

Pipe Ten Backup Policy

The Backup Solution

Pipe Ten's backup service is provided as a completely managed solution, from the initial setup and configuration, tracking failures and even configuration changes. Using R1Soft's Near Continuous Data Protection solution; data backups are performed from your server to your allocated space on Pipe Ten's backup system on a schedule of your choosing. It boasts a full server imaging service using a combination of full operating system disk imaging and incremental data imaging and will even backup open and locked files.

It allows the fast restoration of data both on a per file or per database level through to a full bare-metal disk/server restore. Once you request a data restore Pipe Ten will schedule the next available engineer to perform your restore. Completion times will vary depending on how much information needs to be restored. The solution is completely scalable and is designed to grow as required.

Pipe Ten will continuously monitor your data and work with you to create a solution that can quickly and reliably backup your data as its volume increases.

Further info can be found via <http://www.r1soft.com/> (other backup solutions are available).

Inclusive Backup Services

For disaster recovery, business continuity planning and your convenience Pipe Ten takes backups of the following hostnames at minimum once every 24 hours (in many cases every 4 hours) with a retention of 14 days or more:

- cp.pipeten.co.uk
- ns0.pipeten.co.uk
- ns1.pipeten.co.uk
- ns2.pipeten.co.uk
- mail.pipeten.co.uk
- mysql.pipeten.co.uk
- dmysql.pipeten.co.uk
- mssql.pipeten.co.uk
- dmssql.pipeten.co.uk
- All shared Linux web servers
- All shared Windows web servers

Backup Pricing

Please see the latest within the Price List via <http://www.pipeten.com/docs/>

Web Servers may achieve 50% or better compression savings with minimal incremental changes.

DB Servers may achieve 25% or better compression with variable incremental changes.

Restore Policy

For unmanaged & enterprise customers subscribed to backup services:

Access to the R1Soft interface is provided free of charge for those customers to perform file level restores (access and documentation are provided on request). Full server restores are provided free of charge where hardware or infrastructure failure is at fault, all other engineer involved restores are charged at the standard engineer rates.

For managed & control panel integrated customers subscribed to backup services:

Full server restores are provided free of charge where hardware or infrastructure failure is at fault and other file or database restores are charged at a fixed rate (see price list). For customers requiring free/unmanaged restore ability custom backup pricing is available on request.

For shared & other customers where affected data resides upon shared servers or infrastructure:

Full server restores are provided free of charge as part of Pipe Ten's obligation to maintain the shared services, all other file or database restores are charged at a fixed rate (see price list).

The service is a shared backup service, using common DAS and SAN architecture to minimise the costs of the service, encrypted backups can be provided on this service on request.

Customers are not permitted to change the frequency or scheduling of backups without prior agreement, customer file restorations are allowed on a fair usage basis. Managed and scheduled backups are given priority over all other restores with exception of full shared server and infrastructure restores.

Backup Agent Updates

If updates to the backup agent on your server are required and your server is not managed by Pipe Ten, you will be contacted by a member of the engineering team to arrange a convenient time for the update to be performed. Administrative access to the server(s) must be provided for the updates and continuation of your backup service. Servers managed by Pipe Ten will have updates applied on a regular schedule at Pipe Ten's convenience. Updates will be installed by engineers free of charge during core hours or charged at the corresponding engineer hourly rate if they are required to be done out of hours. The server may require to be rebooted during an upgrade of the backup agent.

Off Site and Geographically Diverse Backup Service

All backup services have the ability to be geographically diverse so the data is stored in a different physical location or country to your solution. This is charged on a per case basis, please contact sales for pricing.

Guaranteed Backup Service

Whilst every care is taken in all our backup solutions as to redundancy, security and availability, Pipe Ten do not guarantee that a backup will always be available. Pipe Ten's tried and trusted R1Soft implementation is also available as a dedicated solution on its own hardware allowing the for the ultimate performance, security and availability.

To protect your data and further information on Pipe Tens backup solutions just contact the Pipe Ten sales or support teams.