

## STORAGE PLAN

### CB-DATA STANDARD

#### INTRODUCTION

The *CB-Data Standard* storage plans have been developed for the consumer market to provide a very low cost online data storage solution. When coupled with Cobar™ Secure Online Data Storage software, a complete secure storage and backup solution is provided.

#### MARKET

CapstoneBlack wholesales *CB-Data Standard* storage plans to ISPs for resale to their subscribers. Resellers are encouraged to use CapstoneBlack's Cobar™ Secure Online Data Storage software bundled with the *CB-Data Standard* storage plans. *CB-Data Standard* is sold on a monthly fee per user, please refer to the pricing schedule for more detail.

#### SIZES

*CB-Data Standard* is available in the following sizes:

- 2 gigabyte
- 5 gigabyte
- 10 gigabyte
- 20 gigabyte
- 50 gigabyte
- 100 gigabyte
- Custom Sizes on Request

#### CUSTOMISATION

The *CB-Data Standard* storage can be fully branded to reflect the graphics and corporate identity of the reseller. This allows the products to be identified as "belonging" to the reseller.

#### FEATURES

While the emphasis has been one providing a low entry cost, the security of user data and usability of the storage space have been important considerations. *CB-Data Standard* plans are hosted in an underground facility in the United States that allows us to provide the following features:

- Very high physical and logical security measures.
- Fully redundant power with automated generator backup.
- Data is stored on RAID-5 redundant data arrays to protect against data loss.
- Multi gigabit backbone Internet access to provide smooth data transfers.

#### MANAGEMENT AND SUPPORT

The management of the user plans is handled in Australia using trained professional staff. The following support is provided as standard for this product:

- Initial provisioning and welcome email to end-user
- Account password resets
- Plan changes
- Fault resolution

Support is provided to the reseller and not the end-users. The reseller is expected to provide all 1<sup>st</sup> and 2<sup>nd</sup> level support. All support is on an email basis except for urgent fault resolution.

## **PROVISIONING**

The *CB-Data Standard* storage plans can be provisioned using two methods:

1. Email based provisioning. This is an interim solution [see Note 1.] where reseller support staff email account details to the CapstoneBlack help desk and accounts are provisioned within 24 hours.
2. Web-form provisioning. The reseller provides customer details via a web form that is submitted to CapstoneBlack.
3. Automated provisioning using the http-based provisioning interface that can be integrated into customer provisioning tools.

NOTE 1: eMail based provisioning is suitable for small resellers and as an interim measure until integrated into the reseller's provisioning system.

## **RELATED PRODUCTS**

*CB-Data Business* – Business Storage Plans

Cobar™ Secure Online Data Storage software

## **CapstoneBlack**

CapstoneBlack is a solutions development company established to develop and support innovative applications with a focus on secure communications and storage products.

The CapstoneBlack head-office is located in Canberra, Australia:

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