



## **IBC Digital Hosting Services: Plans and Prices**

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## 1 IBC Digital Hosting Services

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IBC Digital offers high quality business class hosting using its own hosting environment that has been in operation for more than 15 years. Our environment is housed in multiple locations;

The Vocus Data Centre in Perth IX.  
Equinix Data Centre in Sydney.

IBC Hosting Services include but are not limited to the following services:

- Website Hosting
  - ASP.Net
  - ColdFusion
  - PHP
- Database Services
  - MySQL
  - Microsoft SQL Server
- Email
- DNS (registration and hosting)
- Dedicated VMware Virtual Servers

The entire environment is monitored 24 hours a day, so you can rest easy knowing that a fully qualified technician will be available to resolve any issues should they arrive. All environments have tight security and are only accessible by trained certified engineers.

IBC offers a fully serviced hosting arrangement where we look after everything and arrange everything for you. For those who would like to save a bit of money and have the technical know how we also offer a self-service hosting facility using control panel interfaces.



## 2 Full Service Web Hosting

### 2.1 Base Plans

IBC will help you select the most appropriate plan for your specific needs to ensure you get the best value for money.	Budget	Bronze	Silver	Gold	Gold Plus	Platinum
	Simple site that utilises a CMS or some scripting and possibly database integration	Small business site that utilises a CMS or some scripting and possibly database integration	Small busy business site that utilises a CMS or some scripting and possibly database integration	A busy business site that utilises a CMS or some scripting and possibly database integration	A busy mission critical business site that utilises a CMS, scripting and database integration	A very busy mission critical business site that utilises a CMS, scripting and database integration
Server Storage	5GB	10GB	20GB	30GB	40GB	50GB
Monthly Traffic Allowance	25GB	100GB	130GB	160GB	200GB	240GB
MySQL	✓	✓	✓	✓	✓	✓
MS SQL	✓	✓	✓	✓	✓	✓
Website Statistics	✓	✓	✓	✓	✓	✓
Offsite Backups	✓	✓	✓	✓	✓	✓
PHP	✓	✓	✓	✓	✓	✓
ColdFusion	✓	✓	✓	✓	✓	✓
ASP	✓	✓	✓	✓	✓	✓
ASP.Net	✓	✓	✓	✓	✓	✓
Platform CMS	✓	✓	✓	✓	✓	✓
Verdi CMS	✓	✓	✓	✓	✓	✓
Additional Databases			✓	✓	✓	✓
Monthly \$	30	60	90	120	150	180
Set up Fee \$	100	100	100	100	100	100

- 1 GB = 1024 MB
- Please note if your site does more than 400 GB of traffic per month you may be required to take out a dedicated or Co-location hosting plan
- Extra traffic blocks can only be granted for those on a platinum account or for a maximum of 3 consecutive months before being placed on a new plan
- Database sizes are included in the allowed Server Storage.
- Plans include only one database either MySQL of MS SQL, Additional databases can be utilized at the rates provided in the table below
- Only one CMS available per plan
- Only one Scripting Language available per plan



## 2.2 Additional Storage and Traffic Rates

Pre-paid rates apply when notice is given the month before usage. This allow you to temporarily increase the resources available if you know you might be having a bigger than normal month. This means you don't have to change plan if the change is only going to be for a short term.

Pre-Paid Traffic		Post Paid Traffic		Prepaid Storage		Post Paid Storage	
GB	Rate \$	GB	Rate \$	GB	Rate \$	GB	Rate \$
50	20	1	3	5	25	1	6
100	35			10	47		

## 2.3 Additional Database Services

Item	Plan					
Allowance	< 1.5 GB	< 5 GB	< 10 GB	< 20 GB	< 50 GB	> 50 GB
Setup \$	125	125	125	195	295	POA
Monthly \$	25	45	75	125	295	POA
Yearly \$	275	495	825	1375	3245	POA

- Database size includes data and transaction log space

## 2.4 Inclusions

- **24 X 7 Automated Monitoring including SMS alerts**  
Rest assured knowing that all services are monitored and if problems arise automated alerts are sent through email and SMS to our on call systems engineers who can deal with the problem quickly and efficiently.
- **Uninterrupted Power Supply with Automatic Backup Generator**  
All equipment is powered through UPS Power and if power outages last a substantial amount of time backup generators will keep the systems going until normal power supplies resume.
- **High speed network access Redundant Internet Providers**  
The data centre is supplied by two independent Internet Access providers, in the event that one provider has an outage all traffic will be services by our secondary supplier.
- **Air Conditioning and Temperature Monitoring**  
The Server environment is maintained and monitored to be running at the optimum temperatures for a server environment.
- **Secured access**  
All access is controlled and monitored and recorded. Only authorised personnel can enter the secured facility.
- **Website statistics**  
All website in our shared hosting infrastructure have access to a website statistics package to view the effectiveness of their site.
- **Offsite backups**  
Backups are performed nightly and the backup media is stored offsite.
- **Firewall Management**  
All systems are protected by state of the art firewall systems that are regularly monitored and maintained by our Cisco Certified system engineers.



- **Fully managed server environment**  
Unlike many other shared hosting environments IBC will work with you to ensure that your site is configured to perform optimally. Generally the systems you are running on our hosting infrastructure are systems that IBC has developed for you and as such we really know how to configure them so you get the best out of them.
- **Timely software updates and security patches**  
All our servers are kept up to date with Security and Enhancement patches to ensure your systems are kept as safe as possible. Systems developed by IBC are also update as a part of your hosting solution.

Please review the individual facilities overview for more details on the physical environment.



### 3 ISP Config, Self Service Panel Hosting

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#### 3.1 Plans

IBC will help you select the most appropriate dedicated hosting plan	Bronze	Silver	Gold	Platinum
<b>Features</b>				
Server Storage	10GB	20GB	40GB	80GB
Monthly Traffic Allowance	20GB	30GB	50GB	100GB
<b>Pricing</b>				
Monthly \$	15	20	25	35
Set up \$	Free	Free	Free	Free

#### 3.2 Inclusions

- **Control Panel**  
Self-managed web hosting using a Hosting Control Panel, ISP Config 3
- **24 X 7 Automated Monitoring including SMS alerts**  
Rest assured knowing that all services are monitored and if problems arise automated alerts are sent through email and SMS to our on call systems engineers who can deal with the problem quickly and efficiently.
- **Uninterrupted Power Supply with Automatic Backup Generator**  
All equipment is powered through UPS Power and if power outages last a substantial amount of time backup generators will keep the systems going until normal power supplies resume.
- **High speed network access Redundant Internet Providers**  
The data centre is supplied by two independent Internet Access providers, in the event that one provider has an outage all traffic will be services by our secondary supplier.
- **Air Conditioning and Temperature Monitoring**  
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- **Website statistics**  
All website in our shared hosting infrastructure have access to a website statistics package to view the effectiveness of their site.
- **Offsite backups**  
Backups are performed nightly and the backup media is stored offsite.

Please review the individual facilities overview for more details on the physical environment.





## 4 Dedicated Virtual Server Hosting

### 4.1 Plans

IBC will help you select the most appropriate dedicated hosting plan	Bronze	Silver	Gold	Platinum
<b>Features</b>				
Server Storage	30GB	30GB	50GB	100GB
Monthly Traffic Allowance	40GB	60GB	100GB	250GB
Memory (RAM)	512MB	1GB	2GB	4GB
Virtual CPU Units	1	1	1	2
IP Addresses	1	1	1	1
<b>Pricing</b>				
Monthly \$	110	150	280	420
Set up \$	Free	Free	Free	Free

Additional CPU Units \$30 per month.

### 4.2 Inclusions

- **24 X 7 Automated Monitoring including SMS alerts**  
Rest assured knowing that all services are monitored and if problems arise automated alerts are sent through email and SMS to our on call systems engineers who can deal with the problem quickly and efficiently.
- **Uninterrupted Power Supply with Automatic Backup Generator**  
All equipment is powered through UPS Power and if power outages last a substantial amount of time backup generators will keep the systems going until normal power supplies resume.
- **High speed network access Redundant Internet Providers**  
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All access is controlled and monitored and recorded. Only authorised personnel can enter the secured facility.
- **Website statistics**  
All website in our shared hosting infrastructure have access to a website statistics package to view the effectiveness of their site.
- **Offsite backups**  
Backups are performed nightly and the backup media is stored offsite.
- **Firewall Management**  
All systems are protected by state of the art firewall systems that are regularly monitored and maintained by our Cisco Certified system engineers.

Please review the individual facilities overview for more details on the physical environment.



## 5 SSL Certificates

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When registering or renewing SSL certificates, IBC charges the customer for the:

- Cost of the certificate
- Cost to install, test and deploy the certificate

**Note SSL Certificate pricing is in \$USD**

Pricing	Length of certificate	Cost ex GST (paid in advance)
<b>Standard SSL</b> 1 domain, no sub-domains e.g. <a href="https://domain.com">https://domain.com</a>	1 year	USD\$175.00
	2 years (recommended)	USD\$315.00
<b>EV SSL</b> <b>IBC Recommended Certificate</b> 1 domain, no sub-domains e.g. <a href="https://domain.com">https://domain.com</a>	1 year	USD\$295.00
	2 years (recommended)	USD\$469.00
<b>Wildcard</b> 1 domain with many sub-domains e.g. <a href="https://sub1.domain.com">https://sub1.domain.com</a> and <a href="https://sub2.domain.com">https://sub2.domain.com</a>	1 year	USD\$489.00
	2 years (recommended)	USD\$779.00

### 5.1 Deployment

- The cost to install, test and deploy a single SSL certificate is currently a flat rate of **\$290 + GST**.

### 5.2 Notes

- Pricing is based on purchasing through Digicert, [www.digicert.com](http://www.digicert.com). Certificates through other providers will alter the cost, and you should check with IBC Digital to get clarification.
- IBC pays for certificates in USD. Currency fluctuations may alter the price we charge customers from time to time. This will be reviewed monthly.



## 6 Domain Names & Domain Hosting

### 6.1 Domain Options

IBC will help you select the most appropriate option based on your requirements	Domain name + domain hosting		Domain name hosting only	
		.com.au .net.au .org.au .asn.au	.com .net .org .info .biz	.com.au .net.au .org.au .asn.au
Features				
Period	2 years	1 year	2 years	1 year
Hassle free setup & renewal	✓	✓	✓	✓
FREE domain renewal reminders	✓	✓		
Fully accredited domain registrar	✓	✓		
Pricing				
Per Period Per Domain \$	190	90	160	90

- Other extensions are available including .mobi and country extensions (e.g. .nz, .uk, .us) – contact us for a price.
- .com/.net/.org/.info/.biz domain names may be registered for more than 1 year – contact us for a price.
- .com.au/.net.au domain names are reserved for Australian companies and require a valid ABN/ACN
- .org.au domain names must meet the above requirements and be a non-profit organisation/registered charity.
- .asn.au domain names are available to Australian associations, sporting clubs etc.
- .com.au/.net.au domain names are reserved for Australian companies and require a valid ABN/ACN

**All pricing in this document is exclusive of GST.**



## 7 Backup Process

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All Servers are backed up nightly at the VMWare Guest Level and managed by Veeam. This is stored locally at the datacentre on Hard Disk and replicated to tapes that are held offsite. Backups are kept for a two-week period.

Database server also keep a nightly backup of each individual database locally on the server disks for the last two nights.

Backup data is also held locally so for single server failure restoration is performed quickly within 4 hours. In the event of a full data centre failure, the offsite backup would be restored to the alternative datacentre in Sydney. The full restoration process for Disaster recovery is expected to take 48 to 36 hours to complete as per the IBC Digital Disaster Recovery Plan.

### 7.1 Restore Process

If a client is to make an error in their systems and they require a backup, this can be requested through the IBC Digital Service Desk ([help.desk@ibc.com.au](mailto:help.desk@ibc.com.au)). Time taken to provide these backups is billed on service plan or casually.

## 8 Vocus, Perth iX Facility Overview

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- 385sqm of computer room space;
- 200 x 42RU racks in main computer room (lockable);
- 3 x Liebert Hipulse 200kVA 12 Pulse UPS;
- 2 x Liebert APM 150kVA UPS;
- 706 kva diesel generator, for Perth iX use only;
- 1 x Liebert Atlas PEC 128FA-100 Precision air conditioner
- 2 x Liebert Atlas PEX 245FA-100 Precision air conditioner;
- 4 x Liebert Atlas PEC 368FA-100 Precision air conditioners;
- VESDA (Very Early Smoke Detection Alarm) with FM200 gas fire suppression;
- 15 high resolution digital security cameras;
- Network Operations Centre (NOC) is monitored 24x7;
- Cisco Powered Network., redundant network;
- Biometric/security card controlled access to all computer rooms;
- Raised anti-static computer room flooring;
- Armoured and Bullet resistant glass;
- Redundant Carrier Grade IP Transit;
- Upstream link: 1Gbps to WAIX;
- WAIX PoP;
- Connectivity Access to all Major Telecommunication Companies;



### 8.1 Perth iX Racks

Perth iX offers fully pre-provisioned facilities in the IDC to allow for customer's equipment or applications to be commissioned in the shortest time possible. Co-location is available in two main configurations; dedicated full racks, or shared partial rack spaces. Perth iX racks are custom made and feature variable airflow, security and flexible access. Rack space is also available in one third or half rack increments.

Perth iX 42 RU (19" x 84" x 32") rack includes high-strength aluminium shelves, Anodised Aluminium Frames which are light weight and easily mountable. They also include a rear-perforated door for rear ventilation and auto-locking front and back doors.

### 8.2 Air-conditioning as per Australian standard

Perth iX operates a Type 1 Environment as defined in AS2834-1995 (Refer Table 2.1). All air-conditioning requirements have been met or surpassed. The Perth iX Data Centre offers a Service Level Guarantee for Environmental Control performance indicators consisting of:

- Operating Temp Range of 22 degrees Celsius +/- 4 degrees Celsius and
- Operating relative humidity range of 40% - 60%.



Historic records have shown that the Perth iX environment has been maintained at an average operating temperature of 22 degrees Celsius and 49% relative humidity.

### **8.3 Backup power generator and dual power grids**

In addition to UPS, Perth iX has a dedicated 706KVA diesel generator installed and serviced by Liebert. The generator is located in the basement of the Quadrant building and commences operation within 30 seconds of a power surge or failure. Switchover is automatic upon reaching appropriate generated power levels and continues until mains power is reliably restored. The generator can run unattended for 8 hours at maximum load (current loads allow for 10 hours running time). A diesel fuel supply contract has been secured with a fuel transport company to guarantee continuous fuel supply in the event of an emergency. This ensures that Perth iX customers can benefit from a more than adequate amount of redundant power. Testing is performed on a quarterly basis.

Coupled with the dedicated generator, Perth iX sits on two separate power grids. Perth iX's primary grid is the hospital grid, and where a prolonged outage occurs, Western Power can attend the facility to switch the centre to the separate and redundant power grid.

### **8.4 Access**

Internet Service Providers currently available in the Perth iX data centre include Vocus Communications, Telstra, AAPT, Nextgen Networks, Optus, Amcom and Primus. Additionally, Perth iX has 1Gbps WAIX peering session for customers wishing access to this peering point. Perth iX is carrier neutral and will permit all carriers access to the data centre facility provided they meet security and access policies that protect our customers. Perth iX is an Internet Service Provider in its own right and delivers access via our Cisco Powered Network. Perth iX has three main upstream providers including WAIX, Optus and Soul. Redundant paths to the Internet allow Perth iX to fulfil its service level obligations and provides greater assurance for customers who rely on the Internet for their business.

### **8.5 Cisco Firewalls**

Customers also have the option of protecting their applications from potential Internet threats by opting to connect to our Cisco Firewalls. Perth iX has two Cisco Firewalls working as a single redundant unit. These units deliver strong security and fail-over redundancy. Cisco Firewalls deliver superior performance of up to 1,000,000 simultaneous connections and nearly 5.5 Gigabits per second (Gbps) aggregate throughput while providing customers with world-class security.

### **8.6 Fire detection**



Perth iX has installed a completely independent fire detection and management system for use within the Data Centre. The centre boasts its own Fire Control Panel with 4 separate zones. This configuration is designed to minimise impact on equipment in unaffected areas of the centre. A VESDA (Very Early Smoke Detection Appliance) Aspirating Smoke Detection System has been installed to allow swift detection of any smoke or heat generated incidents. This system works by drawing air through a network of pipes to a detector. The air sample is then analysed to identify whether or not there is smoke in the monitored area.

## 8.7 Fire suppression

FM200 fire retardant gas has been installed to ensure that any fires are controlled effectively and promptly with as little disruption to equipment as possible. FM200 gas is deployed under instruction from the VESDA system. The gas removes all oxygen from the monitored zone via a chemical reaction, effectively extinguishing any fire. Each Zone within the centre is isolated from others by slab-to-ceiling walls and each zone has been pressure-tested to ensure integrity should the FM200 system be deployed.

## 8.8 Power conditioning

Power surge protection is inherent in the use of the UPS system. Tolerance is set to .001 seconds, upon which the centre will automatically switch to battery and then generator power once it is online. Each rack is fitted with a surge-protected powerboard for redundancy.

## 8.9 Liebert UPS Module AC Input

- A. Voltage Range:  $\pm 15\%$  (rectifier is operational until  $-25\%$  is exceeded).
- B. Frequency Range:  $\pm 5\%$ .
- C. In-rush Current Limiting: 20% to 100% of full rated current over 10 seconds.
- D. Power Factor: Minimum of 0.8 lagging at full load with nominal input voltage (can be increased to 0.95 lagging with optional input filter.) Input power factor for 12 pulse modules with input filter permits operation with the filter connected down to 10% rated load without the input power factor going leading.
- E. 2-Step Input Current Limit: Maximum of 125% normal full load input current. (100% for generator operation).
- F. Temperature Compensated Charging: Above  $25^{\circ}\text{C}$  the battery charge voltage shall reduce by 2mV per cell per  $^{\circ}\text{C}$  in order to optimise on the battery lifetime. Current Distortion: Less than 30% THD at full load input current for a 6 pulse modules; the optional input filter shall reduce this input current distortion to less than 9% THD at full load. Less than 9% THD at full load current for a 12 pulse modules; the optional input filter shall reduce this input current distortion to less than 4.5% THD at full load.

## 8.10 Liebert UPS Module AC Output



- A. Load Rating: 100% continuous load rating at 40°C for any combination of linear and non-linear loads.
- B. Voltage Regulation: 1% steady state for balanced load, 2% for 100% unbalanced load.
- C. Frequency Regulation:  $\pm 1$ Hz synchronised with bypass source,  $\pm 0.01$ Hz free running or on battery operation.
- D. Frequency Slew Rate: 0.1Hz per second.
- E. Efficiency: Defined as output kW / input kW at a load power factor of 0.8 lagging:
  - a. Not less than 93% at full rated load for 6 pulse modules when operating as a true on-line configuration;
  - b. Not less than 91.5% at full rated load for 12 pulse modules when operating as a true on-line configuration;
  - c. Not less than 97% at full rated load for either 6 or 12 pulse single modules when supplying the load through the static mains bypass.
- F. Phase Imbalance:
  - a.  $120^\circ \pm 1^\circ$  el. for balanced loads;
  - b.  $120^\circ \pm 1^\circ$  el. for 100% unbalanced loads
- G. Voltage Transients:  $\pm 5\%$  for 100% output load step.
- H. Transient Recovery Time: To within 1% of steady state output voltage within 20ms
- I. Voltage Distortion (at 100% rated load with crest factor 3:1) :
  - a.  $<3\%$  Ph/Ph voltage total harmonic distortion (vTHD)
  - b.  $<5\%$  Ph/N voltage total harmonic distortion (vTHD)
- J. Module Overload Capability at Rated Output Voltage:
  - a. 110% of rated load for 60 minutes;
  - b. 125% of rated load for 10 minutes;
  - c. 150% of full load for a minimum of 1 minute.
- K. Module Current Limit:
  - a. 150% of rated three phase current for up to 5 seconds (in accordance with EN 50091-1-1).
  - b. 290% of rated single phase current for up to 5 seconds (in accordance with EN 50091-1-1).

## 8.11 Raised, anti-static floors

Perth iX has raised antistatic flooring for delivery of air-conditioning (used as a plenum for air distribution), flood protection, and for circulation of FM200 gas. The under floor area is suitable for power and data wiring, existing power and cabling provisioning is from overhead cable trays to minimise disruption and provide protection from flooding. The structural floor is sealed to prevent dust and moisture ingress.

## 8.12 Secured access

Perth iX maintains an extremely secure Data Centre and supports the physical security with a strong security policy. The Data Centre is monitored 24 hours a day, 7 days a week. All areas including (but not limited to) the access points, Network Operating Centre, exterior cabling, air conditioning intake and generator are video monitored and recorded.





All access, whether by staff or clients, is recorded via proximity cards. A monitored mantrap is used to verify the personnel entering by means of stored images of authorized clients and a Closed Circuit Television system controls all entry points, including basement and fibre cable points of termination. An individually keyed secure Kounis rack made from high-density powder-coated steel is available for customers wishing to utilise Perth iX provided racks. The fully segregated rack is stored in a sealed access restricted room with 12 inches of concrete above and below and a dual layer system of glass consisting of an outer shatterproof layer and an inner bullet resistant layer.

The data centre floor is raised from 200 to 1200mm off street level to prevent ram-raid attacks. Glass doors with ballistic properties controlled by a central stand-alone microprocessor allow entry to the computer rooms, with identification for access being controlled by proximity card and biometric scanning devices.

All Perth iX staff have Federally Police clearances renewed on an annual basis.

### **8.13 UPS supplied power**

Perth iX sources its electricity from Western Power through its own meters in the Quadrant building. The power is conditioned by 3 X 200kVA Liebert UPS and 2 x 150kVA Liebert UPS; thereby providing a redundant conditioned power supply. The UPS is fed by 7 tonnes of battery backup designed to run the full data centre for 15 minutes. Each rack and cage in Perth iX's computer room is fed directly from the UPS.