

CenturyLink Collocated Hosting Services

Networkx Service Overview

Your foundation for success

CenturyLink® CyberCenter® facilities, which are located nationwide, provide the basis for CenturyLink's Collocated Hosting Services (CHS).

Features

- CenturyLink CyberCenters
 - 50,000+ square foot facilities provide cost-effective alternative to developing, deploying and staffing your Agency's own hosting center
 - Strategically and conveniently located nationwide
 - Provide secure, reliable, scalable foundations for your Agency's success.
 - SAS 70 Type II Internal Control Standards. A Type II audit not only includes a description of controls, but also a detailed testing of the controls; our facility operations are thoroughly scrutinized and annually evaluated with results reported and published
- Physical security
 - CenturyLink CyberCenters are outfitted with biometric palm scanners and secure card-key access to collocation areas of the data center
 - All Agency equipment is kept in secure locations
 - Access requires security desk check-in
 - On-site security personnel monitor CenturyLink hosting facilities 24x7x365 via indoor and outdoor video surveillance
- HVAC and fire suppression
 - All CenturyLink CyberCenters are designed with N+1 redundant chilling/heating systems and redundant, multi-zoned fire suppression systems
 - Very Early Smoke Detection Apparatus systems are located throughout the raised floor area in all CenturyLink CyberCenters
- Power
 - Redundant power is available as needed
 - Designed with battery backup for uninterrupted power supply
 - Diesel generators (N+1) ensure uninterruptible power
- Public network connectivity
 - All CenturyLink facilities are linked to the CenturyLink OC-192 IP network
 - Internet connectivity is available in three port speed types:
 - 10 Mbps
 - 100 Mbps
 - Gig-Ethernet connections
- Private/point-to-point network connectivity
 - CenturyLink provides synchronous optical network connectivity options for access into CenturyLink's CyberCenters at DS-1, DS-3 and optical connectivity speeds supporting either voice or data traffic

Contact your CenturyLink Representative today!

Visit GSANetworkx.com and click on "Locate your Account Manager".
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx
(866-472-6389) Email: federal@CenturyLink.com



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- Add-on product options
 - CenturyLink proactively monitors and/or manages your Agency’s Web, application, databases and operating systems remotely, as well as within CenturyLink’s CyberCenter locations
 - Proactively manage over 80 unique applications, databases and operating systems
 - Uptime service level agreements (SLAs) for entire managed service environment
 - Monitoring features include:
 - Base monitoring (ping, system checks, fetches)
 - Process monitoring
 - Trending analysis
 - Hardware monitoring
 - Router and switch monitoring
 - Application and database monitoring
 - Custom application monitoring
 - CenturyLink’s Storage Services (SS) under its Network contract provide a suite of fully managed products and services, including storage area network and tape area network
 - CenturyLink offers a wide array of disaster recovery services, such as diverse access and business continuity planning

Benefits

- World-class facilities—features redundant architectures (N+1), state-of-the-art security systems, and best-in-class CyberCenter personnel and procedures
- Savings - enjoy state-of-the art facilities without buying them; CenturyLink has made the investment, so your Agency doesn’t have to
- Flexibility - CenturyLink offers a variety of power circuit types, as well as rack and cage customization
- Multiple Locations - available nationwide (13 centers in 10 locations)
- SLAs - SLAs for every one of our network products and for each CyberCenter facility; 10-day installation SLA for space and power

How it Works

Choose one of CenturyLink’s CyberCenters and determine how much space, power and bandwidth your Agency needs. Together with a CenturyLink transition manager, your Agency will build a plan to get to production. Once everything is up and running, your Agency will enjoy 24x7x365 support from CenturyLink’s first-touch response service desk, as well as from our CyberCenter personnel.

CenturyLink’s Collocated Hosting Services consist of space, power and bandwidth. Bandwidth includes periodic hardware check (ping) with e-mail notification of any unresponsive device, which may indicate problems in connectivity, power and/or device availability. CenturyLink’s CHS are available in cages or half- and full-rack configurations. Charges are based on a per-rack/cage basis.

Why Buy from CenturyLink?

- Tier 3-Certified by the Uptime Institute—CenturyLink’s CyberCenter locations are certified at the Tier 3 level with regard to fault tolerant power, cooling compliance and site infrastructure rigor
- Customer service - CenturyLink personnel work with your Agency hand-in-hand to provide guidance and ensure a quality hosting experience; CenturyLink will help your Agency with its IT infrastructure, so that your Agency can focus on its mission
- Expertise - CenturyLink has provided hosting services since 1994; few other providers have comparable hosting experience

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- Certifications - CenturyLink personnel have dozens of certifications, and over 75 master skill sets
- Full service hosting provider - CenturyLink can provide a wide range of hosting services, including storage, tape backup and disaster recovery
- Location - CenturyLink's CHS facilities are available nationwide

Other Services Available from CenturyLink

In addition to Collocated Hosting Services, CenturyLink has an array of other Services to meet and/or enhance your Agency's hosting needs, including:

- Dedicated Hosting Services
- Internet Protocol Service
- Network-Based Internet Protocol Virtual Private Network Services
- Managed Tiered Security Services
- Private Line Service
- Internet Protocol Telephony Service
- Converged Internet Protocol Services
- Voice Over Internet Protocol Transport Services
- Call Center/Customer Contact Center Services

Contract Vehicle

Network Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Network Website at <http://www.gsanetwork.com>

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