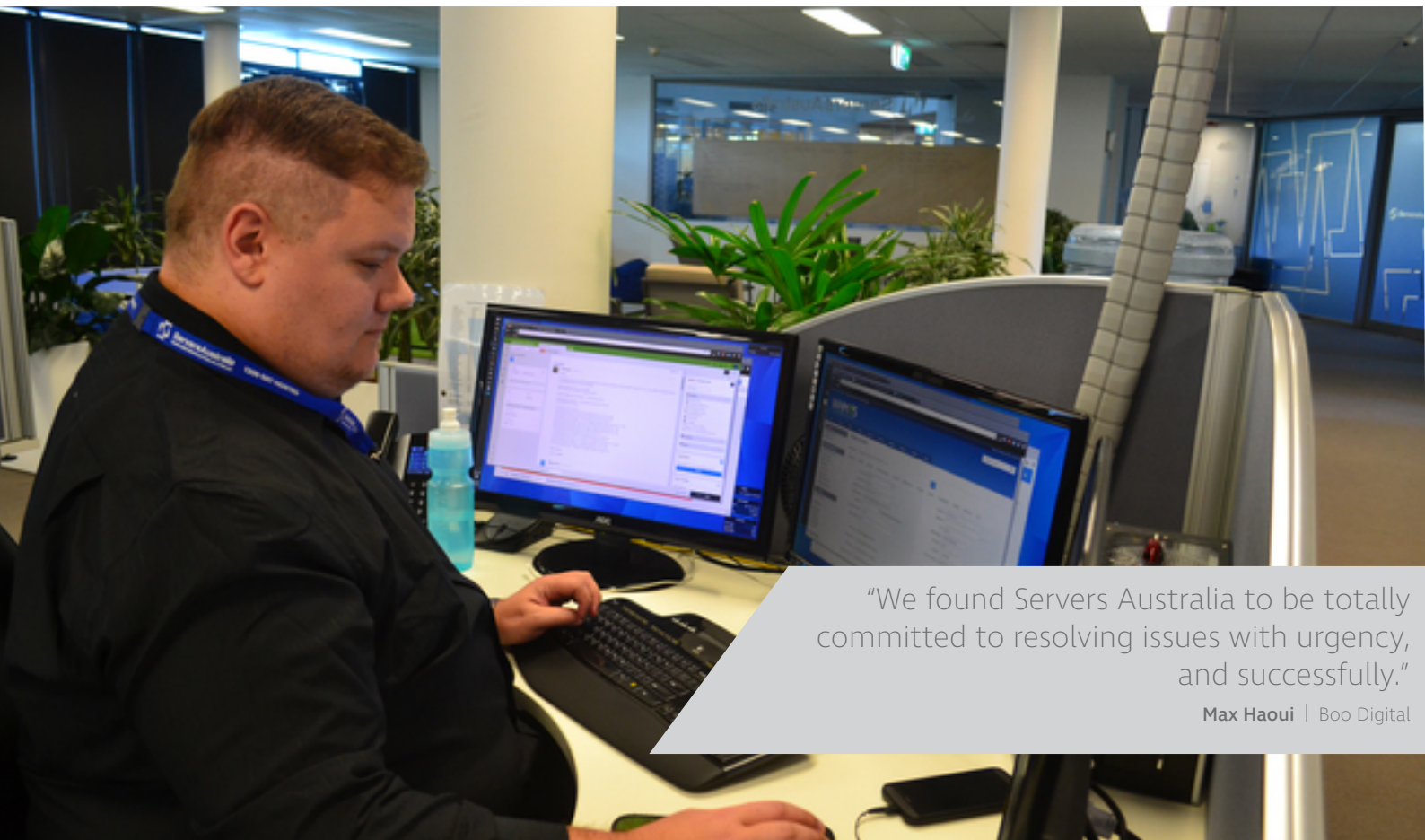
You can choose to just have your MySQL database backed up, or just a certain drive. Just talk to us about what you need backed up and we can help you get it backed up.

Support

Our Australian based support team supports our customers 24 hours a day, 7 days a week. Our support team gives you access to expert network engineers, system engineers and programmers proactively looking out for your business needs. Each team member has on average 7 years experience in the hosting and IT industry so when you speak with someone, you will get your issue resolved quickly and efficiently.

We've been in business for over 10 years so we've grown with this industry, not just entered it. After 10 years of being a hosting provider and figuring out what works best for our customers, we have simplified our support process. When you call for help, you will speak directly with a level 2 support person and they will help you immediately over the phone if they can. If they require more time, they will create a ticket. With each update of the ticket you are notified via email, so you always know where we are at in resolving your issues.

You have 4 options for support with us. You can do it by email, via live chat, by calling us or submitting a help request via the management portal.



"We found Servers Australia to be totally committed to resolving issues with urgency, and successfully."

Max Haoui | Boo Digital

Direct Email Or Via Online Portal

You can email us 24/7 and we offer a 30 minute initial ticket response time guarantee. This means that when you log a ticket via our online portal or through email, we will respond to your issue within 30 minutes, guaranteed.

Live Chat

You can start a live chat 24/7 and you'll be connected with an Australian Support member.

Phone

You can call us 24/7, 365 days per year and be connected with an Australian Support member.

The Process

Depending on how long the issue will take and who is required a ticket may be created on your behalf to track the issue. You can view all tickets related to your company via the MySAU portal.

Support Hours

Servers Australia support hours are 24/7, 365 days per year.

Additional Charges

For self managed customers, it is \$33 per 15 minutes for support. If you have initial issues during migration or when first joining Servers Australia, we are happy to assist them free of charge.

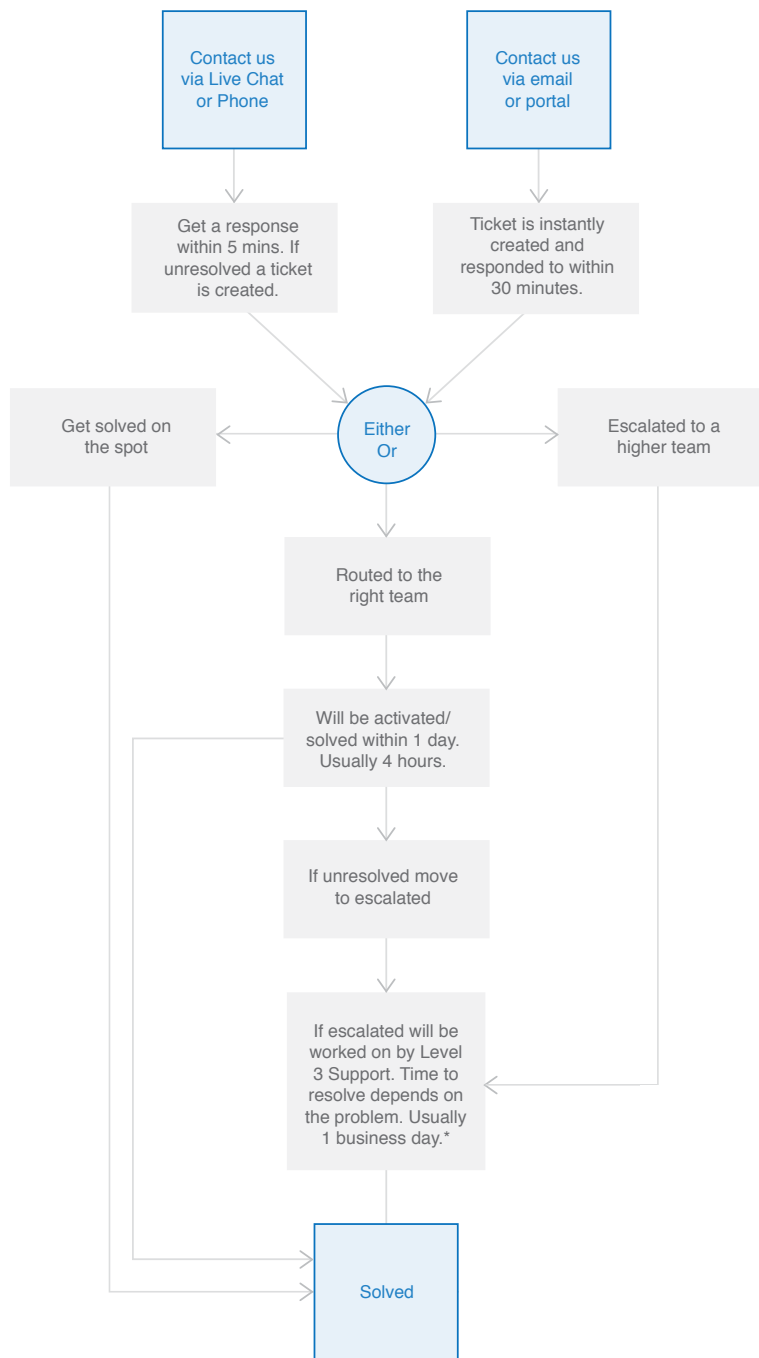
Support Escalation Process

If you have an issue that is not able to be resolved with the level 1 or 2 support team within 4 hours, your ticket will be escalated to Level 3 support, where it will be given priority to be solved within one business day.

This escalation process applies 24 hours a day, 7 days a week. At all times your ticket response SLA remains at 30 minutes, regardless of the time of day and your mode of contact (via phone, email, portal ticket submission or live chat).

When We Receive Your Request

Your support request when received will be read and directed to the appropriate team that is best suited to the issue that you are facing, and this is so we can solve your issue as fast as possible. We will always keep you up to date with where your ticket is sitting, whether it is being worked on or requires escalation, with an estimated time of resolution whenever possible.



*Usually resolved within one ticket by our higher level staff.

SLA (Service Level Agreement)

We offer SLA's for the following:

- 30 minute ticket response time guarantee
- 30 minute hardware replacement guarantee
- 100% Network uptime guarantee

Ticket Response Time

Servers Australia's customers are covered by our thirty minute initial ticket response time guarantee. This means that when you log a ticket via our online portal, we will respond to your issue within 30 minutes, guaranteed.

Hardware Replacement

Servers Australia guarantees that in the event of a dedicated server hardware failure, the faulty hardware will be replaced within 30 minutes of identifying the problem.

Network SLA

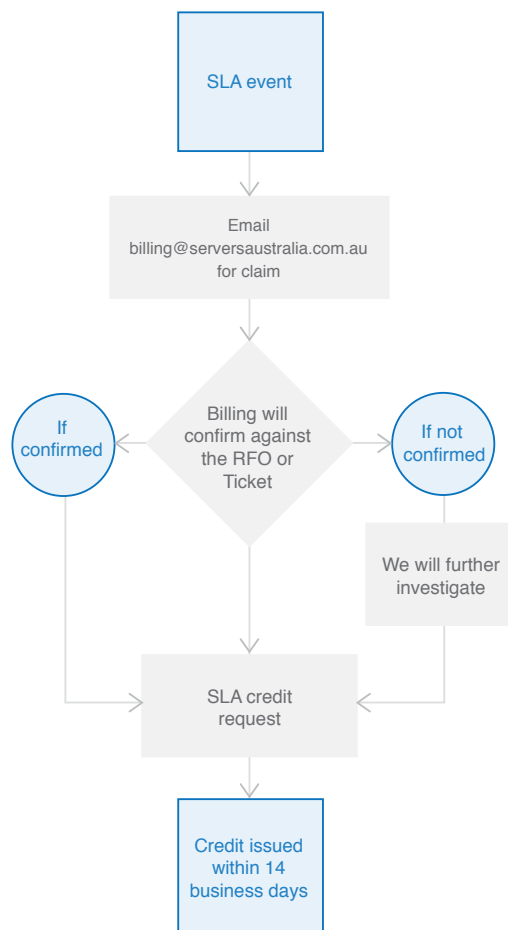
In the occurrence of an outage you can request an RFO by emailing noc@serversaustralia.com.au. Within 7 days an RFO will be issued and we will email this to you.

Requesting An SLA Credit

To request an SLA Credit you must email your request to billing@serversaustralia.com.au. The following flowchart explains the process.

It is important to note that if your SLA credit request is approved it will take from 1-2 weeks for the credit to be applied to your account.

Sometimes there may be a discrepancy between your reports and ours. In this case we will create an email ticket for investigation to determine the reason for the discrepancy.





Why do Australia's largest organisations – including **government, large enterprise, retail and gaming** – choose us as their trusted provider?

Our People: Experts In The Field

When you become our customer, you gain access to our team of specialists in a range of roles that will provide you with the highest possible level of service and support. From network operators to web developers, system administrators, network and system engineers, programmers, data centre technicians and technical support specialists, qualified professionals are ready to assist you.

Whatever your hosting needs, we have the specialists to get the job done right the first time. When you work with our team, you'll benefit from innovative customer solutions, clear and concise pricing that provides you with maximum value, and custom-tailored solutions.

By Choosing Servers Australia, You Can Count On:

- 24-hour online support year-round.
- Australian Phone Support available 24/7, 365 days per year
- 100% uptime SLA
- Guaranteed 30-minute response time for technical support.
- A 30-minute hardware replacement guarantee.
- Quality technical advice
- Best value in the market
- Servers Australia is proud to support our community through sponsorships and fundraising.

Recognition For Our Contributions To The Community Includes:

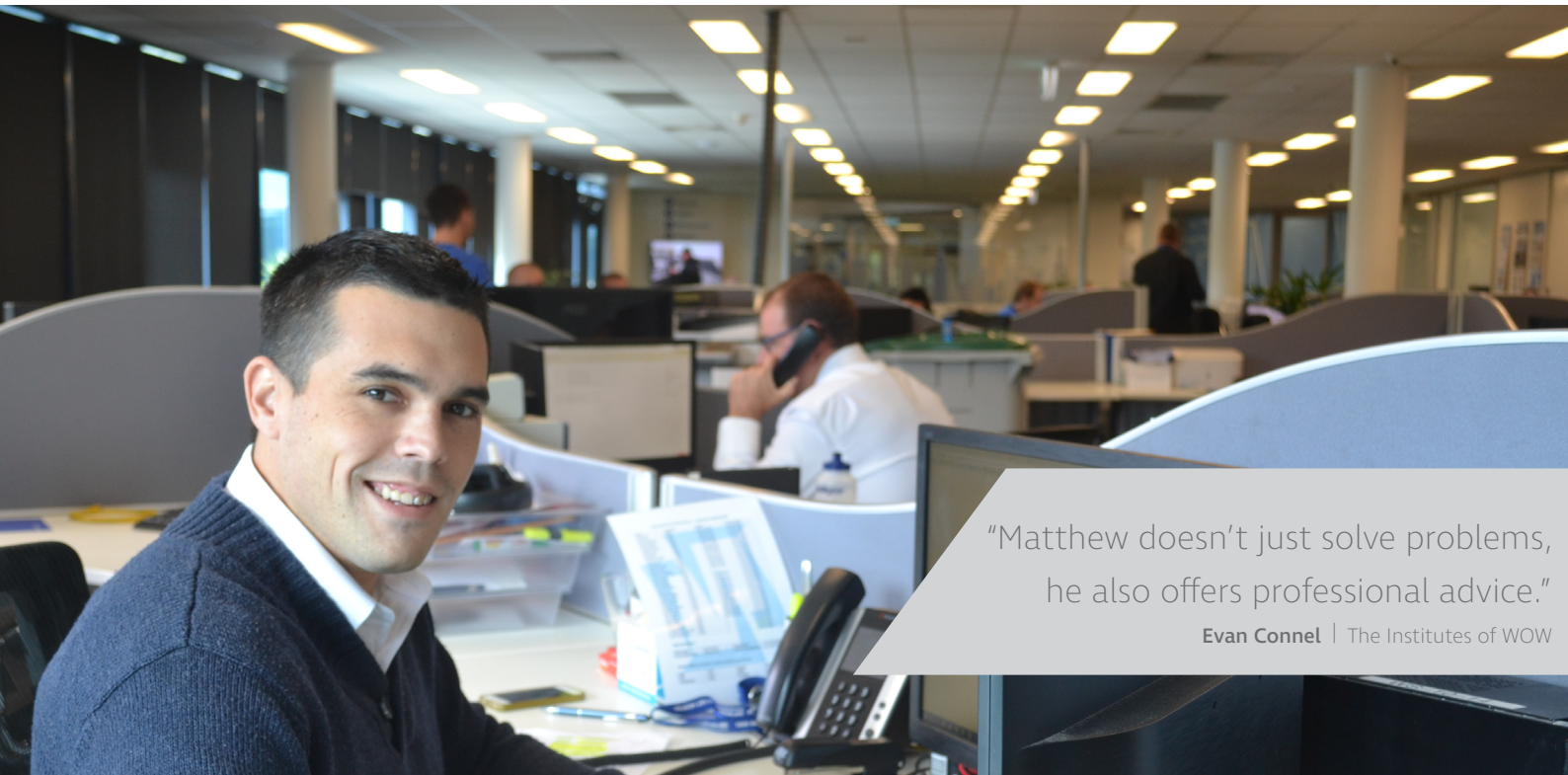
- Central Coast Excellence in Business Award.
- CEO Jared Hirst, Young Entrepreneur Award for the Central Coast.
- Central Coast Business of the Year award, 2014.
- Finalist, NSW Business Chamber Awards, 2014.
- Central Coast Excellence in Innovation Award 2015.
- Finalist, NSW Business Chamber Awards, 2015.



Our Technology: Eclipsing The Competition

Choose from 14 locations across Australia, the largest private network in Australia. You can choose where to host, with Tier 3 Enterprise level Data Centres located in Sydney, Melbourne, Perth, Brisbane and Auckland. Whether you need dedicated servers, virtual servers, colocation, web hosting, wholesale or cloud services, you'll benefit from the fastest and best range of locations in Australia.

You can leverage our large buying power to have a highly secure, flexible infrastructure for all of your IT and communications needs, without the overhead of installing and maintaining on-site equipment. Our intuitive customer portal gives you a high level of control and the flexibility to make changes to your account settings, services and products. Support with us is easy to get, fast to action and reliable to solve.



"Matthew doesn't just solve problems, he also offers professional advice."

Evan Connel | The Institutes of WOW

Account Management

While our team of account managers are always available to reach out to, if you have signed up for one of our premium or above server management plans, you have a dedicated Account Manager who checks in periodically to review your current systems and services and ensure that all your business needs are being met.

What Is Account Management?

Account management provides you with a single point of contact who you can contact any time anywhere to resolve any of your issues (with the exception of direct technical support.) You get their direct desk number, mobile number, email and even skype if required.

What Will My Account Manager Do For Me?

Your account manager will be able to give you purchasing advice, be a sounding board for any new and future plans that may affect your server/hosting or your business. They can bring the correct teams together to give relevant advice to your problems.

Servers Australia Payment Options

We aim to keep our payment options as simple and as convenient as possible for you and your business. You can access and view all of your products and services in our portal (mysau.com.au), including your invoices and pay directly through there using either your credit card or PayPal. By paying through our portal your account is reconciled instantly.



Accepted Credit Cards

All cards are accepted including AMEX. There are no additional fee charges for AMEX.

Payment Terms

You can apply for a 30 day term. You can also opt to pay monthly, quarterly, half yearly, yearly or bi annually.

Payment Extensions

From time to time circumstances may happen where you're unable to pay your invoice by the due date. You can apply for an extension through the portal if you need extra time. This avoids suspension and late fees.

Late Fee

These are applied when you go seven days over the invoice due date. This is 8% of the total amount owed.

Auto-Renewing Domains And SSLs

All domains and SSL renewals are optional, and can be cancelled if not required prior to the renewal date. You will receive an email reminder about the need for renewal, so ensure your contact details remain up to date in our system.

Contacting Accounts

You can call and speak to our accounts team between 9am to 5pm Monday to Friday. Any calls made outside of normal hours are escalated to the accounts team the following business day. You can also email billing@serversaustralia.com.au to create a ticket.

One Person Will Solve Your Problem

When you have a billing enquiry, you'll only need to deal with one person. And this person will be responsible for solving your enquiry from beginning to end, (regardless of whether it primarily involves another department), and will always get back to you via email or a phone call.

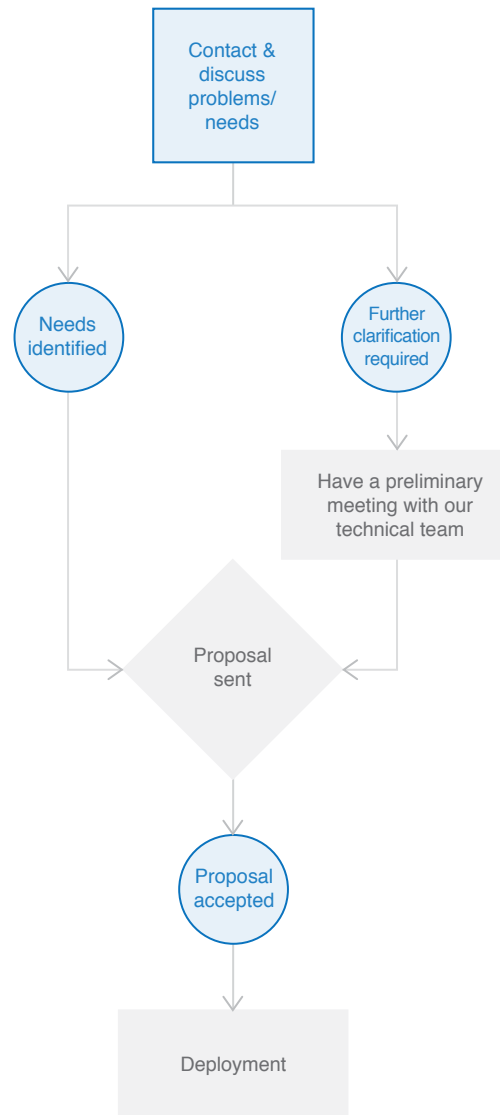
Purchasing Process

When purchasing from us this is what the process looks like and what you should expect from us. Upon first contact, we'll try and extract all the necessary information and build you a proposal based on the information you have provided. If you have a more complex or advanced problem we will bring in our technical team to meet with you and your own technical people. We can then understand the finer details of your problem and create you a solution that will work.

Proposal Process

Once we have determined your requirements, you will be sent a proposal to review and accept. At this point you can make adjustments, changes and raise any points you have and we'll work with you to get them resolved.

Once the proposal is accepted, we'll deploy your services usually within 1-3 business days. 10 days after you've been deployed we'll send an invoice and billing will begin.



SYDNEY
BRISBANE
MELBOURNE
PERTH
NEW ZEALAND

ServersAustralia

Servers Australia offer a range of solutions including Cloud Hosting, Dedicated and Virtual Servers, Colocation and Internet services. For the performance and reliability provided our servers cannot be beaten and we pride ourselves on our customer service and support. Through our state-of-the-art, carrier grade national network, housed at strategic locations in Sydney, Melbourne, Brisbane, Perth and New Zealand.

For Enquiries

Phone: 1300 788 862

Phone Int: +61 2 8115 8800

Email: sales@serversaustralia.com.au

www.ServersAustralia.com.au

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