

**Q. Why should my business outsource online backup services?**

- A. Increased Security
Remote Storage - Your business burns down, your critical data is all still available
Data Centers backup your business critical data
Increased efficiency - No more tape backups
Eliminate hardware expenses
Improved recovery time

Q. I store all my photos with a free online service (Shutterfly, Snapfish, Photobucket, etc). Why should I use Windstream Online Backup instead?

- A. Free online storage services have no guarantee with you to maintain your files and many times will delete all files when you haven't accessed their site after so many days. With Windstream's Online Backup service, your files are safe and can always be accessed - any-time and anywhere you have internet access.

Q. Why should I backup my files?

- A. Computer's crash and all the files, important documents and photos go with it. When your files are backed up, if your computer crashes you can still access your files and download them to your new computer.

Q. Where will my information be stored and will it be safe?

- A. Customer files are encrypted prior to sending them to the secure storage facility. The files transferred between the computer and storage facility are done over a secure, encrypted, channel. Once files are stored they can only be accessed or opened with the user name and password created by the customer.

Q. Why should I store my file online rather than on a computer or tape drive?

- Computers and tape drives are susceptible to a host of significant problems: lost data, viruses, system failures, corruption, hard drive crashes, lost or stolen equipment. Why store your files where they are vulnerable to damage, easily lost, take up space and impossible to access unless you're at your computer? By putting them online with Windstream Online Backup, your data will be off site, providing added protection from hard disk crashes, thieves, fire and other natural disasters, and is accessible from any computer with an Internet connection.

