

SERVICE DESCRIPTION
COLOCATION



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Service Overview

ServerCentral’s Colocation services provide organizations with premium data center space, power, cooling, network connectivity, and security services necessary for the operation of IT infrastructure requiring maximum uptime and availability. This service is provided within ServerCentral-operated data centers and can be used with a variety of complimentary services, including remote hands, enhanced security, advanced monitoring, infrastructure migrations, managed connectivity to customer-operated on-premise infrastructure, and managed links to third-party cloud platforms including, but not limited to, Amazon Web Services or Microsoft Azure.

Colocation space is allocated by the cabinet or by the cage at each data center. Cabinet options include ¼ Cabinets, ½ Cabinets, and full-size Cabinets. Cabinets are delivered with front and rear combination/key locks. Biometric authentication can be added to Cabinets for an additional fee.

Cage space is offered at each data center. A Cage is a specific area of floor space separated from other customers by a fence or a wall. A typical cage consists of cage walls, and one door with an electrical lock. Physical security can be enhanced by adding below-floor extensions, cage roofing, higher walls, various lock options (proximity card, keypads, or biometric scanner with single or multi-factor authentication), surveillance cameras, and other optional features.

Critical power for Cabinets or Cages can be configured with a variety of power circuits, with options for amperage, voltage, and overall power draw measured in kilowatts (kW). ServerCentral will tailor the power circuit characteristics based on the Customer’s needs and power delivery available in the selected data center.

Customers pay an all-in price for the power, cooling, and management of the Cabinets or Cages. Customers can also choose to leverage a Draw Cap, where Customers pay for a portion of the provisioned power, allowing for growth without the need for future downtime to re-circuit the Cabinet or Cage. Draw Caps can be applied to single or multiple Cabinets. Metered power is not available.

By default, critical power is delivered in a redundant configuration, with primary and redundant paths connected to physically separate power infrastructure, including separate power distribution panels, separate physical electrical cables, separate uninterruptable power supplies (UPS), and redundant on-site power generators. Customers can provide their own

power distribution units (PDUs), or PDUs can be included with a Cabinet for an additional fee. With advance approval, critical power can be provided with a primary/primary path configuration.

ServerCentral Colocation is offered in a variety of geographies, most located in (or connected to) major network Peering Points to minimize latency. Each data center includes multiple layers of secure access, including restricted entrances staffed 24x7 by professional security, visitor screening & logging, dual-factor authentication via biometric & proximity scanners, multiple points of authentication throughout the data center, monitored and recorded video surveillance, and isolated shipping and receiving areas with package receipt & screening. ServerCentral monitors for temperature, humidity, and smoke & particulate matter to ensure rapid response to changes in the data center environmental.

Data center locations include:

Chicago-Area:

- Elk Grove Village, IL – ServerCentral’s flagship facility with the highest power density and deepest on-site services, including an on-site NOC and equipment depot. Includes ServerCentral Enterprise Cloud Availability Zone for flexible hybrid Colocation-Cloud Environments.
- Chicago, IL – Multiple independent spaces within 350 E. Cermak, one of the core networking interconnection points in North America, including an on-site NOC.

United States:

- San Jose, CA – Multiple facilities in the heart of Silicon Valley for the best proximity to the technology sector and Asia-Pacific peering points. Includes ServerCentral Enterprise Cloud Availability Zone for flexible hybrid Colocation-Cloud environments.
- Ashburn, VA – Multiple facilities in the largest data center hub in the world, with close proximity to financial markets, Europe, and major cloud providers. Includes on-site ServerCentral Enterprise Cloud Availability Zone for flexible hybrid Colocation-Cloud environments.

International:

- Amsterdam, The Netherlands – Located within the European Union, ideal for access to the common market and business with data sovereignty requirements.
- London, UK – Close proximity to major European financial markets and technology centers.
- Sydney, Australia – Supporting rapidly growing APAC markets.
- Tokyo, Japan – Supporting rapidly growing APAC markets.

All ServerCentral-operated data centers are carrier neutral. This ensures customers will be able to connect to any carrier in the facility and take advantage of changes in the carrier marketplace, as it evolves. Termination & demarcation points for carriers are generally installed in a common “meet-me room” (MMR) in each facility. For security, consistent management, and operational stability, Customers are not allowed to install direct connections into MMRs. ServerCentral offers services to extend the demarcation point from the MMR to Customer equipment installed in Cabinets and Cages, giving Customers access to the various carrier services.

ServerCentral maintains a separate, private network core at each data center. Each core contains redundant sets of network equipment to provide core routing for the data center network and internet-facing routing infrastructure. This is the demarcation point for ServerCentral’s Global Network, a multi-gigabit private backbone enabling Colocation customers to connect to services and infrastructure in every other ServerCentral data center. The services delivered from the network core are 100Gigabit-enabled, offer disparate physical paths to each location, and are built using resilient, standards-based protocols.

The network core allows ServerCentral to offer the CloudLink service in each facility. CloudLink is managed by ServerCentral and leverages multi-gigabit, carrier class infrastructure to connect Customer infrastructure to third-party cloud platforms including Amazon, Google, Microsoft, and ServerCentral’s Enterprise Cloud & Managed Private Cloud offerings. For more information, please see the CloudLink Service Description.

Cross-connect services are offered in each data center. Cross-connects can be delivered using different media types, including twisted-pair copper cables, multi-mode fiber optic cables, or single-mode fiber optic cables. Cross-connects can connect Customer-operated equipment in different Cabinets or Cages. Cross-connects can also be used to connect to ServerCentral’s network core, allowing access to other ServerCentral data centers or services, such as IP Transit, ServerCentral-managed transport services, or Managed Services like Managed Backup, Managed Storage, Managed Firewalls, and more.

ServerCentral offers a host of additional services in each data center. Remote hands can be used to engage ServerCentral’s experienced administrators and technicians to perform tasks for Customers at the data center. Other services include drive destruction, media wiping, equipment recycling, cardboard recycling, shipping & receiving, storage cabinets, free access to public Wi-Fi, customer break rooms, and more. At the Elk Grove, IL data center, ServerCentral maintains an Onsite Parts Depot with an extensive inventory of servers, firewalls, routers, switches, load balancers, storage appliances, data cabling, PDUs, and accessories, all available 24 x 7. For details and pricing information on these services, please contact sales@servercentral.com.

Colocation customers have the option of migrating existing infrastructure to a ServerCentral facility or working with ServerCentral to provide a fully managed data center migration. ServerCentral provides comprehensive physical datacenter migrations leveraging internal staff and resources. Migration services generally include physical inventory & documentation, written assessments of the work to be performed, project management, planning & execution of the migration, and knowledge transfer for the Customer. Customers can also opt to have ServerCentral Managed Services support the final environment. For details and pricing information on migration services, please contact sales@servercentral.com.

The data centers, network cores, environmental systems, and security systems are all monitored 24 x 7 by ServerCentral’s Network Operations Center (NOC). Reporting and documentation on these services is provided through ServerCentral’s secure Customer Portal.

Key Features

- 10+ year track record of 100% uptime Service Level Agreement on power and network services in data centers
- Delivered in premier, carrier-neutral data centers across the globe
- Purchase ¼ Cabinet, ½ Cabinet, full Cabinet, multiple cabinets, or cage space
- Access to multi-carrier meet-me rooms via carrier cross-connects
- Access to ServerCentral's multi-gigabit, private global backbone
- Cross-connect to other ServerCentral services & public clouds
- 24x7 monitoring of power, cooling, security by ServerCentral NOC
- Add-on services include remote hands, equipment receiving & storage
- Onsite Parts Depot with immediate access to servers, firewalls, routers, switches, load balancers, storage appliances, data cabling, PDUs, and accessories.
- Option for managed migration services
- Complete facility management by ServerCentral's data center operations experts
- Secure customer portal for monitoring, documentation, ticketing, and other deliverables

Implementation

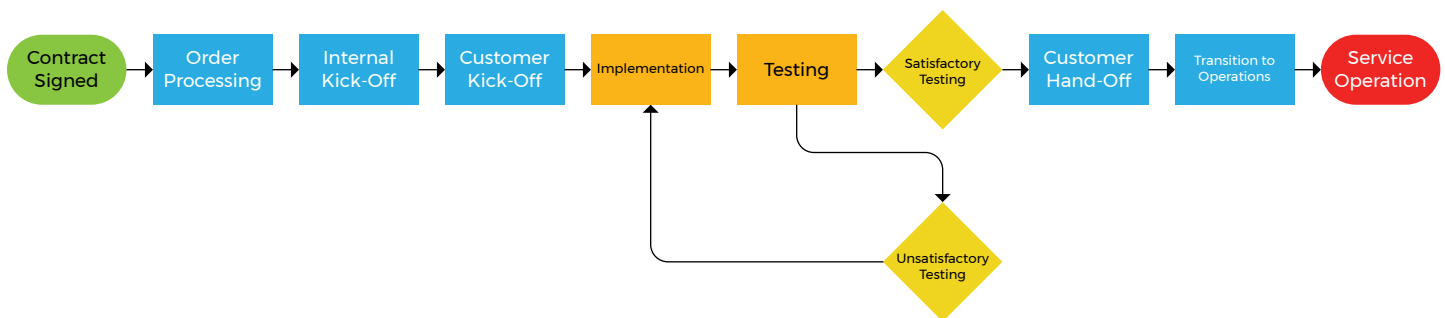
Validation

The Validation process begins with a comprehensive review of the information collected by Sales or Professional Services during the Assessment phase. This information usually includes an inventory of the equipment to be installed, power requirements for the equipment, timeframe for expected start date, external network connectivity requirements, and initial configuration details. Other client-specific requirements, such as special equipment with integrated racks, procedures, or third-party requirements, will also be reviewed. This information is documented and stored in the Technical Design Workbook. The Technical Design Workbook is used to create a Customer Workbook that is shared with the Customer after Implementation.

The Technical Design Workbook provides all necessary information to ServerCentral engineers to ensure that information-gathering is complete and the Service will be able to address the Customer's needs. This may include network diagrams, configuration details and requirements, special security considerations, and more. The Technical Design Workbook will serve as a basis for configuration detail and will be utilized in the long-term planning and execution of the Service.

Implementation Process

All provisioning activities at ServerCentral follow our Implementation Process summarized below:



Internal Kick-Off

After the customer's order for the Service is processed, ServerCentral holds an Internal Kick-Off meeting to assign the ServerCentral resources necessary to provision the service. Sales attends this meeting to provide information from the pre-sales process. A Project Manager or Project Lead will be assigned to coordinate and own the remainder of the Implementation Process from this point forward and act as the main point of contact with the Customer.

Customer Kick-Off

The Customer Kick-Off Call includes an overview of the provisioning process, a review of the information collected to date, and validation of the Customer's desired outcomes for the Service. The projected timeline of the deployment will be established and the customer will be informed of any information they must provide for ServerCentral to complete the build. Generally, the Project Manager will also create a schedule for regular updates during the implementation process. The Customer should be prepared to designate at least one technical Contact for ServerCentral to work with during the process.

Provisioning & Testing

Implementation includes the activities necessary to provision the service. ServerCentral engineers will acquire, build, deploy, and test the materials and equipment used to deliver the service. ServerCentral records all of the information used to implement the Service in a Customer Workbook, which is provided to the Customer after Implementation.

ServerCentral technical teams will perform testing on the environment prior to customer hand off. This usually includes, but is not limited to power circuit redundancy, cable certification, monitoring and alerting configurations, and activation of the Service in the Customer Portal. Any deficiencies found will be corrected and re-tested until the system functionality is verified. Requests for customer-specific test criteria will be reviewed by ServerCentral and evaluated on a case-by-case basis.

Billing

After a successful Test phase, Implementation will be considered complete and the Service Delivery phase begins. In general, billing for the service begins immediately after the cabinet is energized and access to the Cabinet or Cage is granted by ServerCentral to the Customer.

Service Delivery

Customer Hand-Off

The Project Manager or Provisioning staff will schedule a Customer Hand-Off Meeting, either in person or via conference bridge. The Meeting is designed to advise the Customer of the state of the service, the current configuration, and answer any general questions about the Service. The Meeting will usually include training on using the ServerCentral Customer Portal, including providing any access credentials to the Customer, walking the Customer through support engagement procedures, and general interaction with the Portal. The Project Manager will also share the final/completed Customer Workbook, which takes the data from the Technical Design Workbook and Implementation process and acts as a the “as-built” documentation of the Service.

Customers also receive a Data Center Handbook for each data center facilities where Colocation services are provisioned. The Data Center Handbook includes ServerCentral contact information, security procedures, data center visitation information, customer amenities, shipping & receiving instructions, and general information on cabinets, cabling, cross-connects, IP addressing, and network services.

Initial Configuration

During the Service Delivery, the ServerCentral Provisioning and Managed Services teams will review the configuration documents in the Technical Design Workbook and discuss any changes to scope. These changes, if any, will be documented in the Customer Workbook described above.

Many times, the Colocation Service will be integrated with additional Services provided by ServerCentral. Some examples include Managed Switch/Router, Managed Firewall, Managed Storage, Enterprise Cloud and Managed Backup. All services and products necessary to complete the deployment will be completed either in tandem or in a phased approach during this post-implementation configuration period.

Additional Modifications

Using the baseline information in the Technical Design Workbook, the ServerCentral Engineering team will configure the baseline parameters for initial operation.

Should any ongoing changes be necessary, such as power changes, cabling outside of the Cabinet or Cage, adjustment of supporting physical equipment, or any other type of work, Customers can open a support case with ServerCentral to request the work. Requests for non-standard changes will be reviewed by ServerCentral and evaluated on a case-by-case basis. Communication and acceptance of any associated fees (if needed) for modifications requested by the Customer are required prior to any ongoing changes.

For any additional Services associated with the Colocation Service, please refer to the appropriate Service Description for further information regarding those services.

Service Operations

General Operations

The Colocation Service, including all security, environmental, and access controls, are monitored by ServerCentral’s Network Operations Center (NOC). Should any issues or anomalies be detected with the Services, a member of the ServerCentral NOC or Operations team will take corrective action as planned and notify the customer.

In the event of hardware failure, ServerCentral personnel will replace any failed hardware and restore the Service to normal operations. ServerCentral’s operations and engineering teams will attempt to coordinate the work to fit with the Customer’s normal change schedule.

From time to time, ServerCentral will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, ServerCentral will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

Customers may also view real time and historical graphs of the Service via the ServerCentral Customer Portal located at <https://portal.servercentral.com>.

ACCOUNT MANAGEMENT SERVICES	
Dedicated Client Relationship Manager	Included
IMPLEMENTATION SERVICES	
Hardware Procurement & Review	Included
Data Center Provisioning (Generator+UPS-backed Redundant Power, Cooling, Power Receptacle, Rack)	Included
Resilient Facility (24x7 Physical Security, Video Surveillance, Fire Suppression, Monitored Access)	Included
Assembly of Materials (cabinets, doors, cage walls, fiber trays, ladder racks, etc.)	Included
Documentation of the physical layout	Included
Configuration conversion from customer-owned devices	SOW Based
24 X 7 MONITORING SERVICES	
Environmental Controls (temperature, humidity)	Included
Power Delivery Health Monitors (branch circuit monitoring systems)	Optional
Power Circuit Capacity Monitoring (draw in kW)	Optional
Data Center-specific power redundancy infrastructure	Included
Visual display and recording of surveillance video	Included
Complex Custom Monitor Development	SOW Based

SERVICE ADMINISTRATION (PROACTIVE SERVICES)	
Change Management leveraging the ServerCentral change control process	Included
Change Management coordination with Customer	Included
Configuration changes per customer requests	SOW Based
24 X 7 SUPPORT (RETURN TO SERVICE & VENDOR ESCALATION)	
Onsite sparing of identical hardware in US locations	Included
Hardware Troubleshooting, Replacement, Maintenance	Included
Power Infrastructure Troubleshooting, Replacement, Maintenance	Included
Access to 24x7 Network Operations Center (telephone, web, and email)	Included
Access to Customer Portal w/ Customer-defined roles	Included
Ticket Response time - Promised	15 minutes

Responsibilities

The following section outlines the scope and limitation of support that ServerCentral offers for this Service.

SERVERCENTRAL RESPONSIBILITIES
ServerCentral will monitor the power infrastructure for uptime and availability, including hardware systems, software tools, and operating systems.
ServerCentral will monitor the temperature and humidity in each data center and alert Customers if minimum or maximum thresholds have been exceeded.
ServerCentral will manage, operate, and maintain the data center based on accepted industry best practices.
ServerCentral will be responsible for infrastructure support, including return-to-service and vendor escalation.
ServerCentral will provide, in writing, any special rules or regulations for the data center facility where Colocation services are delivered. Customer will also receive a Data Center Handbook with general information about data center access and features.
ServerCentral will perform facility updates, including maintenance & security updates, per the manufacturers recommendations and industry best practices. Updates will occur during declared maintenance windows, with advance notification for the Customer.
CUSTOMER RESPONSIBILITIES
Customer is responsible for installing, configuring, and maintaining all equipment and applications inside the Cabinet or Cage. ServerCentral can offer installation and configuration assistance for an additional fee.
Customer must arrange equipment in the Colocation facility in a hot/cold aisle configuration, as designated by ServerCentral. Customer is prohibited from installing any equipment that exhausts hot air into the cold aisle of any data center facility, as doing so may affect the temperature in the Cabinet or Cage, or that of an adjacent Customer's space, or violate the SLA. Special cabinet or equipment venting configurations must be pre-approved by ServerCentral.
Customer shall not exceed, or install equipment in a manner which could cause Customer to exceed, the Rated Capacity of any power circuit in the Colocation Space, or the Power Cap assigned to the Colocation Space.
Customer is prohibited from installing power distribution equipment in a daisy-chain configuration.
Customer is prohibited from powering any of the following equipment from a power circuit in the Colocation Space without ServerCentral's prior written consent: power tools, vacuum cleaners, DC power conversion equipment, and battery backup systems.
Customer is required to notify ServerCentral of all shipments through the ServerCentral Customer Portal or by opening a Support Ticket, in accordance with the rules and regulations of each data center facility.
Customer is responsible for obtaining any desired insurance on any shipment into or out of a data center facility.
Customers are not permitted to move any Cross-Connect from its initial point of demarcation. All connections to Customer equipment must be made using patch cables to the front of the patch panel in Customer's Colocation Space.
Customers are not permitted to run any cabling on or in ServerCentral or data center facility cable runways, ladders, trays, or other cable management systems, without ServerCentral's prior written consent.
Customer will work with ServerCentral to verify the Colocation Service is delivering the expected services to the Customer owned equipment attached to ServerCentral's power or networking infrastructure.
Customer will designate and maintain a Technical Customer Contact who can be made available to ServerCentral for troubleshooting or questions.

Requests that are out of ServerCentral's support scope or responsibilities can be performed for a fee or on a time-and-materials basis. Please contact sales@servercentral.com for additional pricing information.

Additional Services

Cloud: ServerCentral provides public Enterprise Cloud services and private Managed Private Cloud Services. Either can be cross-connected to Customer-operated equipment in ServerCentral's Colocation facilities. Please contact sales@servercentral.com for more information.

Backup: Customers are responsible for maintaining current backups of data on Customer-owned devices. ServerCentral offers a Managed Backup Service for physical or virtual servers, including Private Clouds. Please contact sales@servercentral.com for more information.

Monitoring: Customers are responsible for monitoring Customer-owned infrastructure or applications. If desired, ServerCentral can perform that monitoring through the Advanced Monitoring Service. For details and pricing information, please contact sales@servercentral.com.

Access Management

Customers are responsible for maintaining the list of authorized personnel in the ServerCentral Customer Portal. The access list can be self-maintained by Customers and can be reached at <https://portal.servercentral.com>. ServerCentral is not responsible for any unauthorized access or modifications to any Service due to out of date access list information.

ServerCentral employs a multi-tier security access system by which all requests are authenticated and tracked. Customers are required to specify at least one contact for each of our seven access levels. All seven access levels, shown below, may be delegated to staff, contractors, vendors or third-party customers as determined appropriate by the top-level account administrator(s). Delegated permissions may only be inherited and can only be reassigned or revoked by the account administrator(s). Each contact is highly encouraged to set up a pre-determined pass phrase to be used when placing a service request or inquiry.

For ServerCentral Colocation deployments, Customers will need to designate contacts that can have the following access levels:

ROLE	ACCESS
Administrator	Full access to all account functions, including user management and all other functions listed below.
Manage Users	Access to remove non-Administrator users or add users with permissions at or below the current level
Physical	Full access to physical infrastructure via escort
Unescorted	Full access to physical infrastructure without escort
Technical	Able to open support requests
Billing	Able to make billing inquiries related to the Services for the account
Sales	Able to order additional Managed Services via ServerCentral Sales

ServerCentral does not provide forensic analysis of application exploits as part of any managed service. If a Customer suspects that a customer-owned application or device has been compromised or exploited, the Customer is fully responsible for determining the attack vector and any compromise that may exist.

Service Level Agreements

Service Level Agreements (SLAs) are posted for each service at <https://www.servercentral.com/legal-information>. For questions regarding SLAs, please contact your account representative.

Service Interaction

ServerCentral provides customers with an online Customer Portal, allowing access to view and update account information and to open and review tickets. The portal can be accessed at <https://portal.servercentral.com>.

For any issues, Customers should contact the ServerCentral NOC. Support requests are monitored 24x7x365 by on-site and off-site personnel. There are three ways to contact the NOC:

- Customer Portal: Preferred method for Customers to open tickets, as well as monitor ticket status.
- Email: Customers can email a request for ticket to support@servercentral.com
- Phone: (888) 875-7775 or (312) 829-1111, ext2 or +1 (312) 895-3005

For billing inquiries or to contact Sales, please call +1 (312) 829-1111.

Support requests

Support for all ServerCentral Services is included with each product. However, support requests beyond the scope of the Service or device may result in additional charges. Support staff will indicate if billable time is applicable prior to executing the support request. Additional support can be purchased at a one-time rate or through a pre-reserved set of hours. Please contact your account representative for additional details and pricing.

ServerCentral personnel are generally available to accommodate end user prescheduled maintenance requests. All requests for scheduled maintenance must be submitted as a support request with, at a minimum, 48-hour advance notice of the requested date and time. Please note that submission of the request does not guarantee the requested date and time until ServerCentral personnel confirm availability for the date and time requested. This is necessary to ensure scheduling of all required ServerCentral personnel and to allow sufficient time for ServerCentral Change Review processes to occur.

If you have any questions, comments, or concerns, please notify the Sales team via email to sales@servercentral.com.