

@Ractiv

■ Service Name

@Ractiv (AT TOKYO Rack & Telecom Intelligent View)

■ Basic Service Content

1. Devices that can be monitored: network devices / server devices (Windows, Unix)
2. Monitoring types:
 - Shared server type: Monitoring starting from 10 items is possible
 - Dedicated server type: Monitoring of up to 4,500 items is possible
3. Standard monitoring items:
 - Ping monitoring: ICMP
 - Port monitoring: TCP/UDP
 - Resource monitoring: Network traffic (SNMP), CPU usage rate, memory usage rate, disk space usage (SNMP or via agent)
 - Process monitoring (log monitoring and other monitoring items may require separate consultation)

■ Related Service

@EYE® (AT TOKYO's DCIM, Data center facility management monitoring service)

■ Service fees

1. Shared type

[Basic]	Initial cost	100,000 yen	Monthly fee	30,000 yen
[Per usage]	Per 10 items monitored		Monthly fee	500 yen

2. Exclusive type

[Basic]	Initial cost	350,000 yen	Monthly fee	200,000 yen
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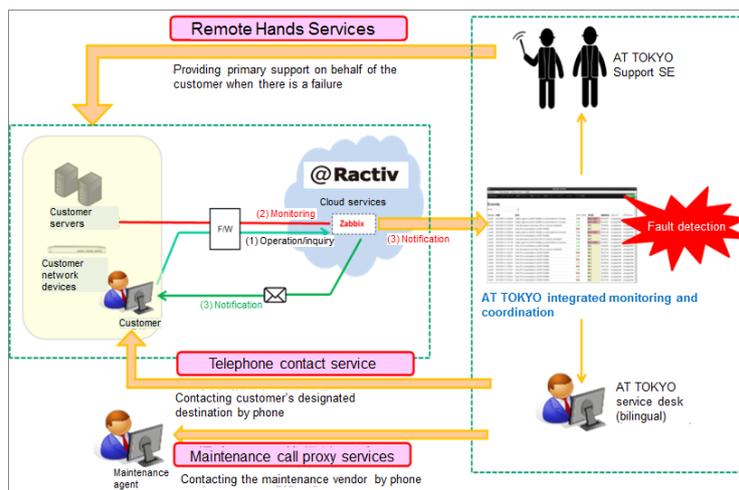
■ Optional Service Content

1. Telephone contact service: 1,000yen / per node / month
Automatic transmission of notification e-mails in the event of an alert, and telephone contact to designated contact address.
2. Monitoring configuration proxy service: 10,000yen / 10 monitoring items / month
Monitoring configuration work on a customer's behalf when beginning use of services.

3. Remote hands service : 15,000yen for basic services / month, estimated for other services on a case-by-case basis

- 24-hour, 365-day Japanese/English bilingual primary support for customer device issues by our support staff in the event of alerts
- Support response available up to a total of up to 3 times a month
- Status confirmation, line label confirmation, rack mounting status confirmation, power cycling, cable disconnect and reconnect, cable switching, device card removal and replacement, device/component replacement, etc.
- Maintenance call proxy service: Estimated on a case-by-case basis
Telephone contact on a customer's behalf to designated maintenance vendor in the event of device failure

[@Ractiv configuration]



Example----Screen capture (log in)



Example----Screen capture (monitoring)

