

RCN Managed Dedicated Server

If you're looking for a dedicated home for your web or application hosting, or a component for building a more complex environment, a Managed Dedicated Server may be what you need. Through the RCN M-Series product line you can choose from a single processor to an advanced multi-processor model with the reliability, scalability, and availability you expect from a first class hosting provider. In addition to receiving advanced software support, better site management, and faster access to your critical information with our hosting services, you will also have greater flexibility in your software choices.

RCN owns its state-of-the-art data centers and network, the RCN Megaband Network. To ensure that we provide the best service over our network, we own and operate our own Network Operating Center (NOC) with 24x7 monitoring of the server hardware, routing equipment, and network connectivity. This provides your server with the best management efficiencies, response time, and a single point of contact. Many of our competitors outsource critical components of their service offering.

In addition, RCN server support is available 24x7 to ensure customers' network access and information delivery. We're committed to providing our customers with the highest level of customer support. We believe customer support begins with dedicated account teams and continues with the operational processes to back them up.



RCN M-Series

RCN M-Series offers a choice between two popular and robust operating systems:

Windows and Linux. All services include standard support with the option to customize your package with add-on features and / or support. Each platform offers its own advantages:

Windows

- Latest generation platform
- User friendly platform
- Business Web sites
- Record breaking performance
- Wealth of applications supported

Linux

- Open source code
- Apache server
- Cost efficient
- Customization and stability
- Excellent for Internet Applications



M-Series Packages

These packages are available for Windows 2003 and Linux platforms. Be sure to ask you RCN Sales Representative about customizing your package by choosing from our menu of Add-On Features.

M

2.4 GHz CPU
512 MB DDR RAM
2 x 36 GB SCSI Drives
1 Mbps dedicated bandwidth
Monthly \$300
No Setup Fee

M-1

2.4 GHz Intel Xeon CPU
512 MB DDR RAM
2 x 18 GB SCSI Drives
Hardware RAID 1
2.5 Mbps dedicated bandwidth
Monthly \$550
Setup Fee \$300

M-2

2.4 GHz Intel Xeon CPU
1 GB DDR RAM
3 x 36 GB SCSI Drives
Hardware RAID 5
5 Mbps dedicated bandwidth
Monthly \$650
Setup Fee \$300

M-3

2 x 2.4 GHz Intel Xeon CPU's
1 GB DDR RAM
3 x 36 GB SCSI Drives
Hardware RAID 5
7 Mbps dedicated bandwidth
Monthly \$800
Setup Fee \$300

M-4

2 x 2.4 GHz Intel Xeon CPU's
2 GB's DDR RAM
5 x 36 GB SCSI Drives
Hardware RAID 5
10 Mbps dedicated bandwidth
Monthly \$1000
Setup Fee \$500

M-5

4 x 2.7 GHz Intel Xeon CPU's
4 GB's DDR RAM
5 x 18 GB SCSI Drives
Hardware RAID 5
20 Mbps dedicated bandwidth
Monthly \$3000
Setup Fee \$1000

Standard Support

RCN M-Series packages include the following standard support to ensure we provide the best service possible:

Networking:

Routing or DNS
Connectivity
Upstream

Firewall:

Setup of Standard public configuration, or NAT
Configuration of ports for www, ftp, database, terminal services, ping
Upgrading firmware
Stealth mode

Hardware:

Servers
Backup devices
Firewall

Monitoring:

Ports 21, 25, 80, database
ASP, HTML, Cold Fusion page serving
ICMP ping

Red Hat Linux Only:

Open SSH
Red Hat Linux 7.x
Disk space and swap
User names and passwords
Initial Apache and WuFTPd configuration

Windows Only:

IIS
Disk space and page file
User names and passwords
Terminal services
Windows Streaming Media services

Customize Your Support

Choose from our menu of Add-On Support to customize your package to meet your individual business needs. Our Add-On Support options provide you with the flexibility to scale your services to meet your growing business, as needed. For more details visit our website at <http://www.rcn.com/mds> or contact your RCN Representative.



M-Series Solutions

These solutions are available for Windows 2003 and Linux platforms. Be sure to ask you RCN Sales Representative about customizing your solution by choosing from our menu of Add-On Features.

Web Cluster

Base Web Server
2.4 GHz CPU
512 MB DDR RAM
2 x 36 GB SCSI Drives

Database Server
2 x 2.4 GHz Intel Xeon CPU's
1 GB DDR RAM
3 x 36 GB SCSI Drives
Hardware RAID 5
15 Mbps dedicated bandwidth
Monthly \$900
Setup Fee \$500

Application Cluster

Web Server
2.4 GHz Intel Xeon CPU
512 MB DDR RAM
2 x 18 GB SCSI Drives
Hardware RAID 1

Application Server
2 x 2.4 GHz Intel Xeon CPU's
2 GB's DDR RAM
5 x 36 GB SCSI Drives
Hardware RAID 5
20 Mbps dedicated bandwidth
Monthly \$1300
Setup Fee \$700

All-in-one Cluster

Web Server
4 x 2.7 GHz Intel Xeon
4 GB's DDR RAM
5 x 18 GB SCSI Drives
Hardware RAID 5

Application Server
2 x 2.4 GHz Intel Xeon
2 GB's DDR RAM
5 x 36 GB SCSI Drives
Hardware RAID 5

Database Server
2 x 2.4 GHz Intel Xeon
2 GB's DDR RAM
5 x 36 GB SCSI Drives
Hardware RAID 5
40 Mbps dedicated bandwidth
Monthly \$4500
Setup Fee \$1500

Standard Support

RCN M-Series solutions include the following standard support to ensure we provide the best service possible:

Networking:

Routing or DNS
Connectivity
Upstream

Firewall:

Setup of Standard public configuration, or NAT
Configuration of ports for www, ftp, database, terminal services, ping
Upgrading firmware
Stealth mode

Hardware:

Servers
Backup devices
Firewall

Monitoring:

Ports 21, 25, 80, database
ASP, HTML, Cold Fusion page serving
ICMP ping

Red Hat Linux Only:

Open SSH
Red Hat Linux 7.x
Disk space and swap
User names and passwords
Initial Apache and WuFTPd configuration

Windows Only:

IIS
Disk space and page file
User names and passwords
Terminal services
Windows Streaming Media services

Customize Your Support

Choose from our menu of Add-On Support to customize your package to meet your individual business needs. Our Add-On Support options provide you with the flexibility to scale your services to meet your growing business, as needed. For more details visit our website at <http://www.rcn.com/mds> or contact your RCN Representative.



RCN Managed Dedicated Server Support Options

Standard Support

Monitoring - System monitoring is crucial in maximizing system performance and uptime. In the unlikely event that problems are identified, the NMC (Network Monitoring Center) is notified and begins to isolate and diagnose the issue immediately.

Standard Patching - Critical patches recommended by the operating system and other non critical but necessary patches. You may elect to not have patches applied. Recovery for servers compromised because of unapplied patches may be fee-based. This includes applying patches for the OS and for all installed and supported software.

Custom configurations during setup - Please discuss custom partitioning with your sales representative before your server is set up.

Onsite server reboots - Customers are entitled to a maximum of two onsite server reboots a month without incurring a fee.

Safeguard your systems data against threats in ever changing network environments with one of our support solutions including a Managed Firewall

Opt-out

By choosing this option you are agreeing to relieve RCN of any responsibilities regarding your managed dedicated server operating system. If as a result of a non-applied patch your server needs to be reinstalled or is compromised, RCN will charge a monthly rate to return your system to operating condition.

Premium Support

Monitoring - System monitoring is crucial in maximizing system performance and uptime. In the unlikely event that problems are identified, the NMC (Network Monitoring Center) is notified and begins to isolate and diagnose the issue immediately.

Standard Patching - Critical patches recommended by the operating system and other non critical but necessary patches. You may elect to not have patches applied. Recovery for servers compromised because of unapplied patches may be fee-based. This includes applying patches for the OS and for all installed and supported software.

Custom configurations during setup - Please discuss custom partitioning with your sales representative before your server is set up.

Onsite server reboots – Customers are entitled to a maximum of four onsite server reboots a month without incurring a fee.

Patches to unsupported OS or Software – Patching of software, if the patch includes an installer or instructions (up to two hours a month). Unfortunately, we do have to ask that you monitor the security update availability for unsupported software two hours a month.

System Recovery - Software crash damages your system, we'll reinstall and restore from backups free of charge (maximum of two hours).

SonicWall TZ170 - Managed firewall service includes; configuration, access rules and group policies. Monitoring of intrusion attacks and reports if requested. Features of SonicWall TZ170 include; WorkPort, Integrated 5-Port MDIX Switch, SonicWall Security Processor, Central Management Support.

Monthly Fee: \$200.00

Ultra Support

Monitoring - System monitoring is crucial in maximizing system performance and uptime. In the unlikely event that problems are identified, the NMC (Network Monitoring Center) is notified and begins to isolate and diagnose the issue immediately.

Standard Patching - Critical patches recommended by the operating system and other non critical but necessary patches. You may elect to not have patches applied. Recovery for servers compromised because of unapplied patches may be fee-based. This includes applying patches for the OS and for all installed and supported software.

Custom configurations during setup - Please discuss custom partitioning with your sales representative before your server is set up.

Onsite server reboots - Customers are entitled to a maximum of **seven** onsite server reboots a month without incurring a fee.

Patches to unsupported OS or Software - Patching of software, if the patch includes an installer or instructions (up to two hours a month). Unfortunately, we do have to ask that you monitor the security update availability for unsupported software two hours a month.

System Recovery - Software crash damages your system, we'll reinstall and restore from backups free of charge (maximum of two hours).

Install Non-Standard OS or Unsupported Software - Installation of non-standard OS or software that includes an installation program (two hours maximum).

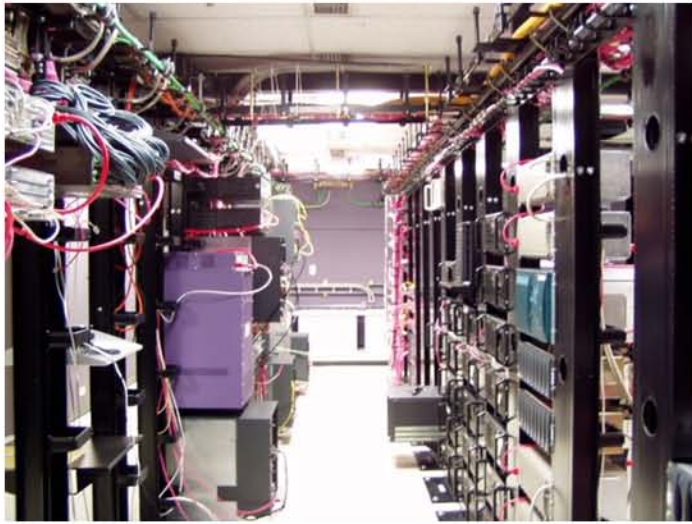
Kernel Upgrade or Recompilation - Update versions, additional features added to kernel or performance tuning (maximum two hours).

Reinstallation or Upgrade of OS - OS upgrades or reinstalls (two hours maximum).

SonicWall Pro 2040 - Managed firewall service includes; configuration, access rules and group policies. Monitoring of intrusion attacks and reports if requested. SonicWALL Pro 2040 features include; High Performance Architecture (Processor and cryptographic accelerator delivers 200Mbps Stateful Packet Inspection and 50Mbps 3DES or AES VPN throughput.), Hardware AES Support, Central Management Support.

Monthly Fee: \$400.00

RCN Chicago Data Facility



RCN Chicago utilizes two state-of-the-art Network Operation Centers located on opposite sides of the Chicago loop. The primary colocation facility is located at 600 S. Federal. The backup colocation facility, mostly used for redundant mirroring, is located at 350 N. Orleans (Mega Pop hub site).



Overview of 600 S. Federal Facility Specifications

A/C Power

600 S. Federal is fed by 3 separate Com. Ed. substations, primary power is 480 volt -3 phase service.

D/C Power

D/C Power is provided via 4 Lorain rectifiers. Each rectifier is rated at 200 amps of power, allowing a maximum of 800 total amps of power. D/C grounds run to the steel of the building, ensuring solid grounding.

Environmental

60 tons of communication grade Libert air handlers are used along with humidity control equipment. Sampling of the air temperature and humidity levels is performed every 5 minutes. Monitoring software detects any variances and counterbalances accordingly.

Security

Building security is provided 24/7/365. Door and motion sensor security is installed. Keycard identification system log all door activity.



RCN Chicago Data Facility

UPS

The 150 Kva UPS system constantly monitors all power feeds into the suite. In the event of a power failure, the UPS automatically takes on the load with no power interruptions.



Generator

RCN owns and maintains the backup diesel generator located at 600 S. Federal. This generator is rated at 300 Kilowatts and is powered by a VOLVO 1800 RPM diesel consuming 21 gallons of fuel per hour under 100% load. The fuel tank is 505 gallons allowing for a minimum of 24 hours before refueling. This system is tested weekly for 15 minutes, automatically.

If the UPS system ever takes on load, the Detroit Diesel transfer switch automatically starts the generator. The load is transferred to the generator, which powers all facilities and recharges all UPS systems and D/C batteries to their full capacity.



Batteries

A D/C battery system that will provide power for a minimum of 30 minutes at 100% capacity is used.

RCN Chicago Data Facility

Fire Suppression

Site is protected from fire by a Pre Action Sprinkler System, these trouble sensors are mounted on the ceiling for monitoring and communicating to the building Class E system. Sensors also control the discharge of the Pre Action system.



Building

Walls and ceiling are constructed of solid concrete. Bullet-proof steel doors and glass are used. The floor is constructed of 12 inches of solid concrete, followed by 3 inches of solid steel, providing a floor load capacity of 250 lbs. per square-foot.

For further information contact your RCN sales representative.