

**DIR Contract Number DIR-TSO-3012**  
**Appendix C Pricing Index**

Texas requires all customer data to remain within the continental United States. DIR eligible customers should comply with this requirement and maintain all data within US regions.

**Infrastructure as a Service**

<b>Service</b>	<b>Customer Discount (includes DIR Administrative Fee)</b>
SoftLayer Cloud Services	15 percent off MSRP

**Included with all SoftLayer Servers at no additional charge:**

- 24 X 7 X 365 Customer Online/Ticketing and Phone Support
- VPN Management, Private Network: Unlimited SSL VPN Users & 1 PPTP VPN User per account
- All data traffic that flows within the SoftLayer Private Network is at no additional charge
- All Monthly Bare Metal Servers Come with 20TB of public Outbound Bandwidth
- All Monthly Virtual Server Instances Come with 5TB of Public Outbound Bandwidth

SoftLayer provides cloud infrastructure as a service from a growing number of data centers and network points of presence. Products and services include bare metal and virtual servers, networking, security and turnkey big data solutions.

**Servers:**

Includes Bare Metal and Virtual server platforms. Bare metal servers are fully customizable to the client's specifications with RAM, SSD hard drives, network uplinks. Virtual servers are available on public or private nodes. Public node virtual servers are typically used for workloads suited to a multi-tenant environment. Private node virtual server are deployed on a host server dedicated to a single tenant, providing that tenant with the ability to consume all of the node's hardware resources.

Bare metal and virtual servers can be ordered by the hour or by the month with options available for multiple processor counts and speeds, RAM, and storage. Virtual servers can also be configured with one of many operating systems available. Additionally virtualization, security, and database software can also be ordered for servers. Bare metal servers can be configured with any of the above options or clients can install their own software.

**Storage:**

Storage options include NAS, SAN, Object, and Content Data Network (CDN). Storage is available as standalone or secondary storage for a server, as an out-of-the-box storage solution, or the components to create a custom storage solution. All SoftLayer storage integrates with any bare metal or virtual servers and can be paired together for multi-level storage and backup strategies.

#### Networking:

SoftLayer network offerings include a high-performance public network with transit from multiple tier-1 carriers, secure OOB management via VPN, and a Private network for intra-application and inter-facility communications plus access to shared services. Network capabilities can be customized with uplink upgrades, load balancing within or between data centers, and software-defined networking appliances that protect and optimize performance.

#### Security:

SoftLayer offers an array of Intrusion Protection Systems (IPS) and Intrusion Detection and Prevention Systems (IDPS) software for both the network and server/host level. Products currently available include Citrix, McAfee, Nessus, and Symantec. Dedicated and high availability hardware firewalls are available to protect individual servers or multiple servers on the same VLAN. SoftLayer also provides security appliances (Fortigate) and gateway appliances (Vyatta). Secure Socket Layer (SSL) certificates provide a secure, encrypted connection between a client's web site or application and external users.

#### Big Data:

SoftLayer provides clients with the ability to configure their own custom big data solution from scratch, or turnkey, multi-server deployment solutions created to provide leading big data and NoSQL solutions. Turnkey solutions are provided in collaboration with Cloudera, MongoDB, Inc., and Basho, to deliver multi-server environments tailor made for their specific big data application.