

CenturyLink Storage Services

Networkx Service Overview

Secure, scalable solutions

CenturyLink's Storage Services (SS) provide your Agency with a scalable, cost-efficient suite of data storage solutions tailored to your Agency's specific storage needs. Designed to enhance your Agency's disaster recovery strategies, CenturyLink's hard working storage solutions will not only back up your Agency's data, but also retrieve, restore and archive it. CenturyLink Storage Services are very secure, and are designed to grow with your Agency's changing needs.

Features

CenturyLink's Storage Services are provided through CenturyLink's Storage Area Network (SAN), which includes the following features:

- Ideal solution for large amounts of data
- Any server in the fabric can communicate with any storage device in the SAN
- Online configuration and management reduce maintenance impact
- SLAs for disk availability
- Dual or single path redundancy
- Redundant Array of Inexpensive Disks (RAID) protected

CenturyLink's SS also provide backup services through CenturyLink's Tape Area Network (TAN), which includes the following features:

- Backs up data from your Agency's servers to the CenturyLink TAN
- Secure - limits access to those your Agency identifies
- Reports - backup reporting is available upon request
- Usage-based billing - based on the quantity of data (GB) backed up to tape each month
- Offsite tape archiving - an available optional service
- Restore SLA - time for CenturyLink to initiate a restore is 30 minutes or less

Benefits

- Availability - CenturyLink's CyberCenter™ storage and tape environments provide immediate availability of your Agency's data
- Savings - CenturyLink's CyberCenters™ provide cutting-edge facilities to your Agency without the need for capital expenditure
- Technology - CenturyLink's CyberCenters provide the latest technologies, including best-of-breed hardware, software and equipment
- Scalability - Your Agency can scale up or down as its data needs grow or shrink, without the need for additional capital investment
- Free up resources - CenturyLink helps with your Agency's IT infrastructure, so your Agency can focus on its core mission.

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



How it Works

CenturyLink's Storage Services provide your Agency with a suite of fully-managed, leading-edge products and services including:

- Utility storage - fully-managed primary disk storage delivered via CenturyLink's advanced SAN
 - Tier 1: High performance disk for demanding applications
 - Tier 2: Mid-performance disk
 - Tier 3: Lower performance disk for applications that can tolerate slower response times
 - Point-in-time-copy:
 - Provides managed and secure copies of online data replicated within the storage subsystem
 - Keeps copies of your Agency's data within the storage array to facilitate rapid recovery in the event of data loss
- Managed Dedicated Storage - your Agency may purchase equipment from a select list of CenturyLink-supported storage hardware. CenturyLink will then manage the equipment for your Agency in one of our CyberCenters™
- Backup services are provided through CenturyLink's Tape Area Network
- Managed Tape Backup - this service is available a la carte or in conjunction with any hosting service. This service backs up data to tape during a scheduled backup time window and is available in two varieties:
 - File system backup
 - Hot database backup
- Tape Restores - guaranteed restore time through service level agreements (SLAs); charges are per incident beyond the three per month allotted in the backup offerings
- Off-site Archiving - tapes are kept in a secure, off-site facility:
 - Tape Retrievals - CenturyLink retrieves tapes kept in the off-site archiving facility; the tape is placed in our tape drive so your Agency's data may be copied onto your Agency's server; charges are based on each incident and urgency of the retrieval. Urgency is defined as:
 - Critical retrieval within 90 minutes
 - Emergency retrieval within four hours
 - Unscheduled retrieval within 24 hours

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
- Experience - CenturyLink's storage personnel average more than 20 years of experience
- Expertise - CenturyLink has provided hosting services since 1994; few providers have comparable hosting experience
- CenturyLink personnel have dozens of certifications and over 75 master skill sets
- No third parties are involved - CenturyLink owns and supports its storage and backup services, so there is no third party involvement or hand-off of responsibility
- Customer service - CenturyLink personnel work with your Agency hand-in-hand to provide guidance and expertise to ensure a quality hosting experience
- Full service hosting provider - CenturyLink has a wide range of hosting services, including managed applications and databases, storage, tape backup and disaster recovery services
- Location - CenturyLink has storage facilities available nationwide

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Other Products Available from CenturyLink

In addition to Storage Services, CenturyLink has a variety of other Services to meet your Agency's needs, including:

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

Contract Vehicle

Networx Universal & Enterprise

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

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