

1 Q. How long have you been in business?

A. We have been in business since 2001. To learn more about our history, please visit our company page: <http://www.wowrack.com/company.php>

2 Q. Where are your DC Locations and are they compliantly rated?

A. Yes, all of Wowrack DC's are SSAE16 Type II & SOC 1 accredited. Our main Headquarter is within a 20k sq. ft. DC facility in Seattle, WA. Wowrack also has PoPs in our Dallas, TX; Chicago, IL; Buffalo, NY and Singapore, Hong Kong, and Indonesia facility. <http://www.wowrack.com/company.php>

3 Q. What makes you different from other Providers?

A. Wowrack is a Hybrid Cloud Hosting Company. See <http://www.wowrack.com/whyus.php>

4 Q. How would you describe Wowrack in one sentence?

A. Global Hybrid Cloud IaaS. Wowrack provides 3 levels of Cloud Hosting Solutions.

5 Q. What are your core services you provide?

1. Colocation (customer owned gear)
2. Public Cloud (multi-tenant shared virtualized environment)
3. Private Cloud (single tenant bare metal virtualized environment)

6 Q. What is Wowrack's core expertise?

A. Private Cloud. We deploy highly scalable and redundant server farm architecture for businesses of all sizes, and manage the entire solution up to the OS and Application Infrastructure Layers. It's perfect for companies who are looking to reduce their CAPEX spend to more of an OPEX rental model.

7 Q. Can you mix and match colocation (customer gear) with Wowrack's Private Cloud (rented gear)?

A. Absolutely. Wowrack will allow you to bring in your own hardware and rent what you need, on demand. This will provide a very flexible solution when building your network and working around budget. Wowrack can also fully manage the IaaS in both cases.

8 Q. Can you provide Microsoft Licenses with a server I rent from you?

A. Yes. We are part of the SPLA (Service Provider's Licensing Agreement). This allows us to offer clients month to month rental of any license under Microsoft suite of software products. Contact sales@wowrack.com for more information.



9 Q. Which OS's do you support?

A. Wowrack supports both Microsoft and Linux OS, and have Tier 3 Engineers full time at the data center for both.

10 Q. Is your Data Center manned 24x7?

A. Yes, we have 24x7x365 on site security and technical support available.

11 Q. Can I come tour your Data Center?

A. Absolutely. You may schedule a private showing through sales@wowrack.com

12 Q. What hardware do you provide for rent?

A. Wowrack provides most name brands, hot spares, in our inventory, readily available on demand. If you have a preference for particular hardware, we encourage you to bring it. If you would like Wowrack to recommend network gear and/or servers, we would be more than happy to provide recommendations. Please contact sales@wowrack.com for a list of our hardware that Wowrack supports today.

13 Q. What is Wowrack's Mission Statement?

A. *Our mission is to provide outstanding services to our customers so that they can focus on growing their business in a scalable and secured Internet Infrastructure.*

14 Q. Do you offer free consulting *hours* to help me build my network and infrastructure farm?

A. Yes. We're happy to offer full white board sessions to explain and go over DR, production, dev/testing, environments with you based on the workloads you'd like to host and what you're trying to accomplish.

15 Q. Where can I find your Legal and SLA info?

A. <http://www.wowrack.com/legal.php>

16 Q. What makes you different from your competitors?

A. Wowrack focuses on true Hybridization, which includes colocation and our core expertise in Virtualized Private Cloud Hosting. Also, check out our Why Us? page <http://www.wowrack.com/whyus.php>

17 Q. What Hypervisors do you support?

A. Wowrack supports several layers of virtualization software. Most of our clients today run HyperV, VMWare, Xen which we also manage and support on their behalf.