



BELLA MIA, INC.
401 HOST DRIVE

LAKE GENEVA, WI. 53147

TEL: 262-248-6759 FAX: 262-248-6959 EMAIL: SALES@MIA.NET

Colocation FAQ

Who Is HostDrive.Com?

HostDrive.Com, quite simply is an Internet Service Provider and Co-Location Shop. We offer an inexpensive and convenient way to establish a professional, high-speed Internet presence. HostDrive.Com allows for the set-up of servers on the our high-speed Internet lines at a a fraction of the price of having your own Internet connection. Our services provide complete, and secure, access to your server from anywhere on the Internet, anywhere in the world. This dramatically reduces the expense needed to establish a high-bandwidth connection, eliminates the networking equipment costs, and reduces the support costs needed to maintain an Internet server.

What benefits does co-locating with HostDrive.Com provide besides bandwidth?

In addition to bandwidth, HostDrive.Com provides:

- * Full-time UPS (that's Uninterrupted Power Supply)
- * Multiple Redundant Connections to the Internet
- * IP addresses and DNS services (for multiple domain hosting)
- * unlimited access to your server (absolutely no connection charges)
- * 24 hour/365 day technical support
- * a climate controlled environment
- * crisis verification and notification
- * (if your server goes down you and our technical support staff will be automatically notified).
- * Real time web based traffic utilization graphs.

Why should I co-locate instead of getting my own connection?

The main reason to opt for colocation is cost. It is very expensive to maintain your own connection, let alone redundant connections to several providers.

For instance, a dedicated business cable modem connection would cost approximately \$100.00-\$200 a month or more. Your speed is limited and there is no guarantee that there will be no interruptions in service.

Your own T1 or T3? Very, Very, Very, Expensive...Though they have come down in cost considerably.

What about wireless, or DSL? While the costs may be low for a Wireless or DSL connection, just how reliable is that connection going to be? What's more, how secure is it?

Already, the costs are obviously somewhat prohibitive. And, the bandwidth is still quite limited. Of course, what about all of the support costs which you will have to absorb to keep the connection active full-time? Do you really think the cable company will be out at 3AM to make

sure your line is up?

By opting to co-locate with HostDrive.Com, you pay one flat rate. There are no phone costs; there are no connectivity costs. Add to it all of the other benefits HostDrive.Com provides to clients, like BGP4 routing, multiple Tier One Providers, IP addresses and so much more - the choice is clear!

What kind of connection do you have to the Internet?

HostDrive.Com's network infrastructure consists of multiple Fiber & GiGE connections to the Internet Backbone. We are directly connected to several Tier One Backbone Providers; Time Warner, AT&T & COGENT. Our network is powered by 7200 & 7500 series Cisco Routers running the BGP4(Border Gateway Protocol) for redundancy. We do load balancing to insure all traffic is equally balanced among the networks we are connected to.

My local ISP offers the same service. Why should I use HostDrive.Com?

Does your ISP know the first thing about Colocation? That's our specialty.

Consider, also: does your ISP offer any of the added benefits which HostDrive.Com can provide?

- * Full-time UPS (that's Uninterrupted Power Supply);
- * IP addresses and DNS services (for multiple domain hosting)
- * weekly or monthly backups of your server
- * multiple redundant connections to the Internet
- * unlimited access to your server (absolutely no connection charges)
- * 24 hour/365 day technical support
- * a climate controlled environment
- * crisis verification and notification
- * (if your server goes down you and our technical support staff will be automatically notified).
- * Real time web based traffic utilization graphs.

For the increased value added benefits which HostDrive.Com offers with its Co-Location services, there is no comparison.

What do I get for my setup fee?

You get:

- * 1 Switched Ethernet port on our network;
- * Setup and connection of your server to our high speed network;
- * 1 IP address;
- * 24/7 PageSentry monitoring
- * Connection to our 24 hour a day UPS;
- * Access to 24 hour a day, 365 days a year technical support numbers;
- * Access to 24 hour a day, 365 days a year Web Based Crisis Response System;

This still seems like a lot of money, can you do better than that?

Anything is possible. We want your business, but we still have to make money. Call us, or email us, we have custom plans and can tailor our services to fit your particular need or budget.

You are in Rome and I am not. Won't access to my server be a problem?

Not in the least bit!

With Remote Admin, Timbuktu, PC Anywhere, VNC, Telnet, SSH, etc., you have complete access to your server from anywhere on the Internet. This capability is available 24 hours a day. For minor items which a remote access program can not handle for you (hardware upgrades, restarting crashed servers, etc.), our technical support staff is available 24 hours a day. For most common problems, there is no charge for our technical support services and our Web Based Crisis Response System; for difficult, time consuming problems or hardware upgrades we charge only \$60.00 per hour.

What if I need to upgrade my system software?

HostDrive.Com provides trained hardware and software technicians to handle all of your upgrade needs. For technical support issues and hardware/software upgrades, we charge only \$60.00 per hour.

How do I get my server to HostDrive.Com?

Begin by setting up your server how you want it. Once done, unplug it and pack it securely in a box (preferably, using the original manufacturer's box and packing materials). Call Federal Express, the United States Postal Service, UPS and have it shipped to HostDrive.Com. Immediately upon receipt of your server, HostDrive.Com's technical support team will install and connect your server to our lines, and notify you of your servers location and how to gain complete access to it.

What about insurance?

HostDrive.Com requires that you insure your system before you send it to us. Full coverage will only cost you under \$100/year for most systems. You may already be covered with your current insurance policy, so check with your insurance company to be sure. It may also be possible to take out a "rider" on your current insurance policy to cover your server in case of damage.

Although HostDrive.Com takes every precaution to protect your investment (and ours), unforeseen accidents do happen.

What if something happens to my server and I lose all my data?

HostDrive.Com suggests that you take the necessary precaution of installing a backup system on your server. We can provide backup services upon request for an additional fee.

We highly recommend that you backup your entire server before you ship it.

What if my server crashes?

24 hour a day, 365 days a year technical support is available to handle this, and other, issues. When you sign up, HostDrive.Com will give you a technical support phone number, pager number, e-mail address and a username/password to our Web Based Crisis Center. All of the aforementioned are 24 hours a day 365 days a year. You may also consider using an optional auto restart outlet.

Is there anything required that HostDrive.Com does not provide?

Software which is needed to run your HTTP server, FTP server, E-Mail server, etc. will be necessary. Many software packages are available for these, and other, servers. Also, we do

not manage your server for you. We can provide remote hands for trouble shooting or fixing hardware issues, but we do not set up and support your clients for you.

What if I need more IP addresses?

Additional IP addresses are available upon request and per ARIN's guidelines for additional IP address space. For IP address pricing and restrictions, [click here](#).

Can I attach an external drive?

Any external devices connected which require a separate power source must be connected to our UPS. This requires that we charge an additional \$25 per month per device.

What kind of servers can I Colocate, or do you support?

The Internet is not biased and could care less what you use to serve up web content. Although linux based systems are our primary focus we currently host a wide array of servers from Windows servers to OSX servers. We can provide the connectivity you need.

If you have any other questions or require some other special attention with regards to your servers shipping, please call us at 888-576-5594 Thank you!