

FastServers.net is now part of Layered Tech, a leading provider of dedicated hosting and virtualization solutions. Soon, visitors to www.fastservers.net will be redirected to our integrated website, www.layeredtech.com. And you will soon see a new Layered Tech look on any communication you receive from us.



This FAQ will answer some of the basic questions you may have about the integration of FastServers and Layered Tech.

I'm a FastServers customer. Who is Layered Tech?

Layered Tech is a leading global provider of managed dedicated hosting, virtualization/cloud computing and Web services, with seven data centers around the world. The Layered Tech infrastructure powers millions of websites and Internet-enabled applications, including e-commerce, software as a service (SaaS) and content distribution. Layered Tech was included in the 2009 Magic Quadrant for Web Hosting and Cloud Infrastructure Services report from Gartner and has been named as one of the fastest growing technology companies by *Inc.* magazine.

Why is this change occurring?

In 2008, Layered Tech acquired FastServers.net, and we began the process of integrating the two companies, with the vision of achieving even higher levels of innovation, service and customer satisfaction. As this integration process nears completion, we will have one name – Layered Tech.

What will happen to www.fastservers.net?

- > The URL www.fastservers.net will forward to our new website, www.layeredtech.com, where you will have access to all aspects of online customer service and account management.
- > Essentially, www.fastservers.net will be integrated into www.layeredtech.com, and will no longer be accessible.
- > The name "FastServers" will no longer be used, and all web traffic and correspondence will redirect to www.layeredtech.com.
- > Individual email addresses will change from example@fastservers.net to example@layeredtech.com.

What will stay the same?

- > Our commitment to delivering the best in hosted infrastructure and customer support.
- > Our managed service portfolio, which was a core value offering, will continue, and additional exclusive offerings will be made available.
- > Our staff, including our technical, sales, service and administrative personnel.
- > Our telephone numbers, including our toll-free telephone numbers.

REQUEST A QUOTE,
RECEIVE A SOLUTION



How does this change benefit me and my business?

As a leading global provider of hosting infrastructure and virtualization services, Layered Tech provides a combination of visionary leadership, economies of scale and the corporate resources to deliver even greater service and value.

How is the change being implemented?

Our new name marks the completion of an integration process that began last year, when Layered Tech acquired FastServers.net. We have worked to implement the change in a manner that's nearly seamless for our customers.

Might there be any disruption to my service and/or my site?

No. This change does not affect any of our technical capabilities or the operations at our data centers. It will not impact or disrupt any of our provisioning, hosting, virtualization or service capabilities.

Will my login information and/or user interface change?

Your login and password information will stay the same, and you can use the same Pentagon address, but you will be redirected to a new permanent account portal home.

Will there be changes to customer service?

There will be no changes to customer service staffing or procedures. Support features like knowledge base, online forums and tickets will be accessible at www.layeredtech.com.

Will account billing/management change?

Layered Tech will continue issuing all customer agreements, invoices and other documents, and will process all payments.

Will this change the amount of my bill/the cost of my service?

Our name change will not change the cost of your service. The current pricing agreements for all existing accounts and services will remain in place.

How can I get more information about Layered Tech?

The Layered Tech website, www.layeredtech.com, is an excellent source of information.

Who can I contact if I have additional questions?

You can contact your account representative by phone or email. You can also call Layered Tech at **866-584-6784 (U.S./Canada)** or direct at **972-398-7000**.

Bringing FastServers.net and Layered Tech together under the Layered Tech name will improve efficiency and help us provide even better solutions for you. It's a change. But we also want you to know that there are two important things that won't be changing – our commitment to you and our promise to provide you with the very best in hosted infrastructure and virtualization.