



Managed Hosting Services... a higher level of personal support

Dedicated Managed Hosting Solutions take you to the next level of support. The distinct set of services is designed to assist you in improving your server efficiency while reducing your total administration costs.

Codero offers three different levels of Managed Hosting: Basic, Select and Premium. All three include valuable elements that come standard from Codero in comparison to competitors' plans.




Premium Managed Hosting offers the highest performance in security, data protection and server maintenance. Ongoing server and software updates keep your site infrastructure current with emerging technologies while online backup and built-in data recovery keep your information safe. Premium includes the Server Protection Plan and customization from a selection of à la carte items each month.

Premium Managed:

- Managed email services (up to 120 users)
- Managed DNS services
- Managed OS/software/server updates
- Proactive services monitoring
- Managed security audits
- Intrusion detection system
- 30% off advanced support
- Managed backup (20GB)
- À la carte support options
- Server protection plan
- Starting at \$150.00

Standard in every plan:

- 100% uptime guarantee
- 24/7/365 live U.S.-based support
- Customized configurations
- 100% powered green hosting
- Rewards Points program
- SAS 70 Type II certified
- Knowledge Base detailed answers
- Live chat real-time support
- Customer portal for troubleshooting
- Free OS installations
- Server Protection Plan—bandwidth overage fees waived
- 3 monthly à la carte services

| | Basic  | Select  | Premium  |
|---|--|--|---|
| Service Level Terms | | | |
| Network Uptime Guarantee | 99.9% | 99.9% | 99.9% |
| Contract | No Contract | No Contract | No Contract |
| Hardware Replacement Guarantee | 2 hours | 2 hours | 2 hours |
| Hardware | | | |
| Cisco ASA Hardware Firewalls | Available | Available | Available |
| Dedicated Load Balancer - Webmux | Available | Available | Available |
| Cisco PIX Hardware Firewalls | Available | Available | Available |
| Storage Backup | | | |
| FTP Backup | Available | Available | N/A |
| Self-Managed Evault | Available | Available | N/A |
| Managed Evault | Available | Available | Included |
| Direct Attached Storage (DAS) devices | Available | Available | Available |
| Storage Area Network (SAN) devices | Available | Available | Available |
| Support | | | |
| 24x7x365 Live U.S.-based Phone Support | Included | Included | Included |
| 24x7x365 Live U.S.-based Live Chat Support | Included | Included | Included |
| Control Panel Support | Included | Included | Included |
| Advanced Support | 20% Off | 20% Off | 30% Off |
| Managed Services | | | |
| Root Access | Included | Not Available | Not Available |
| Managed Email Services | up to 40 users | up to 80 users | up to 120 users |
| Managed DNS Services | Included | Included | Included |
| Managed OS/Software/Server Patches | Included | Included | Included |
| Proactive Services Monitoring | Available | Included | Included |
| Reactive Monitoring | Available | Included | Included |
| Managed Security Audits | Available | Included | Included |
| Intrusion Detection System | Available | Included | Included |
| Managed Backup | Available | Available | Included |
| 3 Monthly À La Carte Services | Included | Included | Included |

More information about Managed Hosting is available on our website at www.codero.com. To view the à la carte services visit: www.codero.com/managed-hosting/custom-services. Prices and availability of products are subject to change at any time without notice. Refer to www.codero.com for the most current prices.