

SERVICE DESCRIPTION

WEBSTREAM LIMITED
GST NUMBER 68-097-584
WWW.WEBSTREAM.CO.NZ
WWW.WEBSTREAM.NET.NZ

Webstream Site Monitoring, Support & Recovery Services

Welcome to Webstream's site monitoring and system recovery services. We offer three classes of service:

- **Standard Service** – our automated monitoring system checks your site 24 x 7 x 365 and alerts you to any outages by e-mail, pager or SMS message. Similarly, we notify you when system recovery is complete.
- **Advanced Service** – we monitor your servers 24 x 7 x 365, alert you and then action your pre-defined fault recovery procedures, providing co-ordination with your personnel and third party vendors until fully system recovery.

11 PEREGRINE PLACE
BIRKENHEAD, AUCKLAND
0626 NEW ZEALAND

How it works

Our dedicated monitoring servers are located in two separate centres in Auckland, each with its own fully redundant high-speed Internet connection. Using our fully automated custom monitoring software, we can reliably monitor any site on the Internet. All sites are monitored at one-minute intervals, 24 hours a day. Our monitors are set-up to send e-mail, pager or SMS message alerts to one or more designated support personnel within 60 seconds of any malfunction and again on site recovery.

CALL FREE: 0800 474748
TELEPHONE: (64) 9 480 3010
FAX: (64) 9 480 5010
INFO@WEBSTREAM.CO.NZ

Types of monitoring

For each site, multiple sensors can be configured to test for HTTP, HTTPS, SMTP, POP3, FTP and DNS responses. To reduce network traffic to a minimum and to allow Web monitoring responses to be recorded separately in the server logs, we typically ask for one or more small pages to be inserted in the site. These pages can also test for dynamic SQL database content and audio/video streaming services. We routinely script the pages required and provide set-up assistance.

WEB DESIGN
SOFTWARE DEVELOPMENT
CONTENT AUTHORING
SITE IMPLEMENTATION
E-COMMERCE

What will I see?

Our monitoring services generate very little traffic and will have absolutely no effect on site performance. A positive side effect of monitoring is that your site will constantly be in DNS cache. In your server logs you'll be able to immediately verify that our service is doing its job, calling designated pages every minute of the day. It's entirely up to you what you see when your system is on error – our alerts can be fully customized and can be in any language.

SITE HOSTING SERVICES
SYSTEMS MONITORING
SYSTEMS CONSULTING
NETWORK ENGINEERING
PROJECT MANAGEMENT

What's the difference between service classes?

Our monitoring services are charged at two different monthly packaged rates, depending on the monitoring services required and the level of 'on-error' response you require. The cost and feature set for each service is summarized overleaf.

SOFTWARE DEVELOPMENT
MICROSOFT.NET, C#, VB
ORACLE, MS-QL SERVER
LINUX, APACHE, MYSQL, PHP

Webstream Standard Monitoring Package

- Up to 2 sites on a single server, any reachable TLD/country suffix
- 24x7x365 automated external monitoring service from within the NZ domain space
- Fully automated site check every 3 minutes
- PING, PORT, HTTP, HTTPS, FTP, & DNS sensor options (firewall settings permitting)
- Up to 4 custom sensor tests included
- Automated E-mail, Pager or TXT problem notification to up to 2 designated contacts within 3 minutes
- Further automated notifications hourly during outage
- Automated notification within 3 minutes on site recovery
- **Monthly charge: NZ\$50 plus GST**

Business Site Monitoring & Outage Management – features:

- Up to 20 sites or servers on any reachable TLD/country suffix
- 24x7x365 automated external monitoring service from within the NZ domain space
- Pro-active Recovery Management during call window, 08:00 to 19:00 Mon-Sat.
- Fully automated site check every 1 minute
- PING, PORT, HTTP, HTTPS, FTP, DNS, SMTP, POP3 sensor options
- SQL health monitoring via HTTP scripted page included
- Up to 20 custom sensor tests included
- Automated E-mail, Pager or TXT problem notification to all designated parties within 2 minutes
- Further automated notifications to all parties hourly during outage
- Automated notification to all parties within 2 minutes on site recovery
- On error, prompt execution of the pre-agreed Recovery Plan, including:
 - Escalation of hardware faults to designated support provider
 - Escalation of upstream network faults to designated provider
 - Escalation of application faults to designated customer operatives
 - Remote reboots (subject to suitable remote access)
- **Monthly charge: NZ\$300 plus GST**

What types of system do you support?

Our Standard monitoring service is an alerting service only and will work on any public site, regardless of the operating system or layered software used to run it. Using our Advanced services however, we will clearly need access to your systems and typically this will be via VPN from our call centre. Currently, we offer support for sites using Microsoft operating systems and layered products only, specifically IIS, Windows 2000, Windows 2003, Exchange, SQL 2000 & 2005, Streaming Server, BizTalk Server and SharePoint Services. We do not offer Linux or UNIX escalation and remedial support at this time.

How do I sign up?

For the Webstream Standard service sign-up is easy. Simply complete the form and return it to us by fax to **09 480 5010** or e-mail support@webstream.co.nz – we can do the rest and inform you when it's working.

For Advanced service, we'll clearly need to meet with you and discuss your requirements. We'll need to understand your site recovery and escalation processes and work with you to agree a viable site recovery plan. Equally importantly, we'll need to discuss system access, site dependencies and have a crystal clear picture of your systems and the degree of support you require.

For further information and a no-obligation discussion about our Advanced monitoring and recovery services, please contact us on 0800 474748

Our Application & Service Configuration Form for Standard Monitoring Services is overleaf

Webstream Standard Site Monitoring Service – Application/Configuration Form

Please complete and fax to 09 480 5010 or call 0800 474748 for assistance.

Your Service Provider:						
Service Level Required:	Standard Service <input type="checkbox"/>					
Site IP address:						
URL to monitor (1):						
URL to monitor (2):						
URL to monitor (3):						
URL to monitor (4):						
Monitor (1) type:	HTTP to URL (1)					
Monitor (2) type:	HTTP	SMTP	POP3	FTP	DNS	PING
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor (3) type:	HTTP	SMTP	POP3	FTP	DNS	PING
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor (4) type:	HTTP	SMTP	POP3	FTP	DNS	PING
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Company Name:						
Your Contact Name:						
Your Billing Address:						
Contact Telephone						
Fax:						
E-mail Address:						
Monitoring Frequency:	Every two minutes <input type="checkbox"/>					
Send E-mail alerts and recovery messages to:						
Send Pager alerts and recovery messages to:						
Send SMS alerts and recovery messages to:						

Signed:

Dated: