



## Premium DR FAQs

1. Why do I need this product? You've talked about all of the network upgrades you have made (redundant ISP, DDoS protection, etc.). Shouldn't your hosting service already be reliable?

We have made considerable investments and upgrades to our network infrastructure over the last year and plan to continue to do so on a continual basis. As a result, we believe we provide the most robust standard hosting infrastructure in our industry.

That said, no network infrastructure is completely infallible, in the case of natural disaster, multiple system failures or human error. As a result, we provide standard disaster recovery services to all vLive customers as part of our offering. However, our standard offering is a "cold" standby system that involves a manual failover and failback process. This means that in the event of an outage at our primary center, you may experience downtime of up to 90 minutes as your site restores at the back-up data center.

There are times when even 90 minutes of downtime could have a major impact on you, such as during city council meetings, elections, a crisis or natural disaster. Premium DR provides the peace of mind that your site will be accessible at all these times.

2. How does the solution work?

Our premium DR solution is a mirror of our primary data center that operates in "hot" standby mode, meaning your website is being simultaneously hosted at our DR facility (with no traffic being directed towards it in ordinary circumstances). On an ongoing basis, we replicate all of your site's data from the primary data center to our DR center, so that in the event of a failover, your site will be current to within no more than 15 minutes of data changes.

We continually monitor our primary datacenter to ensure that both the systems are up and your website is responsive, and in the event that they are not, we failover in near instantaneous fashion to the "hot" standby, by automatically routing all web traffic to our DR data center. When operating out of our DR datacenter, all changes are replicated back to our primary datacenter, and we are able to "fail back" to our primary center in near instantaneous fashion.



3. How is it different than your standard disaster recovery offering?  
Premium DR offers a live backup solution with automated, near instantaneous failover in the event of any issues in our primary data center. Unlike standard DR, we maintain a "hot standby" version of your site at all times at our DR datacenter. This "hot standby" version of your site is continually monitored to ensure it is operational at all times. The solution also allows for automated fail-back, so your users likely will not perceive any downtime as we transfer between data centers in either direction. Further, any edits made after the last data replication occurred will not be "lost", but will be automatically updated upon restoration of our primary data center.
4. Are there any types of outages that it won't protect against?  
Premium DR is designed to protect against all forms of *network* outages (e.g. systems issues, power issues, internet issues, physical catastrophe). However, in the event a software bug were to create performance issues, Premium DR would not be able to mitigate such an issue. Also, in the event that a DDoS attack were successful in overwhelming our industry leading third party DDoS solution, Premium DR would not be able to mitigate such attack.
5. How can I trust that this solution will be reliable?  
The solution has been thoroughly tested for failover and fail back, data replication, performance (load times) and capacity. Failover and failback testing has been successfully performed repeatedly in a live environment, and has achieved all performance goals. In addition, data replication has been thoroughly tested from both our primary to DR environment, and in the opposite direction to ensure that both copies of the site are in synch at all times, regardless of which environment is acting as primary at the time that a user makes changes. Moreover, the DR environment is under continual monitoring to ensure that the "hot standby" copy of your site is always operational.

We also conduct monthly failover testing on an ongoing basis to ensure the solution is working as intended. Finally, we are standing by the performance of the solution with what is by far the industry's most stringent Service Level Agreement (SLA).

6. Have you performed failover testing with this solution and does it work as intended?  
Yes, we have performed very thorough failover testing on a live environment and achieved all of our performance objectives (see details above).



7. Will you be performing ongoing failover testing?  
Yes, on a monthly basis. We also maintain continual monitoring of our DR environment to ensure the "hot standby" copy of your website is operational at all times.
8. Will I lose data when I failover?  
No data should ever be lost. Any changes made since the last data replication (at most 15 minutes) will not appear immediately in the DR environment; however, these changes are not lost. Once our primary data center is restored, this data will be replicated and synched. If changes were made in the DR environment during the primary outage, the system will automatically compare the changes when synching and keep the most recent changes.
9. What happens when I "fail back"? Will there be downtime? Will I lose data?  
The fail back process works the same as the failover process, and is nearly instantaneous. In addition, we perform two way data replication, so any changes made in the DR environment will be replicated to our primary data center.
10. Will the performance of my website be any different during a failover scenario?  
No. We have conducted extensive performance testing and achieved similar results to our primary data center in terms of page load times.
11. Where is your disaster recovery facility?  
Dallas, TX. Far from our Los Angeles primary data center.
12. What certifications does the facility have?  
The DR data center is SSAE 16 SOC-1 Type II compliant and completes the SSAE 16 Type II audit annually. The data center also offers complete physical redundancy and no single points of failure.
13. Does the DR facility have redundant ISP?  
Yes. The DR facility is served by 6 different ISPs, with automatic, instantaneous failover in the event that the primary ISP experiences any outage.

▪