

KSIDC Service Specification

Korea Server Hosting Inc who are leading company of virtual IDC & hosting service Industry in South Korea.

We are aiming customer orientation and creating customer satisfaction with handling total services from network design to security matter

IDC Service

<KRW : exclude VAT>

Rack	Full Rack	Half Rack	Quarter Rack		
	800,000	450,000	250,000		

** 19 inches Rack Usage, Electric supply up to 15A per Full Rack basically

Traffic	10Mbps	20Mbps	30Mbps	50Mbps	100Mbps
	250,000	350,000	450,000	700,000	1,200,000
	200Mbps	300Mbps	500Mbps	1Gbps	
	2,400,000	3,500,000	5,500,000	9,500,000	

** Gigabit Dedicated Line based

** In servicing for abroad, **Overseas traffic might be charged**, please consult with KSIDC sales team before make contract

Customer Own Single Server Colocation

<KRW : exclude VAT>

Server Type	5U server	4U server	2U server	1U server	
	110,000	100,000	60,000	30,000	
Traffic	10Mbps	20Mbps	30Mbps	50Mbps	100Mbps
	60,000	160,000	260,000	450,000	850,000

** In servicing for abroad, **Overseas traffic might be charged**, please consult with KSIDC sales team before make contract

Built-in Service of IDC [Free Charge]

Service	Content	
IDC Inviting Tech Support	The IDC Moving Support	if necessary, KSIDC move in systems from others IDC to KSIDC for customer's convenience
	System Consulting	According to Customer's business plan, KSIDC provide consulting how to promote business medel or when customer should consider expand a system etc
	System & Network Design	As the result with consulting that is concerned on customer's business plan, KSIDC design whole system capacity, spec & network layer, structure
	equipment Sale & Lease	For Customer convenience, KSIDC act server or network equipment buying as a proxy or rent those.
	Rack mount & Switch setting	KSIDC provide rack mount, lan cabling, network connection, Switch configuration etc
Customer Supporting	KSPanel Customer CRM Service	Total managing for using KSIDC service including application, amending a customer's information, service management, checking charged, history of tech support etc
	Gigabit Network Firewall provide	KSIDC provide a network layered Gigabit Firwall that can simply set up rules on web UI through KSPanel
	Server Installation & Build	An engineer of KSIDC who are an expert & having knowhow about system support technically install to operation system & build a necessary package [APM, BIND, MAIL, SQUID, IIS, FTP, etc]
	Basic Management Service	KSIDC provide requisite server management service that is necessary to operate system at least
	Free Webmail Solution account	KSIDC provide a account for webmail solution that is able to create an unlimited e-mail account within 1Gbyte capacity
	Free WebDNS provide up to 10 domain	For Customer convenience, KSIDC provide Web DNS that can mapping domain and IP on web UI through KSPanel [10 domain mapping providing]
	Free Server & Data Moving	In case of service transfer from orther companies to KSIDC, an engineer of KSIDC move server or data into KSIDC instead of customer
	3 Step Monitoring Alram	KSIDC watch out customer's server 365days, 24hours, in circumstance when an obstacle are checked by KSIDC monitoring server, we immediately send alram & notice to customer by e-mail, SMS, telephone
	Real Time Traffic Usage Check Supporting	A KSIDC customer can check network usage of own server, furthermore customer can confirm unicast, system error check as real time graph on KSPanel
	Weblog Analysis Tool Installation	For efficient web service that customer is running, KSIDC help to configure a Google web analysis to their server.
10GBytes Backup space provide	To avoid data loss uspredictably happened, KSIDC provide 10GByte storage space to do a backup customer themselves	

Supplementary & Total Security Care Service

<KRW : exclude VAT>

Service	Content	Fee	
Total Security Service	SSL	Online website security server is not a choice anymore it's duty in collect personal information and credit information	Charge/Item
	Network Gigabit Firewall [Single]	Defend with firewall of single type	200,000/M
	Anti Virus	Block any virus and spyware by real time detection	10,000/M
	VPN service	It's a simplified character of Virtual Private Network which is used as own network to internet line	Charge/Item
	Spammail Filter	High rate of spam block ! It is provided with Web solution	Charge/Item
	Web Application Firewall [WAPPLE]	L7 HW based WAS that support Invasion detection and block service from web application security vulberabilities	150,000/M
	Web Application Firewall [Dotdefender]	SW based WAS that support Invasion detection and block service from web application security vulberabilities	200,000/M
	Web Vulnerability analysis	Survey & report your vulnerabilities of system configuration, application version, web source etc	50,000/Times
	IPS Security control	Security control service for installing IPS, F/W and provide monitoring, management to each client.	300,000/M
	DDoS defense	KSIDC's defense service for DDoS attack up to 10Gbps from hacker It's against spyware infection in zombie PC	500,000/M
Supplementary Service	Sever Management Tool	Provide management tool on web UI for Linux server control easily	100,000/install
	Technical Support	Provide OS re-install, any problem solve with cheap price	Charge/Item
	Server Resource Check	Check by graph for current server status and performance	10,000/M
	Remote CDP Image Backup	Backup / Restore support for prevention of equip. failure, any damage	50,000/M
	Software Purchase or Lease	Available to support SW purchase and rent by cheap price	Charge/Item
	Load Balancing (Load dispersion)	Recommend Load Balancing for many visitor and server stability [L4, Round Robin]	Charge/Item
	Load Balancing (Global)	The function of load balancing regardless servers location and network	Charge/Item
	VOD Hosting	Support for video on time play, network side automatic encoding, all play device available	Charge/Item
	DB Hosting (Unlimited)	This is a proper service to whom need to build DB with MSSQL but burdened license fee.	Charge/Item
	CDN Service	If download the same data from distributed many IDC, speed will be more faster	Charge/Item
	Internet live broadcast	Video can broadcast on live streaming via internet	Charge/Item
	CDN Service	If download the same data from distributed many IDC, speed will be more faster	Charge/Item
	Biz message (SMS)	Faster, longer, cheapest, superb biz message delivery service	Charge/Item

Domain Registration

<KRW : exclude VAT>

* KSDOM who is domain business brand name of KSIDC are formally accredited gTLDs domain registration by ICANN

* KSDOM also have a accreditation that is approved by KISA to register country top level domains(ccTLDs)

* KSDOM are honored with award of customer satisfaction in 2009, 2011 that is surveyed by KISA

TLD registration								Reservation registration	
gTLD	New	Extend	Tranfer	ccTLD	New	Extend	Tranfer		
.COM	11,800	11,800	11,800	.KR	11,500	11,500	11,500	.com / .net	11,800
.NET				.CO.KR					
.ORG				.OR.KR					
.BIZ				.NE.KR					
.INFO				.RE.KR					
.NAME				.GO.KR					
				.PE.KR				8,500	8,500
	.한국	11,500	11,500	11,500					

Free Domain Supplementary Service

Service	Content
Parking Service	KSDOM provide temporary web page for customer who are preparing web site
Forwarding Service	Forwarding service is redirecting registered domain to your web site, blog, or mini homepage etc
Web DNS	KSDOM provide Web UI based name server that can match registered domain & web server IP address
Mail Linkage	Mail linkage service provide to use portal mail addresses as using registered domain
Webmail Service	KSDOM provide web solution that can use one mail account with registered domain within 30MBytes capacity
Blog Linkage	Blog linkage service is kind of forwarding service, KSDOM make a link with registered domain to blog URL
Domain Lock Service	To prevent illegal institute or ownership transfer, name server mapping information change, private information discharging, this service make your domain information lock.
Whois Recore Blind Service	To prevent being discharged private information of domain holder, KSDOM substitute the whois record information to KSDOM
Equalizing Domain Expire Date	Equalizing expire date of several holding domains for convenient manage

One-Stop Management Service

<KRW : exclude VAT>

** To whom it may consider

Even if customer don't have an expert engineer, the system & network should be taken care by them

Considering efficient system operation & reducing maintenance expense against running own data processing room.

Necessary for security preparation against several vulnerabilities

Quick reaction & feedback on affecting obstacle

Article	Service content	Service Level			
		Basic	Secure	Secure+	Expert
CRM	KSPanel CRM Service	◎	◎	◎	◎
Monitor Service	Traffic Monitor	◎	◎	◎	◎
	Real-time Network Survey	◎	◎	◎	◎
	Server alive check using PING [ICMP], port scan	◎	◎	◎	◎
	3 Step alarm under obstacle	◎	◎	◎	◎
Security	The latest kernel or patch update	Once	◎	◎	◎
	Security patch & update / Security Vulnerability Inspection	Once	◎	◎	◎
	OS default firewall configuration	Once	◎	◎	◎
	KS_Firewall HW Firewall supply & configure	◎	◎	◎	◎
	Layer 7 Network Web application Firewall [WAPPLE]	X	X	◎	◎
	Spam Filter	X	X	X	◎
	IPS Security Control	X	X	X	◎
	Taking a emergency step under DDoS affecting	X	X	X	◎
Consulting	Operating system alteration or system promotion	◎	◎	◎	◎
	System or network composition	◎	◎	◎	◎
Install & configure	Re-install operating system	charge by case	3times/M	5times/M	Unlimited
	Program or application installation	charge by case	3times/M	5times/M	Unlimited
Operating Support	Operating system process function configuration	charge by case	3times/M	5times/M	Unlimited
	User Account issue & permission setting	charge by case	3times/M	5times/M	Unlimited
	Web server configuration & operating support	charge by case	3times/M	5times/M	Unlimited
	Mail server configuration & operating support	charge by case	3times/M	5times/M	Unlimited
	Name server configuration & operating support	charge by case	3times/M	5times/M	Unlimited
	DB server configuration & operating support	charge by case	3times/M	5times/M	Unlimited
	Streaming server configuration & operating support	charge by case	3times/M	5times/M	Unlimited
Tech Support	An exclusive expert engineer support	X	◎	◎	◎
	Real-time troubleshooting	X	◎	◎	◎
	System optimizing	X	◎	◎	◎
backup	Data backup to local storage	Once	◎	◎	◎
	Remote backup to KSIDC storage	X	◎	◎	◎
	Remote CDP image backup [Solution]	X	◎	◎	◎
Recovery	Operating System recovery [Configuration recovery]	charge by case	3times/M	5times/M	Unlimited
	Data recovery from backup data	charge by case	3times/M	5times/M	Unlimited
	Bere Metal recovery from CDP image	charge by case	3times/M	5times/M	Unlimited
Reporting	Management Report	X	1times/M	1times/M	1times/M
	Detailed Management Report	X	X	1times/Q	1times/Q
Supplementary	Web Mail Solution 1GByte capability account [Secure Plus 3G, Expert 5G]	◎	◎	◎	◎
	Web DNS up to 10 Domains [Expert 30 up to 10 Domains]	◎	◎	◎	◎
	Anti Virus [MS Forefront]	X	◎	◎	◎
	Server resource usage check	X	◎	◎	◎
Service Charge for Month		Free	100,000	150,000	300,000

Tech Support Description

<KRW : exclude VAT>

*** Pay once for each requirement**

OS	Service	Content	Fee
Linux	Free Support	Server Rebooting	Free
		System Condition Check	Free
	Linux OS	Linux Installation (APM + Security Patch + the latest Kernel update) + Data Backup/Re-configure	100,000
		Linux Installation (APM + Security Patch + the latest Kernel update)	70,000
		Linux Installation (APM + Security Patch)	50,000
		Linux Installation (APM)	30,000
	Linux Security	Iptables rules setting	20,000
		Portsenry setting & configure	20,000
		Permission regulation & others security packages setting & configure	30,000
	Web	APM + Zend Optimizer + CGI + GD + FreeType (some of PHP module included)	30,000
		APM + Tomcat + JDK + CGI + GD + FreeType (some of JSP module included)	70,000
	DB	MySQL installation & Configuration (if necessary, DB or configuration recovery)	50,000
		Oracle installation & Configuration (DB recovery need additional consultation)	70,000
	FTP	ProFTP, vsFTP setting & configure	30,000
	Mail	Sendmail + POP3 + IMAP	30,000
		Sendmail + IMAP	30,000
		Qmail + vPOP3 + IMAP + MySQL	60,000
		Qmail + vPOP3 + IMAP	50,000
	Web Linkage	Account setting + Name server mapping + Web & FTP & Mail server + DB server linkage	30,000
	Account Manage	System account setting, Domain setting, Mail account setting, Zone file creation & Bind configure	5,000
	XML	Xslt, Iib-xml installation (it need Apache & PHP re-confile)	40,000
	Part supplement	To add, swap, upgrade a part purchased from KSIDC	Free
		To add, swap, upgrade a part purchased from other suppliers	20,000
Prvisional Server Usage	Prvisional server usage for emergency [for 3 days' usage, ₩10,000 extra charge for over a day]	30,000	
DNS	IPv4 Based Bind installation & Zone file setting (5 domains setting support)	30,000	
	IPv4 Based Primary and Secondary Bind setting & Zone file setting (5 domains setting support)	30,000	
Etcetera	The article is not mentioned above, please check the etcetera on box and remain requiring description when asking tech support. In this case, please consult with KSIDC engineer for service charge before requirement	consultation	
Windows	Free Support	Server Rebooting	Free
		System Condition Check	Free
	Windows OS Windows 2003 / Windows 2008	Windows OS installation + Security & Service Pack patch + MSSQL & Service Pack + Data Backup/Re-configure	100,000
		Windows OS installation + Security & Service Pack patch + MSSQL & Service Pack	70,000
		Windows OS installation + Security & Service Pack patch	50,000
	Windiws Security	IPSEC Configuration	30,000
		Cracking Tool inspection [Backdoor, Trojan, Worm detection & Elimination] if there is serious damage in OS caused by Cracking, the OS should be re-installed	30,000
	DB	DB data immigrating or DB data recovery	70,000
		DB Creation [default 3 database : add 20,000/DB], DB backup scheduling	50,000
		Oracle installation & Configuration (License Holder only / DB recovery need additional consultation)	100,000
	Mail	Exchange Server Setting & Configuration (License holder on;y)	100,000
		Mail Server(SMTP+EMWAC) + Spam Relay block	50,000
	DNS	DNS setting & configure, Domain setting (5 domains setting support)	30,000
		DNS Primary and Secondary setting & Domain setting (5 domains setting support)	50,000
	Web Linkage	Environment setting (IIS +SMTP + FTP + MSSQL) & Setting accounts for web service [Up tp 10 accounts]	30,000
	Active Directory	Active Directory setting & configuration	100,000
	Part supplement	To add, swap, upgrade a part purchased from KSIDC	free
		To add, swap, upgrade a part purchased from other suppliers	20,000
	Damaged system recovery by Cracking	System inspection & recovery or removing obstacle constituent by Cracking [OS re-install & additional chatges are excluded]	150,000
	Prvisional Server Usage	Prvisional server usage for emergency [for 3 days' usage, ₩10,000 extra charge for over a day]	30,000
	Etcetera	The article is not mentioned above, please check the etcetera on box and remain requiring description when asking tech support. In this case, please consult with KSIDC engineer for service charge before requirement	consultation

KSVOD Service

* KSVOD is Video On Demand service brand of Korea Server Hosting

* The moderate service fee and powerful functions, 4Gbps outstanding VOD delivery network

* Web, mobile, tablet. All video play devices available

* Customer may just upload any video files. KSVOD encode automatically and provide encoded video's compartmental URL as per use

VOD Service		Content	Fee
REAL HD Video Hosting	Lite	Powerful VOD service is provide free, some additional service restricted	Free
	Prime	Hosting Based the most powerful and useful video delivery service. This service is able to use ftp upload, ad video insert service and VOD scheduling service.	50,000/M
	Dedicate Server (Basic)	Dedicated server and solution use while using a KSVOD service. The server provide only for VOD service (others purpose usage restricted)	220,000/M
	Dedicate Server (Recommand)	More exceptional function of server (SSD) use.	310,000/M
Lisence	Windows	Following the MS SPLA policy	Charge/M
	DBMS	Following the MS SPLA policy or free DBMS, MySQL use	Charge/M
	Video Security Solution	Prevent disapproved Capture, download of video file from illegal program	700,000/M
	Video Moblie Play Security Solution	Web, of course, Prevent disapproved Capture, download on mobile device (DRM included)	900,000/M
Install Charge	VOD Hosting Setting fee	It provide as free all kind of VOD hosting service product	free
	Security Solution installation (Web only Mobile Play)	Intall an authorization filter and assigned palyer etc	200,000
	APP Enrollment fee	Support to link VOD service and APP and enroll it ontoAppstore(APPLE) or Playstore(Android)	2,000,000

* To add service specification

	10Mbps	20Mbps	30Mbps	50Mbps	100Mbps
Bandwidth	80,000	160,000	240,000	400,000	800,000
Storage	5GBytes	10GBytes	20GBytes	30Gbps	50Gbps
	10,000	20,000	40,000	60,000	100,000