

## AT&T Hosting Overview

Our AT&T PremierSERVSM Hosting solution is deployed in the world-class hosting environment of the AT&T E-Services Internet Data Centers. The hosting environment is designed to meet the specific needs of our mission-critical operations. AT&T E-Services Internet Data Centers, network and certified best practices enable a worry-free hosting experience, letting us focus our time and resources on our core business.

### Disaster Recovery

Disaster recovery is part of the system. The application is “hosted” in an ASP model by AT&T® Online Services, and as such they are responsible for addressing the majority of the disaster recovery plan. Additional information may also be found at [www.AT&T.com](http://www.AT&T.com) or [www.webhosting.com](http://www.webhosting.com).

This plan ensures the continuity of business in the event of a disaster, and provides for no more than one hundred twenty- (120) hour suspension of services.

Additional information on AT&T outlines AT&T® Online Service’s capabilities in the area of off-site storage of all software and data necessary to operate all aspects of the system and the approximate time it would take to obtain equipment, software, materials, etc., to resume normal operations in the event of a major disaster such as a hardware system failure/collapse, a software system failure/collapse, a total loss of electrical power or any natural disaster.

AT&T® Online Services is also responsible for conducting all regularly scheduled backups for our clientele’s data and for the day-to-day computer-related processing operations. The AT&T backup procedures are fully automated without operator intervention, other than to change backup media.

Information regarding where the backups are stored can be found on the AT&T® Web site. To take the AT&T® Online Services Virtual Data Center Tour, which covers a lot of the security and Disaster Recover resources, link to:

[http://www.webhosting.com/media/AT&T\\_Product\\_Virtual\\_Tour\\_RP.html](http://www.webhosting.com/media/AT&T_Product_Virtual_Tour_RP.html).

### Internet Data Centers

AT&T E-Services Internet Data Centers were developed from the beginning with performance and reliability in mind. Their facilities are among the most hardened and secure available. AT&T’s vault-like security is supported by a number of advanced security technologies including digital video surveillance, digital asset tracking and biometric identification. The data center staff are technology experts and enable advanced hosting capabilities. They follow tested management processes to monitor software and hardware infrastructure on a 24 x 7 basis. The operating conditions within the facilities are fully managed. Advanced HVAC systems allow them to guarantee the environmental conditions, with fully redundant power, including back-up diesel generators, and ensure uninterrupted power sources.

### **Reliability, performance, security**

- Runs custom applications
- Data security
- Data reliability
- Handles high user traffic conditions
- Server handles heavy content and script load
- Control over server environment and configuration
- Server will perform multiple functions such as FTP, mail and web server

### **Monitoring Services**

AT&T provides 24 hours, 7 day a week monitoring for our servers.

### **Disaster Recovery**

AT&T E-Services offers services from Tape Back-Up, available with each server to back up our data on a daily, weekly or monthly basis to a full DR service. A plan is in place that covers our servers, applications, processes, network, and personnel to limit our downtime. We have Tape Back-Up, a managed Storage Area Network solution and Dedicated Array Storage.

### **Bandwidth**

We have unlimited bandwidth.

### **Software is installed with Windows 2003 server**

Windows 2003 servers come with a standard installation of Windows Server, with the latest IIS (6.0) and service pack. We have administrative access to the server through PCAnywhere. We have root control and can install any additional software we like on our server (database, e-commerce, etc), within usage guidelines.

### **Certifications & Compliances**

AT&T E-Services has external organizations audit operational practices, including security processes. AT&T E-Services employs industry best practices and receives certifications from some of the industries leading authorities. SAS70 is an accounting standard developed by the American Institute of Certified Public Accountants. It measures the design and operating effectiveness of the controls affecting the operational and administrative functions at the data centers. The audit reviews both the physical security and logical access with respect to the AT&T E-Services IDCs.

The physical security review verified that the controls in the AT&T E-Services IDCs provide the reasonable assurance that administrative and operational procedures are established to ensure protection of physical assets. The logical access review considered whether the controls provide reasonable assurance that logical access to data, system software, hardware, and system utilities are restricted to properly authorized individuals and programs.

HP SP Signature Certification covers a service provider's IT infrastructure and its ability to support the delivery of quality services. The assessment reviews in detail four domains of availability of the IT infrastructure:

- Network
- System software
- Hardware
- Environment

Furthermore, the Signature Certification includes a comprehensive assessment of people, process, and technology and provides recognition of the service provider's capability to consistently deliver a reliable service to a defined standard based on industry best practices. In order to maintain industry best practices, service providers conduct an annual recertification process.

SunTone certification demonstrates that a given service has met stringent requirements for availability, reliability, performance, scalability, and other quality measures. The key components of the SunTone are:

- Validation of the data center service against the industry driven standards of the SunTone Service Delivery Specification and SLAs.
- Technical guidelines detailing processes and policies for architecting, implementing, and managing networked services.
- Reference Architectures for enabling customers to quickly build integrated, tested, tuned, and documented architectural implementations.
- SunTone certification signifies quality data center service offerings.

#### **Physical security measures taken at the AT&T Data Center**

We take security very seriously. Every precaution is taken to ensure that no one has access to our server other than AT&T's certified Internet Data Center technical staff. AT&T staff even has to pass through security measures to access our server. Passkeys and video surveillance ensure that our server is safe and secure.