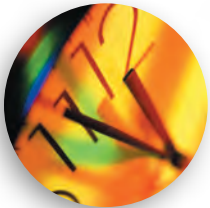


Stratus® Assured Availability ftServiceSM Offering for VOS-based Systems



**Continuous
Availability**

Stratus' technology-enabled services are designed to complement and enhance the industry's most reliable operating system. When you pair your VOS-based application solutions with our Assured Availability ftServiceSM offering, you benefit from the industry's highest levels of uptime and 24/7 access to an entire team of senior support engineers.

This is service with a difference. We focus on preventing downtime instead of providing a remedy *after the fact*, as others do. Powerful ActiveServiceTM capabilities, built into every Stratus system, connect you to our global service network built to detect, troubleshoot, and resolve problems fast — without the need for an on-site call.

Assured AvailabilitySM service offering

V Series and Continuum[®] customers can count on Assured Availability coverage for top priority service every step of the way. Features include:

- Engineering response to a critical call within minutes
- Around-the-clock system monitoring
- Same-day, on-site emergency service
- Crisis team problem-solving approach
- Root-cause determination and relief
- Investment protection through a software update subscription: includes operating system, compilers, firmware, middleware and other layered products
- Comprehensive system-level, quality assurance testing
- Assured Availability Program guarantee

Stratus provides subscribers with a single source of accountability for complex inter-related platform, system software, and operating systems support issues. We allow our customers to declare the severity level of incidents and we assume ownership for problem resolution throughout the systems's entire lifecycle.

If a critical availability problem arises, our global crisis management system enables a priority engineering response to a telephone or web service request in as little as 15 minutes — ensuring the right resources are at work on the most rapid resolution possible.

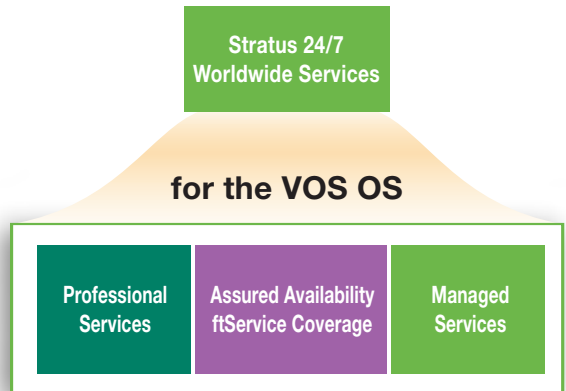


**Operational
Simplicity**



**Financial
Advantage**

Stratus 24/7 Worldwide Services



Stratus 24/7 Worldwide Services options allow you to take complete advantage of the industry's most effective availability protection, *The Smarter Approach to Uptime[™]*.

Stratus worldwide 24/7 solutions services

The most demanding application environments require the most reliable servers coupled with tightly integrated services to provide a total uptime solution. Stratus understands this better than any other solutions provider.

Stratus' proven, uniform installation services establish the foundation for system reliability and performance. Our availability experts ensure that your new VOS-based solution is installed quickly and efficiently, with minimal disruption to business operations. Migration services are designed to help you optimize uptime and minimize risk during and after a system or application upgrade. Online technical and certification training allows you to acquire the skill sets essential for building and maintaining critical VOS solutions.

Stratus' Continuous Availability Lifecycle Management Framework pulls it all together with an IT methodology that helps you structure and implement process and architectural change. Focused on environments that must-not-fail, our model delivers infrastructure integrity, performance assurance, and proactive lifecycle management for all of your critical applications.

When availability is critical, our services deliver.

ftService offering for VOS-based systems	
Features	Assured Availability coverage
Availability Guarantee ¹	Included
Management priority escalation	Included
Same-day, on-site emergency service ²	Included
Problem relief objective	Normal system operation, plus root-cause investigation
Critical problem engineer response time	< 30 minutes
Access to availability engineers to address critical problems	24/7
Access to software advice	24/7
Software update subscription	OS, firmware and layered products
Advanced parts exchange ³	Next business day
Access to hardware advice	24/7
Remote hardware monitoring	24/7
Secure remote access	Modem
Contract term	1-year agreement; annual billing

1 Terms and conditions apply

2 Where available

3 Stratus-designed and manufactured

Continuous availability

Stratus products and services have been recognized as the gold standard of continuous computing for more than two decades. Our ftService offerings capture this exceptional advantage for you, with resources and skills that optimize the availability of your critical servers and applications.

Operational simplicity

Our services combine consistent processes, real-time communication, and multivendor collaboration that save time for your IT staff — while protecting uptime better than alternative offerings.

Financial advantage

There is no better partner than Stratus when it comes to reducing exposure to the costly consequences of downtime. Put our specialized knowledge of failsafe computing to work, and you'll also be positioned to minimize cost structures and make the most of your technology investments.

Find out what other Stratus 24/7 Worldwide Services can do for you:

- **Professional Services and Managed Services**
<http://www.stratus.com/services/ps>
- **Technical Training and Education**
<http://www2.stratus.com/education>

Specifications and descriptions are summary in nature and subject to change without notice.

Stratus, ftServer, the ftServer logo, and Continuous Processing are registered trademarks and ActiveService, the Stratus Technologies logo, The Smarter Approach to Uptime, and the Stratus 24x7 logo are trademarks and Assured Availability and ftService are service marks of Stratus Technologies Bermuda Ltd.

Microsoft and Windows are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks and registered trademarks are the property of their respective holders.