



Colocation NorthWest is an integral information technology service provider to its customers and as such Colocation NorthWest has developed a strategic Disaster Recovery Plan in the case of a natural disaster or other catastrophic event. Colocation NorthWest has both the technology and personnel to ensure timely recovery of data center operations and managed customer services after a disaster.

Colocation NorthWest's main network operations center (NOC) is located in Tacoma, Washington. Our Tacoma NOC is manned and operated 24 hours a day 365 days a year. Colocation NorthWest also has emergency operations facilities located in within the Westin Building, a carrier class facility for telecommunications in downtown Seattle, Washington. Should the main network operations data center encounter a disaster that prevents it from normal operations, Colocation NorthWest has a secondary NOC location setup and maintained in our Westin Building offices. If either facility is compromised due to a disaster Colocation NorthWest is able to provide adequate data communications services and facilities at an off-site disaster recovery location for designated critical systems. The off-site disaster recovery resource is an operational data center prepared to host the Colocation NorthWest critical systems and applications.

#### **DISASTER DEFINITION**

It is of the utmost priority for Colocation NorthWest to ensure that our customers and critical customer effecting services are available following a disaster. A disaster is any unplanned event that prevents the data center from providing services needed by the designated critical applications for a period of 72 hours or longer. Conditions that could be declared a disaster include, but are not limited to, extended electrical power outage to the data center facility, and fire, smoke, water, natural disaster or explosion damage to computing equipment or facilities.



#### **COLOCATION NORTHWEST DISASTER TEAM**

Colocation NorthWest realizes the importance of critical Internet services in today's business environment, which is why we have trained our staff to manage the recovery processes in the case of a disaster. In the event of a disaster, the Colocation NorthWest Damage Assessment Team will evaluate the damage to the physical assets and functional capability of the data center, and report its findings to the Management/Emergency Response Team which will consider the findings together with other available information to make a decision regarding a formal disaster declaration.



Colocation NorthWest has designated key support technicians for each of the processing systems covered by our disaster recovery plan. These technicians are available to assist as liaisons with managed customers during disaster recovery events, assist in the recovery of managed customer backups and work in the recovery and setup of critical systems and applications at the off site disaster recovery data center in the event of a disaster warranting off-site recovery.

#### **CUSTOMER DATA**

The recovery of data is key to any disaster recovery plan and Colocation NorthWest has taken the necessary steps to ensure critical infrastructure information is backed up and secure. All Colocation NorthWest system data is backed up once a day during non-business hours. Colocation NorthWest has secured off-site facilities for backed up systems to reside. All facilities have are secured and monitored ensuring reliable and secure storage.

Customers are responsible for disaster recovery preparedness for their applications and data in the event of a disaster. There is no mandatory requirement that critical applications use the Data Center's disaster recovery services and facilities. Application owners are free to make other disaster recovery arrangements.

**LET US HELP PROTECT YOUR MISSION-CRITICAL SYSTEMS • CALL 1-877-359-9263**