



BasisDesign

Basis Design Pty Limited

305 / 20 Pelican St Surry Hills NSW 2010

A.C.N. 112 271 913 A.B.N 27 112 271 913

Ph +61 414 560 646

Email: info@basis.com.au

Managed Hosting Services Information Summary

Q1 2024

Advantages

Basis Design provides fixed-price custom, enterprise-ready and fully-managed virtual infrastructure hosting at its datacenter facility in Surry Hills, NSW 2010.

- **Ultra-fast:** Purpose-built using the highest performance components.
- **Reliable:** 99.95% uptime, instant fault recovery, 3-2-1-1 disaster recovery.
- **Secure:** Active intrusion detection and continuous security patrols.

In-network I.T. Management services can be added to all fixed-price hosting to leverage our expertise and capability in enterprise network and software systems design, implementation and management.

Hosting Services

Tiers are fixed-price based on compute & storage usage. Amounts are in AUD ex GST.

Tier 1 - Dedicated Host

Provides guaranteed performance for intensive and scalable database, container, server farm and multi-workstation workloads.

Compute	16 vCPU @ 3.2GHz to 6.0GHz - PassMark 4762 / 61857 Nominal 5.4GHz (168%), Total 86.4 GHz		
Storage	8TB ultra-fast NVMe Max 7000MB/s read, 7000MB/s write		
Memory	Network	Internet	Capacity
192GB DDR5-5200 at 66.12GB/s	10Gb/s interface 20Gb/s uplink	Max 1000/1000 Min 250/250	Nominal 12 VMs 4 static IPs

Tier 2 – Performance Cluster

Ideal for server clusters, database servers and compute intensive applications.

Compute	4 vCPU @ 3.2GHz to 6.0GHz - PassMark 4762 / 15397 Nominal 5.4GHz (168%), Total 21.6 GHz		
Storage	2TB ultra-fast NVMe Max 7000MB/s read, 7000MB/s write		
Memory	Network	Internet	Capacity
48GB DDR5-5200 at 66.12GB/s	10Gb/s interface 20Gb/s uplink	Max 1000/1000 Min 100/100	Nominal 3 VMs 2 static IPs

Tier 3 – Standard VM

Ideal for general appliance, workstation and basic server workloads.

Compute	2 vCPU @ 3.2GHz to 6.0GHz - PassMark 4762 / 7698 Nominal 5.4GHz (168%), Total 10.8 GHz		
Storage	1TB ultra-fast NVMe Max 7000MB/s read, 7000MB/s write		
Memory	Network	Internet	Capacity
24GB DDR5-5200 at 66.12GB/s	10Gb/s interface 20Gb/s uplink	Max 1000/1000 Min 100/100	Nominal 1-2 VMs 1 static IP

Technical

Common to all hosting:

- Tier 1 and Tier 2 services support hosting of unlimited VMs.
- Tier 3 services support hosting of maximum two VMs only.
- pfSense multi-LAN/WAN router and firewall included with all tiers.
- VM format follows IA64 architecture under VMware vSphere 7.0 hypervisor.
- Backup format follows Veeam Data Platform architecture.
- RAID-Z1 or Z3 iSCSI SAN storage available in place of NVMe on request.
- Internet speed is uncapped, subject to Acceptable Use Policy.
- Bandwidth guarantees apply to minimum bandwidths only per tier.
- Internet data usage is unlimited, subject to Acceptable Use Policy.
- Off-site backup in exclusively Australian data jurisdiction available on request.
- Free Remote Support agent available for all servers and workstations.

Facility

The Surry Hills datacenter offers comprehensive features to support all hosting tiers:

Replication

Live replicas of all running machines are maintained on fault-tolerant ZFS RAID-Z3 media within the datacenter.

In the event of total loss of a dedicated host or hosted VM, instant restore to the last replica is possible with no more than 5 mins or 30 mins data loss according to replication settings.

Intrusion detection

Network packets are captured at all switch points and a 1:1 ratio flow history maintained for 12 months. Heuristic analysis is used to identify alerted or dangerous flows in real-time.

Intrusion risk is actively monitored and mitigated as required.

On-site backup	<p>'Outside-of-VM' (hypervisor layer) backup of VMs is included with all managed hosting services with backups stored on fault-tolerant ZFS RAID-Z2 media, separate to replica and NAS storage for fault tolerance.</p> <p>All backup data is passphrase encrypted at source using 256-bit AES block cipher algorithm with 256-bit key in CBC mode. This ensures security both during data transit and at rest.</p>
Off-site backup	<p>A choice of Australian or U.S. backup data jurisdiction is available:</p> <ul style="list-style-type: none"> • AU – Last backup is maintained daily with 85TB/day recovery rate access. • US – 365 day history of daily backups is maintained with 1TB/day recovery rate access. <p>Data stored in US jurisdiction is SSL-encrypted in transit and double-encrypted at rest using 2FA-protected credentials and 256-bit AES block cipher algorithm with 256-bit keys.</p>
Networking options	<p>Standard network and firewall features:</p> <ul style="list-style-type: none"> • VLAN segmentation • Geoblocking, Adware/Malware blocking, Blacklist blocking • Traffic shaping (HFSC) for VoIP, VDI and real-time protocols • 10Gbit/s per network interface standard • 20Gbit/s maximum network throughput
Static IPs	<p>Up to 64 static IP addresses are available for lease in addition to IP addresses included in each tier.</p> <p>Please contact us for pricing.</p>
Scalability	<p>Multiple subscriptions can be combined into a single network tenancy. Resource limits and reservations for individual VMs are available on request.</p>
Traffic shaping	<p>Custom traffic shaping disciplines are available per tenancy to allow prioritisation of any state-based traffic segment.</p>

In-Network I.T. Services

Basis Design provides a full spectrum of in-network I.T. configuration, management and helpdesk services, intended to help you design, install, configure, migrate, secure, manage and maintain the hardware, software and networking systems in your corporate environment.

In-network services depend on you providing us with the credentials needed to manage your systems on your behalf.

We welcome you to contact us for all details and options.

I.T. Service Rates

Rates are per person.

All technical services Design, configure, customise, maintain and support any network, or provide L1-L3 helpdesk support.	
Travel time For pre-approved travel to and from site. Only required where remote sites are being managed.	

Universal Terms

Service Subscriptions

Service subscriptions require a minimum subscription period of 1 month.

Subscriptions contracted for 6 months or more will receive a 10% discount on invoice.

Subscriptions contracted for 12 months or more will receive a 15% discount on invoice.

First month of each new subscription is pro-rated according to commencement date.

Subscriptions not under contract may be cancelled by providing us with 14 days' notice.

Subscriptions not cancelled after the contract period will renew automatically for 1 month at monthly intervals, commencing at the end of the subscription period.

Cancellation of subscriptions under contract will incur a break fee equivalent to 50% of the monthly subscription cost multiplied by 3 months or by the remaining months of the contract, whichever is the lesser.

Accounts and Billing

Subscriptions are invoiced in advance on the 1st day of each month on 14-day terms.

Services with invoices falling more than 30 days past due may result in disconnection of services. Services with invoices falling more than 60 days past due may result in deletion of services.

Billing terms may be adjusted with mutual agreement by us in writing.

Intellectual Property

Licenses, configuration particulars, know-how, trademarks, trade secrets, client lists, client information and personal information supplied by you and contained on your servers remain your property.

Licenses, configuration particulars and know-how supplied by us and used to provide services to you remain the property of Basis Design.

Retention of Information

We are entitled to retain possession of your intellectual property while there is money owing to us for our charges and expenses.

Following cancellation of a subscription with us you may request deletion of all your data. We will use best efforts to delete all instances of your information in a timely manner, with the exception of audit media which is under automatic 365 day retention policy and any permanent media generated by 3-2-1-1 backup strategies that cannot be deleted.

Support

Support is available 2/47 via **0414 560 646** with a 1-hour response time service level agreement.

Uptime and Maintenance

Datacenter minimum uptime guarantee is 99.95%, representing a downtime of:

- Daily = 43s
- Weekly = 5m 3s
- Monthly = 21m 44s

Uptime is measured by the operational or connectivity outage of a VM or host with respect to the Internet via the allocated datacenter uplinks, not of the applications or services running within those systems. Wider carrier and core Internet network outages are not included in the uptime guarantee.

Standard maintenance windows are defined for:

- Weekdays (Mo, Tu, We, Th, Fr) = 8pm to 6am (10 hours)
- Weekends (Sa, Su) = 10am to 6am (20 hours)
- Additional windows may be scheduled by agreement.

Maintenance windows may involve one or more of:

- Temporarily reduced host or VM performance
- Minor uptime outages of less than 2 minutes
- Longer uptime outages that may occur during maintenance windows will be notified in advance.
- Uptime outages due to maintenance that is notified and approved in writing in advance are not included in the uptime guarantee.

Patches and Updates

The application of patches, updates and upgrades to all internal operating systems of VMs hosted by a client within their subscription is not included in the subscription fee.

The application of patches, updates and upgrades is the responsibility of the client.

Acceptable Use Policy

Security

You must take reasonable steps to secure the equipment, infrastructure and software you supply and use in connection with our hosting.

You must keep account passwords that we provide you secure and confidential.

Unacceptable Use

Our services must not be used:

- For any illegal or fraudulent purpose
- To endanger a person or damage property
- To commit an offence
- To communicate malware including trojans and viruses
- To hack or gain unauthorised access to any equipment, system or network
- To publish or transmit harassing, abusive, misleading, defamatory or illegal material, including racist, sexist or discriminatory comments
- To send unsolicited messages in breach of Spam Act 2003
- To copy, download, store, publish or exploit any material which in any way infringes patent, trade mark, design or other intellectual property that you do not own.
- To violate a law or cause a law to be violated

Traffic Management

We may without liability implement traffic management measures for heavy use tenancies, so as to:

- Limit download or upload speeds to the guaranteed minimum applicable to the subscription tier
- Prioritise traffic to improve service for other users.