



## Customer FAQ's

Hosted**Solutions**

### What is the announcement?

On April 1, 2008 North Carolina headquartered data center operator and managed services provider Hosted Solutions was acquired by private equity firm ABRY partners for \$140 million.

### Who is ABRY?

Based in Boston, Massachusetts, ABRY Partners is one of the most experienced and successful media and communications-focused private equity investment firms in North America. Since 1989, ABRY has completed over \$18.0 billion of leveraged transactions and other private equity and mezzanine investments, representing investments in more than 450 companies.

### What changes will customers see as a result of this?

Simply put, nothing changes. The management team remains in place, your account executives will remain in place, the company name doesn't change, and your invoice and payment remittance address will not change.

### Why did Hosted Solutions sell to ABRY?

The ABRY investment gives us significant strategic options to aggressively grow the business, and will afford you a greater level of comfort, stability and security of being backed by a large private equity firm.

### Will this lead to layoffs and consolidating facilities?

Absolutely not. Hosted Solutions will expand head count in the Triangle and at our other locations, and true to its heritage will continue to explore and expand its sales footprint through smart acquisitions.



How does the news impact customers?

This is a big win for customers. This investment means Hosted Solutions will have increased access to capital to increase capacity and resources to stay ahead of growing customer demand. The acquisition simply accelerates the same business strategy, continuing to be led by the same management team. The investment means Hosted Solutions' customers will have access to best of breed technology and increased resources to accelerate technological leadership and expansion.

Will my invoice or remittance address change?

No, your invoice will remain the same as well as your remittance address.

Will the headquarters remain in Raleigh, North Carolina?

Yes, Hosted Solutions will remain headquartered in Raleigh, North Carolina.

Will management exit the company after the acquisition or will the team stay intact and remain in control of day to day operations?

The Founder/CEO and management team stay intact and focused on taking the company to the next level. Customers and employees will still have direct communication with the same senior level decision makers.

Will the name of the company change now that you have been acquired?

Absolutely not. The company name, brand and leadership remain the same.

What is private equity?

Private equity is when equity capital is made available to companies or investors, but not quoted on a stock market. The funds raised through private equity can be used to develop new products and technologies, to expand working capital, to make acquisitions, or to strengthen a company's balance sheet. Private equity firms typically acquire profitable, growing companies with strong, seasoned management teams, such as Hosted Solutions.