

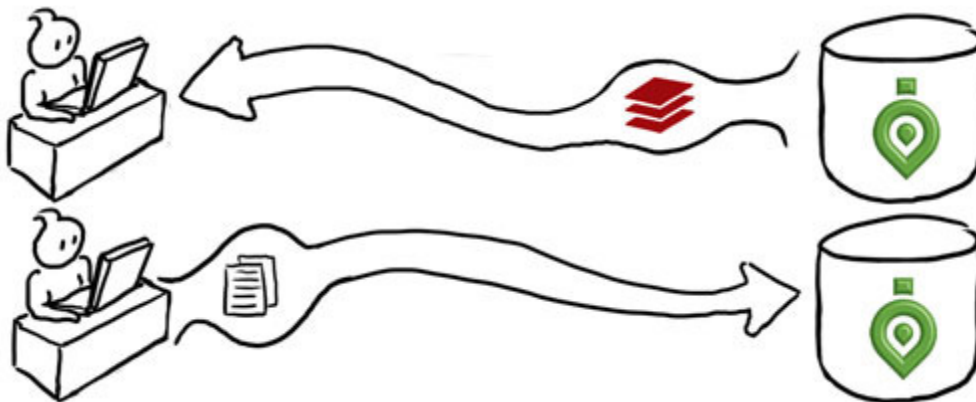


A Client's Guide – Understanding and Using our Online Backup System

What is it?

- A **collection of servers** running on a secure network in an underground data center.
- Cutting edge **backup scheduling software**.
- Online Backups from 85under.com allows you to back up your critical data to a secure off site location and restore that data if/when necessary.

How does it Work?



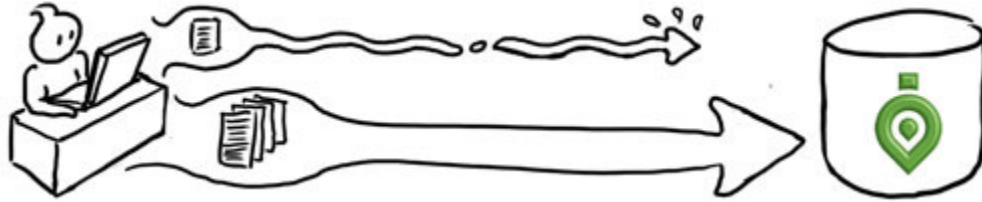
- **Download** our client **software** and install on your system.
- **Select files** to backup and then choose a schedule.
- Data **copies** from your devices to ours.

What if I need my data after a system crash?



- **Install** the client **software** where needed.
- **Restore** your **files** to original or new location.

Do I need fast internet to use your service?



- You need stable **high speed internet** service. Contracted “**upload**” speed is most important.
- Faster internet can handle more daily changes in your data.
- Archiving data that rarely changes does not require high performing internet service.
- We can help customize a solution based on your data volume and your internet speed.

How long will my first backup take?

- Your **first backup** will be **larger** than subsequent backups and will **take much longer**.
- Depending on your **upload speed**, your data backup size should be **limited**.
- Example: if your internet **upload speed is 1Mbit** per second then you should **backup no more than 10Gbytes** (stored on the server).

What if I have massive amounts of data, but also slow internet service?



- We may be able to customize a solution by coopting backup hardware that stays on your site.
- We might also retrieve your original bulk of data by shipping or delivering a **storage device** to your site.
- **Slower internet** will cause some backup sessions to be **unsuccessful**.
- We **monitor** the **success** of our clients’ backups on a **daily** basis.

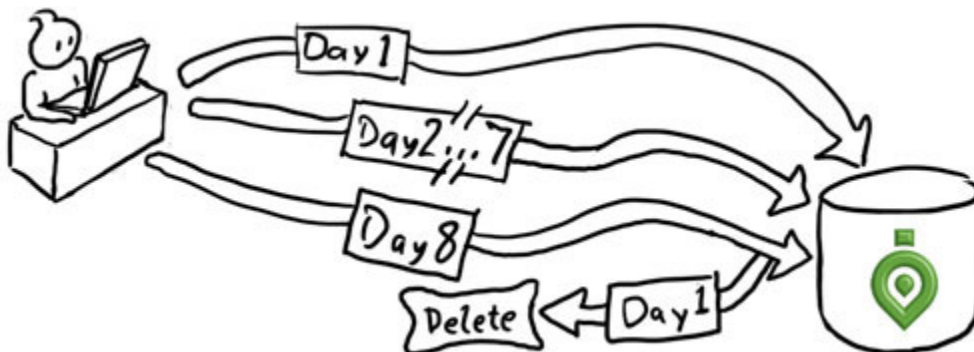
My business has trouble finding backup service that works with our business applications. Can you help?



- In addition to typical Data types, our system will backup (additional license fees may apply):
 - Image Backup and Bare Metal Restore of Windows 2008 Server and Windows 2003 Servers with P2V support
 - MS Exchange, MS SQL, MS SharePoint, VMware, Oracle, MySQL
 - Mailbox level and mail level restores in MS Exchange
 - Active Directory and System State
 - Windows, Linux, Solaris, FreeBSD and Mac operating systems

What If I need to restore from several days or weeks ago?

7 Day Example:



- We configure the software for the **number of restore points** you need (example here is 7 days).
- The **most recent 7** days are available to retrieve your files.
- Our system **saves you storage cost** by **collecting data changes incrementally**.

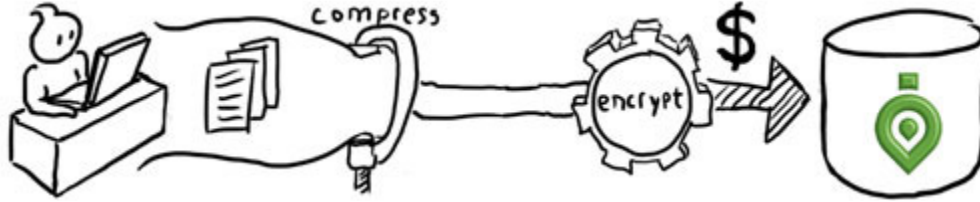
What happens to my data after 7 days (my number of restore points)?

- The **oldest data is deleted** to make room for the most recent 7 days' data.

Does it cost more to be able to choose from 7 different days to restore?

- Sometimes – (Fees are based on data *stored*, not data *moved*)
 - Your files that **never change** will *not cost more*.
 - Your files that **change often** will *cost more* because more space is required.
- You can adjust your number of restore options (number of versions over the retained days) to save money on backup fees.
 - **Choosing 2 restore days** could result in **(up to) twice** the monthly storage costs of your selected files.
 - **Choosing 7 restore days** could result in **(up to) seven** times the monthly storage costs of your selected files.

What are the charges and fees for this service?



- Billing rates are based on *total storage after we compress your data*.
- \$3.00 / Gigabyte stored
- \$2.00 / Gigabyte stored – when connected to the 85under fiber network
- One time setup fee based on initial storage size and business applications protected

Why are some of my files very compressed and others are not compressed by the backup software?

- **Most** document and application files are **easily compressed** by our backup software.
- **Some** files, however are **already compressed** by the software that uses them. Databases, Server Images and some media are already compressed.

What about Security?

- Our **security** system is **integrated** in the 85under software application (client).
- Security encryption includes 448-bit military level encryption – triple DES or Blowfish.
- During data **transfer** the 85under software uses a TCP/IP based **connection security** system as well.