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# Voxel Introductory Profile

# About Voxel

## Executive Summary

Voxel dot Net, Inc. delivers managed scalability for demanding Internet applications.

The Company's global IP network, deep experience in managed hosting and performance-tuned CDN provides the trifecta of reliability, scalability and responsibility.

By offering the only end-to-end guarantee in the industry, Voxel ensures the delivery of your content from creation to consumption.

This unique capability has earned Voxel critical clients in the web's most demanding segments, including media streaming, online gaming and financial services.

## Company Profile

For nearly a decade, Voxel has been building its business by providing innovative IP and managed hosting solutions for clients worldwide and has been powering many of the Internet's top, media-rich websites since before "Web 2.0" was a catch-phrase.

Founded in 1999 by Raj Dutt, Voxel was just beginning its corporate life when the "dot com" bubble burst. As a self-funded venture with no outside funding, the Company focused on providing its loyal client base with industry-leading service by solving complex scalability issues with innovative ideas and true end-to-end solutions. As a nimble player in the hosting and network services industry, Voxel's product suite has been custom-catered to the needs of its demanding and rapidly growing client base. The company offers rock solid Open Source-based Managed Hosting, scalable network resources provided for clients with high-bandwidth and high-traffic demands, and onDemand and Streaming Content Distribution across the globe through a unified, redundant and high-performance platform.

To provide these solutions, Voxel has invested heavily in premier datacenter facilities, built one of the most scalable independent IP backbones in the world (AS29791) and delivers the power of its VoxCAST Content Delivery Network (CDN) with the operational expertise of a managed, high-availability hosting firm.

The Company is headquartered in the Financial District of New York City and maintains network and sales presences in 15 locations across 3 continents. Voxel dot Net is privately held, profitable and has no long term debt or outside funding.

## Client Showcase

Voxel dot Net services clients with demanding scalability requirements. Customers from industry leading telecom Service Providers to Fortune 1000 enterprises trust Voxel dot Net for their managed hosting, network services and content delivery needs. A sampling is listed below:



# Voxel IP Network

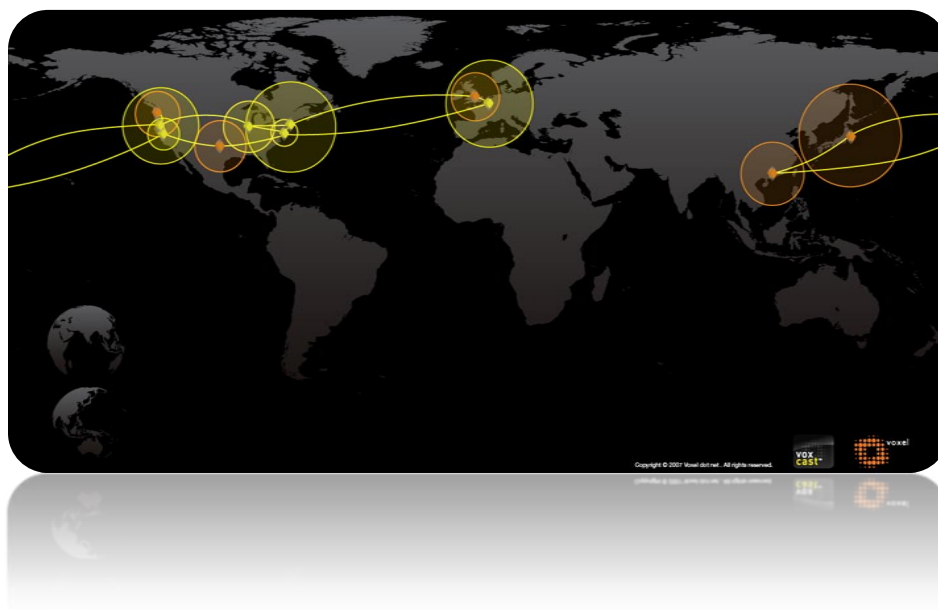
As one of the only hosting providers that owns and operated its own International IP backbone, Voxel is armed with flexibility and depth of service that is unrivaled in our industry.

Unlike most Managed Hosting companies, Voxel doesn't simply buy and blend bandwidth from a few carriers. We own and operate hundreds of miles of metro dark fiber rings, dozens of carrier grade Juniper and Cisco core backbone routers, and a fully meshed BGP4+ network connecting the United States, Europe and Asia.

Designed to exceed the scalability and performance requirements of our most demanding Managed Hosting customers, the Voxel IP Network has been purpose built to excel at delivering extreme amounts of rich media content to end users.

Our network links key "carrier hotels" around the world, where we maintain massive capacity with 6 Tier-1 upstream providers for the ultimate in both performance and redundancy. In addition, we connect with hundreds of individual networks at key peering locations, including many of the largest DSL and Cable modem ISPs. These strategic peering agreements allow Voxel, in over 50% of all cases, to bypass the Internet and deliver content directly to end user networks. This advantage offers best-in-class network performance across all of our solutions – from single location hosting to our VoxCAST Media Delivery Platform.

With so many diverse, high capacity paths between your infrastructure and your users, you can rest assured that your content is always delivered, routed around failures or congestion by our expert network engineering staff. The Voxel IP Network directly benefits our Managed Hosting customers – delivering increased flexibility, superior performance, and the ability to provision additional capacity on demand.



## The Voxel Network Guarantee

- 100% guaranteed uninterrupted transmission to the Internet
- Zero packet loss on Voxel's internal network
- Connections to 6 Tier-1 network providers and hundreds of peers
- Minimal latency and no single point of failure
- Fully Redundant BGP4+ network using Hot Standby Router Protocol (HSRP)
- **End to End Guarantee – from server to eyeball – Content Creation to Content Consumption**

# Infrastructure Layer

Base Infrastructure Hosting Layer support is provided to all customers at no additional cost, and is the foundation upon which all of our solutions are built.

We provide a comprehensive warranty on all of the underlying hardware and network devices that power your hosting solution, as well as the physical datacenter environment in which your infrastructure is located.

## **Critical Datacenter Infrastructure**

Voxel maintains multiple hosting centers in the New York metro area, and guarantees that all critical datacenter infrastructure systems in those datacenters will be available 100% of the time.

Critical datacenter infrastructure includes the continuous supply of conditioned AC or DC power via our N+1 redundant UPS (Uninterruptible Power Supply) and Generator systems, and N+1 redundant cooling capacity via multiple CRAC (Computer Room Air Conditioning) units.

Critical datacenter infrastructure downtime occurs when a power or cooling problem results in the shut down (due to power loss or overheating) of customer equipment.

In the event that Critical Datacenter Infrastructure uptime is less than 100.00% in a given month, the customer is eligible for an SLA refund of 5% per 0.1% of the given month that the critical datacenter infrastructure remains down, up to 100% of the monthly fee of all services affected.

## **Customer Hardware**

Voxel guarantees that all the dedicated hardware that comprises a customer's infrastructure will be free of hardware problems, and that any faulty hardware will be replaced at no cost to the customer within 1 hour.

This guarantee extends all Voxel managed components that comprise this solution, including switches, load balancers, firewalls, and power distribution units.

Customer hardware downtime occurs when a dedicated hardware device experiences a full or partial hardware-level failure that causes the device to stop operating in an optimal manner.

In the event that the faulty hardware is not replaced within 1 hour, the customer is eligible for an SLA refund of 5% per 30 minutes or part thereof hardware that the hardware is not replaced, up to 100% of the monthly fee of the device.

## **Customer Hardware Out of Band Access**

Voxel provides an out of band mechanism for power cycling any dedicated device remotely. This service operates independently from other systems and can be used at any time even when a device is unresponsive or has crashed.

Voxel provides an out of band mechanism for accessing each dedicated device via its serial console port remotely. This allows for systems administration, even when the primary access method is unavailable, or if the Operating System is unable to boot.

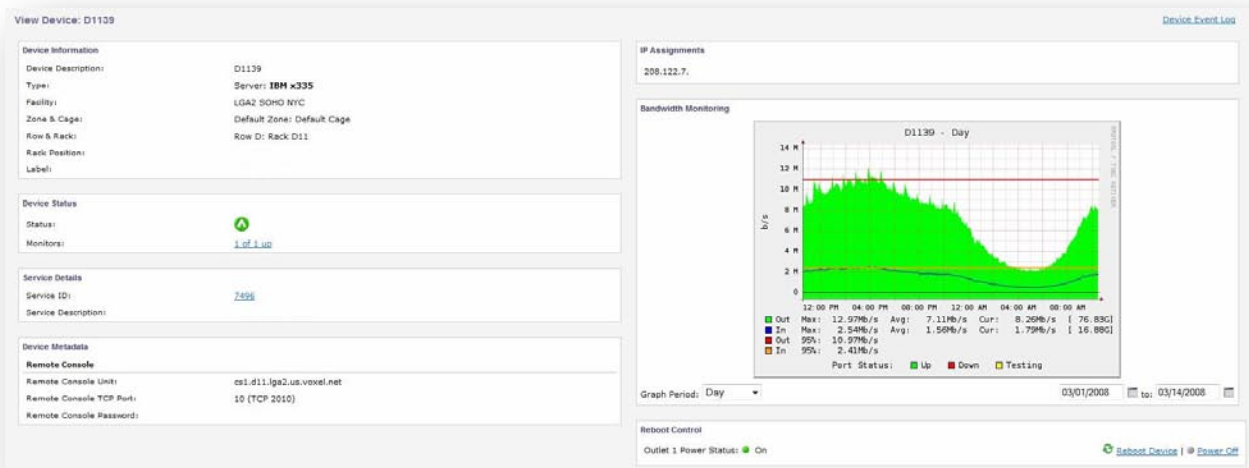
Voxel guarantees that both out of band facilities will be available for customer use 100% of the time.

# Voxel Monitoring and Customer Portal

Voxel leverages internal technology to pro-actively monitor customer infrastructure, as well as provide mission-critical remote reboot, traffic monitoring, device details and customer service features to our clients.

## Bandwidth Graphs, Remote Reboot and Device Details

Graphs for all configured infrastructure and aggregated bandwidth commits can be accessed through the customer portal.



## Infrastructure Monitoring

Voxel provides extensive monitoring capabilities, including: TCP, UDP, HTTP, HTTPS, SQL, POP, SMTP, Bandwidth Thresholds, Server Metrics (CPU, Disk Utilization, I/O Wait, etc) and custom monitoring module capabilities.

