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Hello!

With thousands of potential hosting companies available, I'd like to thank you for stopping by QiQ to review our offering. Here at QiQ we are passionate about web hosting, we have been ever since we sold our first package in 1998.

All our virtual server accounts are swiftly activated and come with a 7 day money back guarantee. We are therefore confident your search for an ideal hosting solution is over and would like to invite you to try us out with no risk. In the unlikely event our services do not meet your needs, drop us a line and we'll make a full refund. No quibble - no hassle.

I hope you will find the following pages helpful in assessing our services but if you have any questions, please contact us.

Sincerely yours,

A handwritten signature in cursive script that reads 'Pete'.

Peter Harris  
Managing Director  
QiQ Communications PTY LTD

# Virtual Servers

## Introduction

Virtual Servers (sometimes called Virtual Private Servers or Virtual Dedicated Servers) look and act like dedicated servers but are in fact slices of a larger physical machine which has been partitioned into smaller logical units. The virtual servers do not have any hardware of their own but act as if the portion of the hardware allocated to them from the host is their hardware.

All our Virtual Servers run on hosts with eight Xeon cores, 16G RAM and a RAID-6 array of 15k rpm SAS disks. For some applications they actually out-perform dedicated servers. The virtualisation technology we use (Xen for Linux and MS Hyper-V for Windows) does not use shared memory (sometimes called burstable RAM). The physical memory you are allocated remains yours for the life of the virtual machine and is never allocated to somebody else's server.

## What are the advantages of a virtual server?

The principal advantage is a reduction in cost. Most people using dedicated servers are not in fact making use of all the CPU cycles, all the disk space or all the memory in their server, but they are paying for it anyway. Virtual servers allow you to pay only for what you actually need.

However there are other advantages - virtual servers can be upgraded with memory or disk space almost instantly, they can be migrated from one host to another easily and they reboot far more quickly than dedicated servers.

## Are there any downsides to virtual servers?

The principal downside is that each server does not get exclusive access to the physical hardware. Although the virtualisation technologies we use are very good at ring-fencing memory and CPU resources all the servers on one host share a physical network interface so you do not get access to the entire 100Mb/s available. If you have an application which requires very heavy network or disk activity a virtual server may not be for you.

## Do I get 'burstable RAM'?

No, neither of the virtualisation technologies we use allow burstable RAM. There are two reasons why burstable RAM is a bad idea: firstly it means that areas of physical memory can be allocated to one server one minute and another server the next - this has security implications. Secondly, if you use burstable RAM your server might later see its memory allocation reduce. This plays havoc with the performance of some applications, particularly databases.

## How many virtual servers run on one host?

Each host can run somewhere between seven and thirty virtual machines depending on the memory requirements of the virtual servers.

# The Basics



FEATURE	QIQ VS 256	QIQ VS 512	QIQ VS 1024	QIQ VS 2048
30 Day Money Back Guarantee	√	√	√	√
Fast account activation	√	√	√	√
Memory	256 MB	512 MB	1024 MB	2048 MB
Disk Space	10 GB	20 GB	35 GB	70 GB
Bandwidth (Monthly Quota)	500 GB	1000 GB	2000 GB	2000 GB
Available bandwidth rate	100 Mbps	100 Mbps	100 Mbps	100 Mbps
<b>Choice of Operating System</b>				
Ubuntu 8 64 -bit	Free Option	Free Option	Free Option	Free Option
Fedora 8 64-bit	Free Option	Free Option	Free Option	Free Option
CentOS 5.1 64-bit	Free Option	Free Option	Free Option	Free Option
Windows Server 2008 Standard	√	√	√	√
<b>Optional Software</b>				
Plesk	√	√	√	√
cPanel	√	√	√	√
MS SQL	√	√	√	√
SQL	√	√	√	√
<b>Support</b>				
Searchable Online Support Database	√	√	√	√
Online Forum	√	√	√	√
Prompt Email Support	√	√	√	√

# Software Packages - Linux

These tables show the software packages (and versions) that come pre-installed with the various operating systems available. Where software is optional, or comes with an additional fee, this is shown in the table.

Software Installed with Linux Distributions			
	CentOS 5.1 64-bit	Fedora 8 64-bit	Ubuntu 8.04.1 64-bit
<b>Vendor Support</b>	No	No	No
<b>Control Panel</b>	Plesk 8.6 on request	Plesk 8.6 on request	Plesk 8.6 on request
<b>Web Server</b>	Apache 2.2.3	Apache 2.2.8	Apache 2.2.8
<b>PHP</b>	5.1.6	5.2.6	5.2.4-2
<b>Perl</b>	5.8.8	5.8.8	5.8.8
<b>Python</b>	2.4.3	2.5.1	2.5.2
<b>Ruby</b>	1.8.5	1.8.6	1.80
<b>Rails</b>	2.1.0	2.1.0	2.1.0
<b>Passenger (mod_rails)</b>	2.0.2	2.0.2	2.0.2
<b>Database Server</b>	mySQL 5.0.45 & PostgreSQL 8.2.11-1.1	mySQL 5.0.45 & PostgreSQL 8.2.9-1	mySQL 5.0.51 & PostgreSQL 8.3.1-1
<b>SSH</b>	OpenSSH 4.3ps-26	OpenSSH 4.7p1-4	OpenSSH 4.7
<b>Vsftp</b>	VSFTPd 2.0.5-12	VSFTPd 2.05-20	VSFTPd 2.0.6
<b>Mail</b>	Postfix 2.3.3-2	Postfix 2.4.5-2	Postfix 2.5.1
<b>Webstats</b>	Webalizer 2.01_10-30	Webalizer 2.01_10-34	Awstats 6.7
<b>DNS server</b>	BIND 9.3.4	BIND 9.5.0-28	BIND 9.4.2
<b>Gem</b>	0.9.2	0.9.4	1.1.0
<b>Additional Software</b>	Can be installed with Yum	Can be installed with Yum	Can be installed with apt-get

## Software Packages - Windows

Software Installed with Windows Server 2008 Standard	
<b>Control Panel</b>	Plesk 8.6 on request
<b>Web Server</b>	IIS 7
<b>ASP.NET</b>	.net framework 3.5
<b>MS SQL 2005 Express Edition</b>	Coming Soon
<b>MS SQL 2008</b>	Coming soon
<b>Additional Software</b>	Can be installed using 'Add roles' snap-in

# The Data Centre

At QiQ we take the security of your websites and other data very seriously. To ensure that we meet our obligations to you as our customer we have a multi-front strategy in place, one part of which concerns the data centre in which we store the physical equipment.

The relevant attributes of our data centre are listed below, so that you can see what measures we have taken to protect your data. Currently all of our virtual servers are located in the Globalswitch 2 datacentre, which is situated in London Docklands.

## **Power (Mains and Emergency)**

- Minimum N+1 redundancy on power supply
- Mains power supplied via 2 \* 132KV incomers
- Diverse A&B supply, distributed via 11KV ring main units
- 3.1 MW of power per floor per plate
- Power/cooling systems supported by up to 33 no-break Rotary Diesel UPS sets
- On-site Diesel tanks support 50 hours at full capacity with 8 hour, 24\*7 fuel delivery callout contract in place.

## **Controlled Environment**

- Minimum N+1 resilience on chilled water cooling system
- Temperature in technical space maintained at 22 (+/-2) Degrees C
- Humidity range of 50% (+/- 10%) in technical areas
- Diverse chilled water distribution pipe work (ring main type) throughout facility.

## **Fire Detection and Suppression**

- Analogue addressable fire detection system in all areas (smoke and heat) with manual break-glass units.
- Very early smoke detection and alarm system (VESDA) in the return air-flow of CCUs
- Gas suppression system using centrally stored Inergen
- Smoke and gas extraction

## **Security**

- Premises controllers manage facility security 24x7
- Access control using proximity card readers
- Intruder alarms to all areas with external infra-red barrier
- Multiple CCTV cameras (interior and exterior)
- Secure managed delivery and loading area