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**Agnitio**Networks  
*Integrated Internet Solutions*

**(613) 742-5453**

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## Internet **Datacenter** Features and Services

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### CARRIER CLASS INTERNET DATACENTER

#### Datacenter Information

**Address:** Albert Street, Ottawa  
Ontario, Canada

**Services by:** Agnitio Networks Inc.

**Tel:** (613) 742-5453

**Toll Free:** 1-866-361-0937

**Fax:** (613) 748-5772

**Location:** Downtown Ottawa

**Description:** Class 'A' Datacenter  
Voice/Data Services, Enterprise  
Level Hosting, IT Outsourcing



#### Facility and Service Specifications

All Internet access for dedicated hosting, co-location and outsourced IT solutions are via dedicated ports with 100 Mbps Full Duplex Ethernet connectivity at minimum. Our high performance datacenter services are built around Gigabit Ethernet network architecture - the standard for broadband networks allowing businesses to flourish and grow.

The facility has a multi-homed Internet backbone access to OC192 and OC-48 for ultra-fast and redundant Internet connectivity. Flexible volume or speed connections are provisioned on redundant physical fiber in separate conduits entering opposite sides of the building.

#### Services

- Server space in lockable cabinets or secure suites
- Direct Internet access through switched Ethernet VLAN
- Network connectivity monitored directly to the server
- Domain Name Hosting
- Network Utilization (Bandwidth) Reports (Online - Real Time)
- Remote Hands Assistance
- Backup and Disaster Recovery Services available



## Datacenter Facility

Datacenter Co-Location provides businesses and customers with greater security, reliability, speed of connectivity and more flexibility or control than traditional hosting. Server co-location, dedicated or managed hosting in the Internet Datacenter allows your servers to be connected directly to a high-speed fiber optic backbone of the Internet.

A convenient downtown Ottawa location gives you an easy access to your systems.



24/7 video surveillance ^

Multi-homed Internet backbone access to OC192 for ultra-fast and redundant Internet connectivity can satisfy any high-bandwidth requirements. Flexible volume or speed connections are provisioned on redundant physical fiber in separate conduits. Our SLA guarantees 99.99% uptime and provides response, escalation and resolution guarantees on all trouble tickets.

## Features

- Redundant Quadruple-Homed Network Architecture
- Ethernet Full Duplex connectivity to Internet Backbone OC192
- Advanced Climate and Environmental Control System
- Inert Gas Fire Suppression
- Two Stage Zoned Fire/Smoke/Heat Protection
- Raised Floors with Anti-Static Tiles
- Uninterrupted Power Supply (UPS) and Diesel Generators
- Managed Services
- 24/7 Video Surveillance & Advanced Security Features
- 24/7 Access Availability
- State-of-the-Art Network Operation Center



## Co-Location Service - Package

One 100 Mbps Dedicated Ethernet Port - direct connection to Internet backbone, 500 Mbps and 1 Gbps connectivity (optional upgrade)

- Server co-location in our air-conditioned, secure, monitored server room
- Server placement on the 15 Amp circuit with UPS in case of power disruption
- Tape backup - weekly swap; daily rotation (optional)
- 2 Redundant AC power circuits
- Phone line (optional)
- Online bandwidth/usage monitoring tool



## Server Maintenance

The server maintenance service is extra and could be part of a pre-arranged service level agreement. If your server does crash, we will power-cycle the machine for you (maximum once per day). Any other additional service is billed extra at the current rate.

Agnitio Networks offers a full range of Managed Hosting Services

Inert Gas fire suppression system >>



## Server Access

You can connect to the servers remotely. The systems running UNIX O/S are accessed through your Internet connection via Telnet or FTP. Systems with Windows OS use FTP. To manage your Win system remotely you can install the PC Anywhere package on the server. PC Anywhere allows complete remote control of the NT server.

The server can also have a direct modem. We will provide a dedicated phone line for the connection with co-located server. Costs for the phone line are \$100 (installation) and \$40 per month.

### Physical access availability to co-located servers:

- Physical (escorted) access is available during normal bus. Hours (8:30 am to 6 pm Monday - Friday).  
24x7 physical access is available in emergency situations.
- Phone call prior to your visit (24 hrs ahead is appreciated) is required for security reasons.
- Security requires a "sign in" and "sign out" procedure.
- Physical access is not granted for the following: complete the initial installation and configuration of an operating system or software applications on your server.
- The server must be pre-configured and working properly prior to the installation in our datacenter server room.
- In case of IT infrastructure outsourcing or whole suite co-location your designated technician/rep may receive a special electronic access card(s) with P.I.N. numbers for added access security.

