

Sleek Networks Ltd.
20 Commercial Road
Southend
Essex
SS0 0QJ

Advantica

Monday, 4th February 2008

Dear Jamie,

Welcome to Sleek Networks

We would like to thank you for purchasing your Sleek Hosting Service and welcome you to our company. We are confident our service will meet your expectations and look forward to helping you grow and develop your Internet presence and hosting systems.

Sleek recognises the importance of creating a shared understanding with regard to services and responsibilities, especially at the start of our relationship. Consequently, we hope to provide much of the information you need at this important time within the Service Information table on the following page and the information we have posted to the Support areas of our www.sleek.net website. If you do not find the information you require, please contact us and we will be happy to help you.

Once again, thank you for your custom, we look forward to working with you and hope that you enjoy your new service and time with Sleek.

Yours sincerely,

Neil Quigley
Sleek Networks
www.sleek.net

Service Information – Advantica

The following tables contain the information about your Sleek Hosting Service. Please keep this information safe and secure. We advise you to reset your passwords at the first connection to the service.

Please enjoy your service with Sleek!

Services	Bespoke Hosting Solution; Dual Site Firewalls & Windows Web Servers Windows 2003 Standard Server (R2 & SP2) IIS6 Symantec Corporate AntiVirus v10 SNMP
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Sleek Sponsor	Name	Ryan McCarry
	Email	ryan@sleek.net
	Contact Number	0845 638 1805

Support 9am to 6pm GMT Office Hours 6pm to 9am GMT Out of Hours	Email	helpdesk@sleek.net
	Office Hours Tel.	0845 638 1805
	Out of Hours Tel.	0845 638 1805
		+44 (0)7904 398 145 (emergencies)

Notes:	* The recommended method of administrative access to the platform is via `MSRDP` (Terminal Services) with access via the iLO secondary.
	* A layered approach to host security has been taken for the `developmentally live` stage, Host security has been enabled to restrict access. MSRDP/IIS/SNMP are currently allowed, with all other ports firewalled.
	* Waiting to confirm trusted Advantica hosts for access to relevant services (currently these have not been defined on the firewalls at each location)
	* The `sleek` user account has been added to allow us to assist in professional services situations as well as backup/monitor the platform. – please avoid disabling or removal of these accounts, as this will potentially impact your service level.

Server Descriptions / Specification	advwb1 & advwb2 <i>Windows 2003 R2/SP2</i> HP DL320G5 - Intel Xeon 3060 Dual Core CPU - 2GB RAM (error checking & correcting) - 2 x 500GB SATAII Local disks; Single RAID1 array in 2 partitions (System & Storage) 50 GB NAS storage at each site.	Additional Applications MSRDP & SNMP IIS6 web server Symantec Corporate AV v10
Host IP Addresses	advwb1 <i>(Primary Site/Server)</i> NIC1: 77.86.20.209 <i>Reserved#1: 77.86.20.211</i> <i>Reserved#2: 77.86.20.212</i> <i>Reserved#3: 77.86.20.213</i> <i>NAS access [50GB assigned]</i> - <i>host: 213.249.192.94</i> - <i>user: advadmin</i> - <i>pass: Gx32Fpj</i> advwb2 <i>(Second Site/Server)</i> NIC1: 195.5.123.73 <i>Reserved#1: 195.5.123.75</i> <i>Reserved#2: 195.5.123.76</i> <i>Reserved#3: 195.5.123.77</i> <i>NAS access[50GB assigned]</i> - <i>host: 195.5.122.32</i> - <i>user: advadmin</i> - <i>pass: Gx32Fpj</i>	(nic1 address for MSRDP access)
Administrative User & Password	advwb1 User: advadmin Pass: Gx32Fpj advwb2 User: advadmin Pass: Gx32Fpj	(administrator account/password can be modified if required via the `advadmin` user which has full administrative privilege)
iLO IP address	advwb1 iLO: 77.86.20.210 advwb2 iLO: 195.5.123.74	iLO user & password details available on request.
Juniper SSG5 Firewalls	Leeds site (advwb1 resides here) - 77.86.20.205 London site (advwb2 resides here) - 195.5.123.65	https access only – trusted hosts to be defined.
Useful Software Links (SSH, FTP,etc)	Please see www.sleek.net/resources	
Additional Service Introduction FAQs	Please see www.sleek.net/support/faq.html	
SLA Information	Please see www.sleek.net/company/sla.html	