



AKAMAI ACCELERATED NETWORK PROGRAM FAQ

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Frequently Asked Questions

Thank you for your interest in the Akamai Accelerated Network Program. To ensure that you have all your preliminary questions answered, please review this document. Your Akamai representative is also available to add more detail or answer additional questions that may not be covered. It's not too late to Accelerate Your Network.

Server Installation

What do my engineers have to do during the installation?

We ask our partners to simply install the hardware (rack mounted computers and ethernet switches), connect them with the cables provided, and finally to assign each computer an IP address and default gateway.

After installation what maintenance and support is required?

The partner is not required to perform any regular maintenance on Akamai's equipment.

Does Akamai (or anyone else) require physical access to the installed servers?

Not usually. However, Akamai may ask to be allowed into the facility under rare circumstance, such as to replace failed hardware. An alternative would be to ask you to swap a box for us.

Can we get access to the Akamai servers?

No, the Akamai servers are secured, and may only be accessed by our Network Operations Command Center (NOCC). However, each Accelerated Network receives access to a secure site showing their own servers and traffic being served.

What type of server is installed?

Akamai uses standard Intel-based, rack-mounted boxes. The only thing we modify is the kernel and the caching software. In fact, the boxes are drop shipped to you directly from the vendor; they do not come to Akamai first.

Can we move the servers later?

Yes, just call our NOCC to coordinate. We would like to ensure the new location for the servers can still provide content to your users optimally.

What security is there on your boxes?

Akamai zealously guards the integrity of our servers. Of course, we cannot list the steps taken to secure the boxes, but we do have over 6,000 servers installed in ISPs all over the world, and not one has ever been remotely compromised. Standard security measures are taken, such as disabling telnet access, using SSH, turning off daemons not used in production, etc.

Do you servers work behind a firewall?

The servers are serving content just as the origin servers – Yahoo!, CNN, ESPN, Apple, etc. – would be. The origin servers are not behind your firewall, and our servers work best if they are not behind your firewall.

Network

Can we put servers from other content distributors in our network as well?

Yes, the contract has no limitations on what other equipment may be used in your network.

Can I use transparent caches along with Akamai caches?

Yes, Akamai servers work very, very well along side caches. We do, however, suggest that you program your caches or layer 4 switches to exclude the IP addresses of the Akamai servers. But, why use your CPU, hard disk, RAM, etc. on an image we will cache for you?

Will the servers in my network be used to send content to Akamai servers in other networks?

No, you define which ranges of IP address will be served from boxes on your network, so they will only serve content to your users and downstream.

What type of switch is installed?

One rack-unit, 10/100BaseT switches are standard. Akamai is committed to making the process easy and many different devices are available to connect to your network.

Do you require dedicated router interfaces?

While it is not required, a dedicated router interface, or at least a VLAN with an 802.1q or ISL sub-interface is preferred.

Do you require HSRP?

While it is not required, we would prefer HSRP. Remember, the servers on your network are providing content for the users on your network. It is in both our best interest to make the connectivity as reliable as possible.

Do you require routing protocols (OSPF, BGP, RIP, etc.)?

While it is not required, we would like you to send us routes via BGP. This will allow you to dynamically update the address space allowed to receive content from the servers on your network.

More About the Program

Do we get access to traffic statistics?

Yes. There is a secure web site with your network statistics. Please contact your Akamai representative and they will allow you access to a demo page.

Who is liable for the content on the servers?

The content provider. Both the partner and Akamai are simply providing a distribution method for that content, neither of us created the content or take responsibility for it.

Can you give us a list of other networks in which you have deployed these boxes?

A partial list is at www.akamai.com/html/op/op_accpartners.html.

We are developing our own CDN. Does that mean we are competitors?

If you are developing a CDN, Akamai has many different business opportunities for you. Call your Akamai representative for details.

Are you planning on offering additional performance tools for my network?

Yes, Akamai is working on tools to help our partners gauge their network's performance and traffic mix. Any suggestions you have as to what would be useful to your network in particular would be appreciated.

If I have Akamai servers does that mean my customers web sites are automatically Akamaized?

No, putting servers on your network does not Akamaize the web sites on your network. Your customers can have their sites Akamaized, but that is a separate process. If you have customers you feel this might interest, you should probably look into the Akamai Edge Network Exchange program which will allow you to resell Akamai's content delivery service to your web hosting customers.

How can my web-hosting customers get their content on Akamai's system?

They can either call Akamai directly, or you can sign up for the Akamai Edge Network Exchange program and derive revenue from them yourself.

What cache hit rate do your servers deliver?

Akamai maintains approximately 93–97% cache hit rate.

How does Akamai guarantee freshness?

Akamai has several ways to guarantee freshness of content. First, the original HTML is always served from the origin server, so if a piece of content is changed, the URL will change, and we will get a miss. The content provider is also allowed to put TTLs into the URL. Lastly, the content provider is allowed to put a "fingerprint" of the content into the URL which our server checks before serving content.

What's the catch?

There is no catch. This is truly a "win-win" situation. In return for some rack space and power, your users get faster and more reliable downloads, and you get reduced bandwidth on your backbone and transit links. Akamai's model is to help the content providers get content to the users. The service provider's model is to get the users to the content. We feel that this makes us natural partners, and we should work together – by helping ourselves, we help each other.

More information? Visit www.akamai.com/aan.

About Akamai

Akamai Technologies (NASDAQ: AKAM) provides global delivery of Internet content, streaming media and applications, as well as traffic management services. Akamai improves Web site performance and reliability and enables richer, more engaging Web site content for thousands of customers. To date, Akamai has deployed thousands of servers in hundreds of networks around the world. Akamai is headquartered in Cambridge, Massachusetts, with offices across the United States and in Europe. Akamai (pronounced AH-kuh-my) is Hawaiian for intelligent, clever and "cool."

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