

# TELSTRA CLOUD SERVICES

# CLOUD INFRASTRUCTURE PRICING GUIDE AUSTRALIA



# WELCOME TO TELSTRA CLOUD SERVICES

Our cloud infrastructure solutions are made up of a combination of scalable cloud resources, including virtual servers, internet use and individual network components. With all our cloud solutions, you can add, modify or remove individual resources at any time.

For full details on the structure and what's involved in managing your cloud solutions – including purchasing considerations and Cloud Services management console access – see our [Account Management Guide](#).

For more details on the resources in each of our cloud infrastructure solutions, see the relevant user guide for:

- [Virtual Server \(Shared\)](#)
- [Virtual Server \(Dedicated\)](#)
- [Managed Virtual Server \(Dedicated\)](#)
- [Virtual Server \(Dedicated\) Gen2 pricing guide](#)

All prices in this guide are in Australian dollars and exclusive of GST. Any applicable GST will be added to the price and appear on your Telstra bill.

We have virtual data centre services in Australia, London, Hong Kong, Singapore and New Jersey. Make sure you're referring to the [pricing guide](#) in your virtual data centre's region.

## SERVICE SUPPORT

For sales, account set-up enquiries and technical support, contact your Telstra representative or visit the [Cloud Services website](#), where you'll find all our contact details plus a glossary, FAQs and Our Customer Terms.

**Note:** we don't provide assistance with issues specific to your local network, servers, operating systems and software (post-installation). Specialist technical support may be charged as an additional service.

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# VIRTUAL SERVER (SHARED)

## PLANS

Purchasing a plan is the necessary starting point for using *Virtual Server (Shared)*. Each monthly plan has an included amount of cloud resources, or you can pay as you go.

For more details on the resources outlined below, see the Virtual Server (Shared) User Guide.

MONTHLY FEE	VIRTUAL SERVER (SHARED) PLANS					PAYG
	XS	S	M	L	XL	
	<b>\$200</b>	<b>\$500</b>	<b>\$1,000</b>	<b>\$2,000</b>	<b>\$4,000</b>	
CPU	2 CPUs (1,500 CPU-hours)	4 CPUs (3,000 CPU-hours)	8 CPUs (6,000 CPU-hours)	32 CPUs (24,000 CPU-hours)  Limit of 8 CPUs per virtual server	64 CPUs (48,000 CPU-hours)  Limit of 8 CPUs per virtual server	Pay an hourly fee for a combination of CPU and RAM*
RAM	4GB (3,000 GB-hours)	8GB (6,000 GB-hours)	16GB (12,000 GB-hours)	128GB (96,000 GB-hours)	256GB (192,000 GB-hours)	<b>As per CPU above</b>
STORAGE	150GB (112,500 GB-hours)	500GB (375,000 GB-hours)	1000GB (750,000 GB-hours)	2,000GB (1,500,000 GB-hours)	4,000GB (3,000,000 GB-hours)	\$0.00025 per GB-hour
INTERNET USAGE (GB IN/OUT)	300GB	1,250GB	2,500GB	5,000GB	10,000GB	\$0.15 per GB
PUBLIC IP ADDRESSES	2 IP (1,500 IP-hours)	4 IP (3,000 IP-hours)	8 IP (6,000 IP-hours)	16 IP (12,000 IP-hours)	32 IP (24,000 IP-hours)	\$0.003 per IP address, per hour
OPERATING SYSTEMS	Included	Included	Included	Included	Included	Pay an hourly fee for a variety of operating systems

\*You will be charged for any virtual servers and resources up and running and allocated to your account, even if you aren't using them. Limit of 8 CPUs per virtual server.

### What is a virtual server?

A virtual server is a software implementation of a server which behaves exactly like a physical server but is not tied to physical hardware. It can also be called a virtual machine.

### What is a CPU-hour?

1 CPU-hour represents a single CPU allocated to a virtual server for one hour. For virtual servers with multiple CPUs, each CPU accrues 1 CPU-hour, per hour. For example, if you run two CPUs in a virtual server for two hours, that's a total of 4 CPU-hours. CPU-hours do not accrue on a virtual server while it's in 'powered off' or 'suspended' mode.

### What is a RAM GB-hour?

1GB of RAM allocated to a virtual server for one hour accrues 1GB-hour. For example, if you run a 2GB RAM virtual server for two hours, that's a total of 4GB-hours. RAM GB-hours do not accrue on a virtual server while it's in 'powered off' or 'suspended' mode.

### What is a storage GB-hour?

1GB of storage allocated to a virtual server for one hour accrues 1GB-hour. The storage usage includes all virtual disks allocated to the virtual server. For example, if you allocate 10GB of storage to a virtual server for four hours, you'll accrue a total of 40GB-hours.

### How is internet usage charged?

Internet usage is charged based on the amount of traffic between a virtual data centre and the internet in both directions. There is no charge for traffic between servers in the same virtual data centre. Traffic includes uploads and downloads. For billing calculation, IPsec VPN traffic in and out is also counted as part of your internet usage.

## ADDITIONAL USAGE

These fees apply when you exceed your monthly usage on your *Virtual Server (Shared)* plan.

RESOURCE		ADDITIONAL USAGE FEES
CPU		\$0.03 per CPU-hour
RAM		\$0.03 per GB-hour
STORAGE		\$0.00025 per GB-hour
BACKUP	1 month data retention 1 quarter data retention 1 year data retention 7 years data retention	\$0.45 per GB protected per month \$0.70 per GB protected per month \$1.10 per GB protected per month \$1.25 per GB protected per month
INTERNET USAGE		\$0.15 per GB transferred in/out
PUBLIC IP ADDRESS		\$0.003 per hour per IP address

## PAY AS YOU GO

With *Virtual Server (Shared)*, you can opt for the resources you need during the month with no minimum term or installation fees.

The following pay-as-you-go fees show the hourly CPU and RAM prices available.

USAGE FEES				
RAM (GB)	CPU(S)			
	1	2	4	8
1	\$0.06	N/A	N/A	N/A
2	\$0.09	\$0.12	N/A	N/A
4	\$0.15	\$0.18	\$0.24	N/A
8	\$0.27	\$0.30	\$0.36	\$0.48
16	N/A	\$0.54	\$0.60	\$0.72
32	N/A	N/A	\$1.08	\$1.20
64	N/A	N/A	N/A	\$2.16

**How are CPU and RAM charged on the pay-as-you-go plan?**  
You pay an hourly fee for running both CPU and RAM resources on each virtual server. For example, if you have one virtual server running one CPU plus 1GB RAM, you'll pay an hourly fee of \$0.06. CPU and RAM usage fees do not accrue on a virtual server while it's in 'powered off' or 'suspended' mode.

## OPERATING SYSTEMS

The following operating systems are included in the monthly fee on all *Virtual Server (Shared)* plans and charged as follows when you pay as you go.

OPERATING SYSTEMS		1-4 CPU	8 CPU	VENDOR SUPPORT*
LINUX	CentOS® Linux 5.x (32/64-bit) CentOS Linux 6.x (32/64-bit)	\$0	\$0	-
	Red Hat Enterprise Linux 5.x (32/64-bit) Red Hat Enterprise Linux 6.x (32/64-bit)	\$0.09 per virtual server per hour	\$0.15 per virtual server per hour	Comes with <a href="#">full support</a> from Red Hat
	SUSE Enterprise Linux 10 (32/64-bit) SUSE Enterprise Linux 11 (32/64-bit)	\$0.08 per virtual server per hour	\$0.16 per virtual server per hour	Comes with limited vendor support ^ <a href="#">Extra support available from Novell</a>
MICROSOFT WINDOWS	Windows Server 2008 – Enterprise SP2 (32**/64-bit) Windows Server 2008 – Enterprise R2 (64-bit) Windows Server 2008 – Web R2 (64-bit) Windows Server 2012 – Datacenter (64-bit) Windows Server 2012 – Datacenter R2 (64-bit)	\$0.02 per virtual server per hour	\$0.04 per virtual server per hour	Comes with limited vendor support ^ <a href="#">Extra support available from Microsoft</a>

\*We do not provide operating system support. Additional charges may apply for vendor support.

\*\* Does not currently support virtual servers running 8 CPUs.

^ Limited support includes basic maintenance only, such as the installation of patches and updates.

## SNAPSHOTS

We store your system configuration information for up to 24 hours. In case something goes wrong, you can restore your virtual server during that period.

ITEM	ONE-OFF FEE
24-HOUR SNAPSHOT	\$0.0003 per GB-hour

# VIRTUAL SERVER (DEDICATED)

For full details on the resources available with Virtual Server (Dedicated) see its [user guide](#). For purchasing considerations, see the [Account Management Guide](#).

Note: for *Virtual Server (Dedicated) Gen2* pricing see the separate pricing guide.

VMware blade server management and blade prices listed below are valid from 1 August 2016 onwards. Contact your Telstra representative if you're purchasing blades prior to this date.

## SERVICE MANAGEMENT

*Virtual Server (Dedicated)* requires a management fee per virtual data centre, which includes the use of VMware® vCenter Server to manage all virtual servers in a virtual data centre. You can have more than one *Virtual Server (Dedicated)* cluster in a virtual data centre.

ITEM	SET-UP	MONTHLY FEE
VMware® blade server management	\$2,000 per virtual data centre	\$2,000 per virtual data centre

## DEDICATED RESOURCES – BLADES AND STORAGE

Purchasing blades and storage over a contract period is the necessary starting point for *Virtual Server (Dedicated)*. To ensure high availability, our service requires you to have a minimum of two blades at all times.

DEDICATED RESOURCES	FEES					
	SET-UP FEE	MONTHLY FEE <sup>1</sup>				
		1-4 blades	5-9 blades	10-14 blades	15-19 blades	20+ blades
<b>ONE MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2500 per blade	\$2350 per blade	\$2200 per blade	\$2075 per blade	\$1975 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2750 per blade	\$2575 per blade	\$2425 per blade	\$2300 per blade	\$2175 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4438 per blade	\$4150 per blade	\$3925 per blade	\$3700 per blade	\$3500 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4563 per blade	\$4275 per blade	\$4025 per blade	\$3800 per blade	\$3600 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4875 per blade	\$4575 per blade	\$4300 per blade	\$4075 per blade	\$3850 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$5375 per blade	\$5050 per blade	\$4850 per blade	\$4475 per blade	\$4250 per blade
<b>12 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2032 per blade	\$1925 per blade	\$1825 per blade	\$1750 per blade	\$1675 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2250 per blade	\$2125 per blade	\$2025 per blade	\$1925 per blade	\$1850 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$3657 per blade	\$3475 per blade	\$3300 per blade	\$3150 per blade	\$3000 per blade

4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$3782 per blade	\$3575 per blade	\$3400 per blade	\$3250 per blade	\$3100 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4032 per blade	\$3825 per blade	\$3625 per blade	\$3450 per blade	\$3300 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4375 per blade	\$4150 per blade	\$3950 per blade	\$3775 per blade	\$3600 per blade
<b>24 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1375 per blade	\$1250 per blade	\$1188 per blade	\$1125 per blade	\$1063 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1500 per blade	\$1407 per blade	\$1313 per blade	\$1250 per blade	\$1188 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2375 per blade	\$2219 per blade	\$2094 per blade	\$2000 per blade	\$1875 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2469 per blade	\$2313 per blade	\$2188 per blade	\$2063 per blade	\$1938 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2625 per blade	\$2469 per blade	\$2313 per blade	\$2063 per blade	\$2063 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2938 per blade	\$2750 per blade	\$2594 per blade	\$2438 per blade	\$2313 per blade
<b>36 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1125 per blade	\$1095 per blade	\$1065 per blade	\$1035 per blade	\$1005 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1200 per blade	\$1165 per blade	\$1130 per blade	\$1095 per blade	\$1060 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1900 per blade	\$1860 per blade	\$1820 per blade	\$1780 per blade	\$1740 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2000 per blade	\$1960 per blade	\$1920 per blade	\$1880 per blade	\$1840 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2100 per blade	\$2060 per blade	\$2020 per blade	\$1980 per blade	\$1940 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2350 per blade	\$2290 per blade	\$2230 per blade	\$2170 per blade	\$2110 per blade

<sup>1</sup> Early termination charges apply: 50% of your monthly fees and charges multiplied by the number of remaining months in your virtual server schedule term plus any set-up fees you have not already paid.

<sup>2</sup> No longer available for new orders, only as add-ons to an existing service.

## ADDITIONAL STORAGE

A **minimum** of 100GB per storage type is required. Additional storage can be requested in 1GB increments and includes a service request fee.

STORAGE TYPE	MONTHLY FEE PER GB
<b>PERFORMANCE</b> Up to 20,000 input/output operations per second per terabyte	\$0.60
<b>ACTIVE</b> Up to 1,000 input/output operations per second per terabyte	\$0.18

## BACKUPS

You can enable nightly backups of some or all of your virtual server data. Depending on your requirements, we can keep them for one week, one month, one quarter, one year or up to seven years. To modify backup settings on your dedicated compute service, refer to the service requests table below.

ITEM		MONTHLY FEE
ONE MONTH DATA RETENTION	- STANDARD FEE	\$0.45* per GB protected
	- >1% CHANGE ADDITIONAL FEE	\$0.35# per GB protected
ONE QUARTER DATA RETENTION	- STANDARD FEE	\$0.70* per GB protected
	- >1% CHANGE ADDITIONAL FEE	\$0.50# per GB protected
ONE YEAR DATA RETENTION	- STANDARD FEE	\$1.10* per GB protected
	- >1% CHANGE ADDITIONAL FEE	\$1.00# per GB protected
SEVEN YEARS DATA RETENTION	- STANDARD FEE	\$1.25* per GB protected
	- >1% CHANGE ADDITIONAL FEE	\$3.40# per GB protected
RESTORE DATA OLDER THAN THREE MONTHS		\$1.20 (one-off fee per GB restored)

#### How are backups charged?

You pay for each backup that is taken. Fees are based on the volume of data you're protecting at the server. The fees vary according to how long you select your backups to be kept for (the retention period).

An additional fee is charged for a backup job when the data changes by more than one per cent. This is not common and generally occurs when encryption is turned on in your application.

\*For scheduled and ad hoc backups, a daily pro rata of the monthly fee applies. This daily rate is multiplied by the number of gigabytes protected by each backup event.

#Our backup service is designed to receive one per cent or less of your data in each backup job. When more than one per cent is received an additional fee is charged. This typically occurs when the data is encrypted by the customer's application. This can change the data to varying degrees on a regular basis.

## HYBRID DISASTER RECOVERY

You can set up and manage your own disaster recovery solution between your premises and our *Virtual Server (Dedicated)* platform. Hybrid Disaster Recovery is only available to customers in Australia.

SET-UP	MONTHLY FEE
\$1,000	\$75 per protected virtual server

Your total monthly usage fee is calculated based on the maximum number of virtual servers you've elected to protect during that billing month. There is no pro rata billing for this service.

# MANAGED VIRTUAL SERVER (DEDICATED)

This solution is available at data centres in Australia, London, Hong Kong, Singapore and New Jersey, but is not available to Telstra Global customers. For full details on the resources available with *Managed Virtual Server (Dedicated)*, see its user guide. For purchasing considerations, see the Account Management Guide.

Note: this solution is not available for *Virtual Server (Dedicated) Gen2*.

Virtual server management and blade prices listed below are valid from 1 August 2016 onwards. Contact your Telstra representative if you're purchasing blades prior to this date.

## SERVICE MANAGEMENT

*Managed Virtual Server (Dedicated)* requires a management fee per virtual server, which includes proactive server health checks, licence management and vendor patch maintenance of your chosen operating system and configuration of virtual servers in a virtual data centre. You can have more than one *Managed Virtual Server (Dedicated)* cluster in a virtual data centre.

ITEM	SET-UP	MONTHLY FEE
VIRTUAL SERVER MANAGEMENT Includes patch management, alarming and monitoring, restorations and more	\$300 per virtual server	\$300 per virtual server

## DEDICATED RESOURCES – BLADES AND STORAGE

Purchasing blades and storage over a contract period is the necessary starting point for *managed Virtual Server (Dedicated)*. To ensure high availability, our service requires you to have a minimum of two blades at all times.

DEDICATED RESOURCES	FEES					
	SET-UP FEE	MONTHLY FEE <sup>1</sup>				
		1-4 blades	5-9 blades	10-14 blades	15-19 blades	20+ blades
<b>ONE MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2500 per blade	\$2350 per blade	\$2200 per blade	\$2075 per blade	\$1975 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2750 per blade	\$2575 per blade	\$2425 per blade	\$2300 per blade	\$2175 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4438 per blade	\$4150 per blade	\$3925 per blade	\$3700 per blade	\$3500 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4563 per blade	\$4275 per blade	\$4025 per blade	\$3800 per blade	\$3600 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$4875 per blade	\$4575 per blade	\$4300 per blade	\$4075 per blade	\$3850 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$5375 per blade	\$5050 per blade	\$4850 per blade	\$4475 per blade	\$4250 per blade
<b>12 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1625 per blade	\$1925 per blade	\$1825 per blade	\$1750 per blade	\$1675 per blade

2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1800 per blade	\$2125 per blade	\$2025 per blade	\$1925 per blade	\$1850 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2925 per blade	\$3475 per blade	\$3300 per blade	\$3150 per blade	\$3000 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$3025 per blade	\$3575 per blade	\$3400 per blade	\$3250 per blade	\$3100 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$3225 per blade	\$3825 per blade	\$3625 per blade	\$3450 per blade	\$3300 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$3500 per blade	\$4150 per blade	\$3950 per blade	\$3775 per blade	\$3600 per blade
<b>24 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1375 per blade	\$1250 per blade	\$1188 per blade	\$1125 per blade	\$1063 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1500 per blade	\$1407 per blade	\$1313 per blade	\$1250 per blade	\$1188 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2375 per blade	\$2219 per blade	\$2094 per blade	\$2000 per blade	\$1875 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2469 per blade	\$2313 per blade	\$2188 per blade	\$2063 per blade	\$1938 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2625 per blade	\$2469 per blade	\$2313 per blade	\$2188 per blade	\$2063 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2938 per blade	\$2750 per blade	\$2594 per blade	\$2438 per blade	\$2313 per blade
<b>36 MONTH CONTRACT</b>						
2 CPU, 128GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1125 per blade	\$1095 per blade	\$1065 per blade	\$1035 per blade	\$1005 per blade
2 CPU, 256GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1200 per blade	\$1165 per blade	\$1130 per blade	\$1095 per blade	\$1060 per blade
2 CPU, 512GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$1900 per blade	\$1860 per blade	\$1820 per blade	\$1780 per blade	\$1740 per blade
4 CPU, 128GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2000 per blade	\$1960 per blade	\$1920 per blade	\$1880 per blade	\$1840 per blade
4 CPU, 256GB RAM <sup>2</sup> + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2100 per blade	\$2060 per blade	\$2020 per blade	\$1980 per blade	\$1940 per blade
4 CPU, 512GB RAM + 1000GB ACTIVE STORAGE	1 x monthly fee	\$2350 per blade	\$2290 per blade	\$2230 per blade	\$2170 per blade	\$2110 per blade

<sup>1</sup> Early termination charges apply: 50% of your monthly fees and charges multiplied by the number of remaining months in your virtual server schedule term plus any set-up fees you have not already paid.

<sup>2</sup> No longer available for new orders, only as add-ons to an existing service.

## ADDITIONAL STORAGE

A **minimum** of 100GB per storage type is required. Additional storage can be requested in 1GB increments and includes a service request fee.

STORAGE TYPE	MONTHLY FEE PER GB
<b>PERFORMANCE</b> Up to 20,000 input/output operations per second	\$0.60
<b>ACTIVE</b> Up to 1,000 input/output operations per second	\$0.18

## BACKUPS

You can enable nightly backups of some or all of your virtual server data. Depending on your requirements, we can keep them for one week, one month, one quarter, one year or up to seven years. To modify backup settings on your dedicated compute service, refer to the service requests table below.

ITEM	MONTHLY FEE (PLUS GST)
ONE MONTH DATA RETENTION	- STANDARD FEE \$0.45* per GB protected
	- >1% CHANGE ADDITIONAL FEE \$0.35# per GB protected
ONE QUARTER DATA RETENTION	- STANDARD FEE \$0.70* per GB protected
	- >1% CHANGE ADDITIONAL FEE \$0.50# per GB protected
ONE YEAR DATA RETENTION	- STANDARD FEE \$1.10* per GB protected
	- >1% CHANGE ADDITIONAL FEE \$1.00# per GB protected
SEVEN YEARS DATA RETENTION	- STANDARD FEE \$1.25* per GB protected
	- >1% CHANGE ADDITIONAL FEE \$3.40# (per GB protected)
RESTORE OF DATA OLDER THAN THREE MONTHS	\$1.20 (one-off fee per GB restored)

### How are backups charged?

You pay for each backup that is taken. Fees are based on the volume of data you're protecting at the server. The fees vary according to how long you select your backups to be kept for (the retention period).

An additional fee is charged for a backup job when the data changes by more than one per cent. This is not common and generally occurs when encryption is turned on in your application.

\*For scheduled and ad hoc backups, a daily pro rata of the monthly fee applies. This daily rate is multiplied by the number of gigabytes protected by each backup event.

#Our backup service is designed to receive one per cent or less of your data in each backup job. When more than one per cent is received an additional fee is charged. This typically occurs when the data is encrypted by the customer's application. This can change the data to varying degrees on a regular basis.

## OPERATING SYSTEMS

With *Managed Virtual Server (Dedicated)*, operating system fees depend on the number of CPU in a cluster. A cluster can have multiple operating systems (i.e. Microsoft® Windows®, Red Hat® Enterprise Linux®).

When you add an operating system to a virtual server, the operating system is then associated with the entire cluster. You are charged based on the number of physical CPUs on each blade in the cluster.

Once an operating system is associated with a cluster, all versions of the operating system can be installed on any virtual server in this cluster at no additional monthly cost. The virtual server management fee still applies.

OPERATING SYSTEM		MONTHLY FEES
LINUX	Red Hat Enterprise Linux 6.x (64-bit)	\$100 per CPU per cluster
	Red Hat Enterprise Linux 5.x (64-bit)	\$125 per CPU per cluster
MICROSOFT WINDOWS	Windows Server 2012 – Datacenter (64-bit)	\$160 per CPU per cluster
	Windows Server 2012 – Datacenter R2 (64-bit)	
	Windows Server 2008 – Enterprise R2 (64-bit)	\$200 per CPU per cluster

# SOFTWARE

If you're a *Virtual Server (Shared)* or *Managed Virtual Server (Dedicated)* customer, you can request installation of any of the following on a new virtual server:

	SOFTWARE	MONTHLY FEE
MICROSOFT®	Dynamics® CRM Server 2013 – Limited user (read-only rights)	\$9 per user
	Dynamics® CRM Server 2013 – Full user (read-write rights)	\$35 per user
	Exchange Server 2013 – Standard edition	\$3.50 per user
	Exchange Server 2013 – Enterprise edition	\$7.50 per user
	Lync® Server 2013 – Standard edition	\$1.50 per user
	Lync® Server 2013 – Enterprise edition	\$7 per user
	Office 2013 – Standard edition plus Remote Desktop Services	\$19 per user \$8 per user
	Office 2013 – Professional Plus plus Remote Desktop Services	\$26 per user \$8 per user
	Remote Desktop Services	\$8 per user
	SharePoint® Server 2013 – Standard edition	\$4.50 per user
	SharePoint® Server 2013 – Enterprise edition	\$9 per user
	SharePoint® Server 2013 – Hosting edition	\$1,200 per server
	SQL Server 2012 – Standard edition	\$14 per user
	SQL Server 2012 – Enterprise edition	\$547.40 per server
	SQL Server 2012 – Web edition	\$30 per server

# INTERNET, NETWORK AND SECURITY

Buy internet, network and security components separately or a selection of these as part of the Network and Security – Essential plan.

There are various ways to configure your network using our cloud infrastructure. See our Infrastructure Design Guide to get you started.

## INDIVIDUAL COMPONENTS

RESOURCE	SET-UP FEE	MONTHLY FEE
TELSTRA NEXT IP® NETWORK CONNECTION	\$0	\$0
IPSEC VPN TUNNEL	\$50 per tunnel	\$0.06 per hour, per tunnel
VLAN EXTENSION	\$600 per tunnel	\$600 per month, per tunnel
	\$100 per extended subnet	\$100 per month, per extended subnet
	\$100 per gateway change (Telstra selected time)	
	\$350 per gateway change (your preferred time window)	
	Contact us to purchase terminating device(s) or licence(s) for your site	
INTERNET USAGE	\$0	\$0.15 per GB transferred in/out
PUBLIC IP ADDRESSES	\$0	\$0.003 per hour, per IP address
FIREWALL	\$50 per firewall	\$0.06 per firewall, per hour
LOAD BALANCER	\$0	\$0
SMTP MAIL RELAY	\$0	\$0.0015 per email

## NETWORK AND SECURITY – ESSENTIAL PLAN

This monthly plan gives your virtual data centre an allowance of network and security, and internet resources.

If you have this same network and security plan with other *virtual server* solutions in the virtual data centre, the two allowances are added together. Once the allowance is exhausted, you can continue to use these resources based on how you choose to configure them.

Network and Security – Essential			
MONTHLY FEE \$50.00			
RESOURCE	SET-UP FEE	INCLUDED	ADDITIONAL USAGE
INTERNET USAGE	\$0	100GB*	\$0.15 per GB transferred in/out
PUBLIC IP ADDRESS	\$0	750 hours	\$0.003
FIREWALL	\$50	750 hours	\$0.06

\*This included allowance is added to the internet usage you might already have on other virtual server solutions.

### About Telstra Next IP® network

Our Telstra Next IP® network solutions include the flagship Business IP and Connect IP wide area network (WAN) solutions and the simple ethernet-on-fibre IP MAN.

### What is IPsec VPN?

IPsec VPN is a permanent, site-to-site network tunnel. Securely connect your office networks to your virtual data centre.

### What is VLAN Extension?

Migrate virtual servers or create a hybrid cloud. VLAN Extension allows you to share an IP subnet between your on-premises infrastructure and our virtual data centre.

Change your subnet gateway location by request.

### What is a firewall?

We can provide customisable firewalls. You can then define firewall rules to restrict network traffic.

### What is SMTP mail relay?

Outbound email traffic originating from mail servers operating within the cloud can be sent via our SMTP mail relay service, which we recommended you have. You still use your existing email service but email messages are processed through our SMTP relay service.

## INTERNET PROTECTION SERVICES

Our range of cloud protection add-ons keeps data secure and safeguards against email and internet threats.

TYPE	NUMBER OF USERS	SET-UP FEE	MONTHLY FEE PER USER
INTERNET PROTECTION – MAIL	1 to 25	\$75 per domain	\$3.94
	26 to 100	\$75 per domain	\$3.71
	101 to 500	\$75 per domain	\$3.10
	501 to 2,500	\$75 per domain	\$2.29
	2,501+	\$75 per domain	\$1.68
INTERNET PROTECTION – WEB	1 to 250	\$1,015 per data centre	\$6.16
	251 to 400	\$1,810 per data centre	\$4.17
	401 to 750	\$1,810 per data centre	\$3.77
	751 to 2,500	\$3,225 per data centre	\$3.61
	2,501+	Price on application	Price on application
INTERNET PROTECTION – WEB AND MAIL	1 to 250	\$1,187 per data centre	\$7.88
	251 to 400	\$2,025 per data centre	\$5.65
	401 to 750	\$1,966 per data centre	\$5.06
	751 to 2,000	\$3,500 per data centre	\$4.85
	2,001+	Price on application	Price on application

### What does mail protection do?

Helps keep spam, viruses and inappropriate content off your network. Choose to have an anti-virus and anti-spam filtering service applied to virtual servers connected to the internet and hosted mail servers.

### What does web protection do?

We provide fully managed web filtering and security to offer world-class protection against malware, spyware and viruses. Web filtering can be applied to virtual servers connected to the internet and hosted proxy servers.

## DENIAL OF SERVICE PROTECTION

This premium service for preventing malicious attacks across your cloud solution is available to customers using any of our Australian virtual data centre locations.

Learn more about denial of service protection at our Enterprise Solutions website.

SERVICE TYPE		SET-UP FEE	MONTHLY FEE
SINGLE SITE	Basic support	\$6,583	\$6,583
	Advanced support	\$19,300	\$19,300
DUAL SITE (ACTIVE/ACTIVE)*	Basic support	\$6,583	\$13,166
	Advanced support	\$19,300	\$38,600

\*Required if we need to establish more than one GRE tunnel from the denial of service protection platform to multiple data centres.

## VULNERABILITY DISCOVERY

EXTERNAL VULNERABILITY DISCOVERY SCANS			
IP ADDRESSES SCANNED	MONTHLY FEE		ONE-OFF SCAN
	WEEKLY SCAN	MONTHLY SCAN	
1 to 5	\$544	\$382	
6 to 10	\$693	\$443	
11 to 20	\$779	\$508	
21 to 30	\$934	\$621	
31 to 40	\$967	\$655	
41 to 50	\$1,143	\$710	\$3,737*
51 to 60	\$1,273	\$770	
61 to 70	\$1,423	\$863	
71 to 80	\$1,601	\$970	
81 to 90	\$1,815	\$1,096	
91 to 100	\$1,868	\$1,190	
101 to 200	\$2,403	\$1,655	\$4,807
201 to 300	\$2,867	\$1,876	\$5,877
301 to 400	\$3,308	\$2,124	\$6,723
401 to 500	\$3,644	\$2,339	\$7,516
501 to 600	\$3,867	\$2,527	\$8,138
601 to 700	\$4,146	\$2,693	\$8,706
701 to 800	\$4,318	\$2,841	\$9,103
801 to 900	\$4,555	\$2,973	\$9,582
901 to 1,000	\$4,774	\$3,171	\$10,026
1,001+	Price on application	Price on application	Price on application

### What is vulnerability discovery?

Vulnerability discovery scans virtual servers to identify and prioritise potential weak points and security exposures. The report produced during the scan details and assigns criticality ratings to any exposure. ...detected per server.

# DATA IMPORT

Our data import service is a quick and cost-efficient way to transfer large amounts of data into the cloud and onto your virtual servers.

TYPE	STORAGE DEVICE SIZE <sup>1</sup>	ONE-OFF FEE	APPLICABLE SERVICE
VIRTUAL SERVER DATA IMPORT	3TB	\$500 per device <sup>2</sup>	<ul style="list-style-type: none"><li>• Virtual Server (Shared)</li><li>• Virtual Server (Dedicated)</li><li>• Managed Virtual Server (Dedicated)</li></ul>
	18TB	\$2,000 per device	<ul style="list-style-type: none"><li>• Virtual Server (Dedicated)</li><li>• Managed Virtual Server (Dedicated)</li></ul>

<sup>1</sup>Storage devices come pre-formatted and configured. Actual storage capacity may vary according to formatting and configuration.

<sup>2</sup>The storage device is only delivered during business hours and within metropolitan areas of Australia's capital cities.

## What happens with a storage device?

A storage device is loaned to you for a fixed fee charged per device. The fee covers postage and handling to and from your nominated premises.

Contact us for urgent data import requests, scheduled or phased data import, or for delivery outside business hours and/or metropolitan areas of Australia's capital cities. Prices depend on the circumstances.

# SERVICE REQUESTS – DEDICATED COMPUTE

SERVICE	REQUEST	FEE PER REQUEST	
		MANAGED VIRTUAL SERVER (DEDICATED)	VIRTUAL SERVER (DEDICATED)
BACKUP	Ad hoc backup	\$50	\$50
	Restore data from long-term storage	\$50	\$50
	Add backup user account	\$50	\$50
	Modify backup user permissions	\$50	\$50
	Remove backup user	\$50	\$50
	Reset backup password	\$50	\$50
	Restore files from backup	\$50	\$50
	Add backup	\$50	\$50
	Modify backup	\$50	\$50
	Remove backup	\$50	\$50
COMPUTE	Reinstall operating system	\$300	N/A
	Add user account	\$50	N/A
	Modify user permissions	\$50	N/A
	Remove user	\$50	N/A
	Reset password	\$50	N/A
	Modify virtual server	\$240	N/A
	Remove virtual server	\$50	N/A
	Switch virtual server off/on	\$50	N/A
	Add blade (physical server)	Set-up fee per blade	Set-up fee per blade
	Remove blade (physical server)	Set-up fee per blade	Set-up fee per blade
	Add storage	\$50	\$50
	Downsize storage	\$50	\$50
	Remove storage	\$50	\$50
	Run virtual server snapshot	\$50	N/A
	Recover virtual server snapshot	\$50	N/A
	Delete active snapshot	\$50	N/A
	Add virtual server disk	\$50	N/A
	Remove virtual server disk	\$50	N/A

SERVICE	REQUEST	FEE PER REQUEST	
		MANAGED VIRTUAL SERVER (DEDICATED)	VIRTUAL SERVER (DEDICATED)
	Add public IP address to public network	\$50	\$50
	Remove public IP address from public network	\$50	\$50
	Add management IP address	\$50	\$50
	Remove management IP address	\$50	\$50
	Add private subnets to private network	\$0	\$0
	Delete private subnets from private network	\$0	\$0
	Modify subnet(s) routing in private network	\$0	\$0
	Modify load balancer virtual IP routing in private network	\$0	\$0
	Delete firewall	\$0	\$0
	Configure firewall	\$0	\$0
NETWORK	Disconnect Telstra Next IP® network	\$0	\$0
	Modify IPsec VPN tunnel	\$0	\$0
	Delete IPsec VPN tunnel	\$0	\$0
	Create load balancer	\$0	\$0
	Modify VLAN Extension endpoint IP address	\$350	\$350
	Delete VLAN Extension tunnel	\$0	\$0
	Disconnect extended IP subnet	\$0	\$0
	Modify load balancer	\$0	\$0
	Delete load balancer	\$0	\$0
	Request current load balancer configuration	\$0	\$0
	Add SSL VPN user(s)	\$0	\$0
	Modify SSL VPN user	\$0	\$0
	Delete SSL VPN user	\$0	\$0
	Request current SSL configuration	\$0	\$0
	Delete private interconnect	\$50	\$50
	Modify network connection – private to public (dual homing)	\$50	\$50
	Remove network connection – private to public (dual homing)	\$50	\$50
	Modify network connection – public to private (dual homing)	\$50	\$50
Remove network connection – public to private (dual homing)	\$50	\$50	