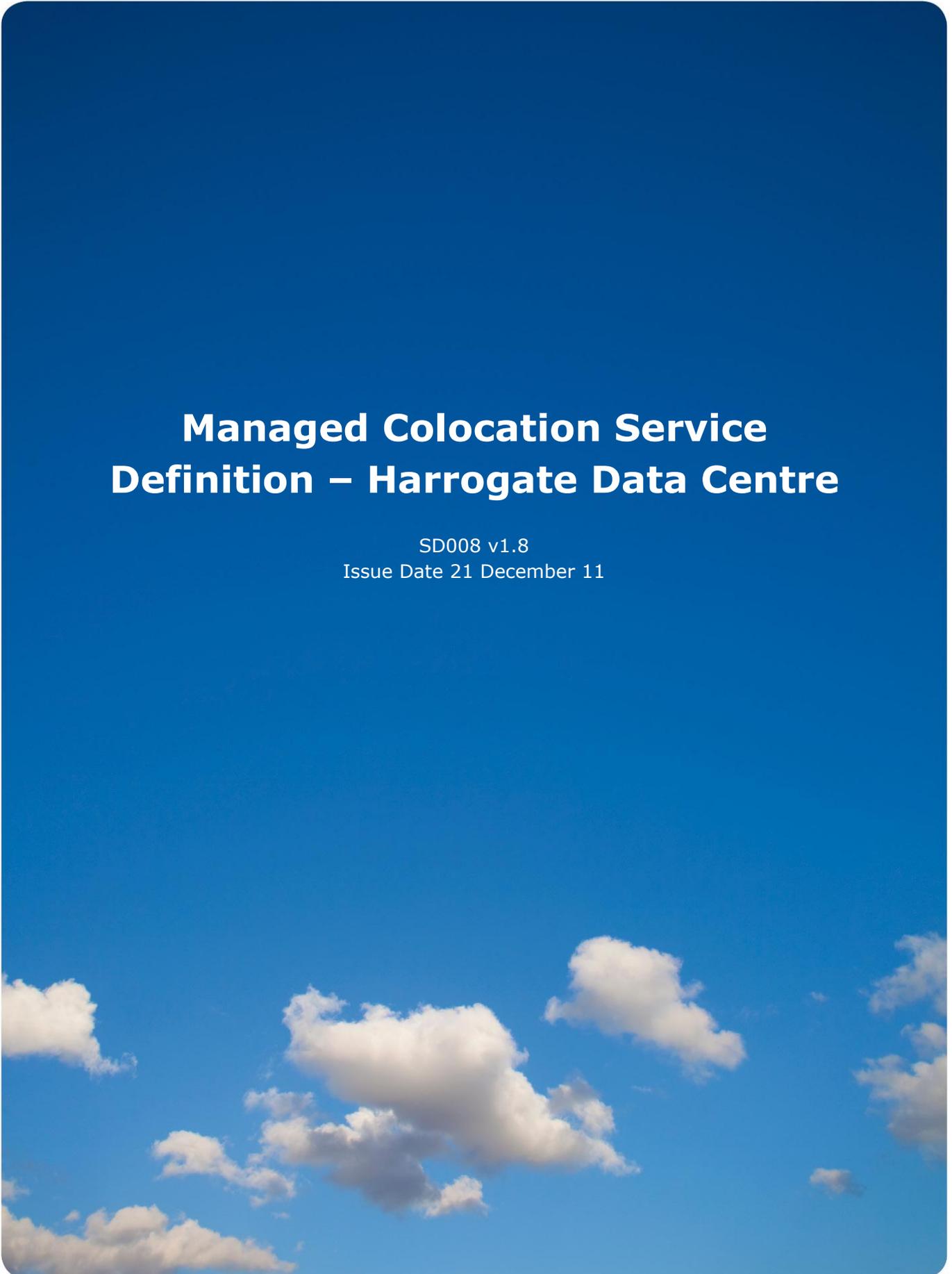


**Managed Colocation Service  
Definition – Harrogate Data Centre**

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## Service Overview

InTechnology offers secure data centre environments for your business critical systems, applications and data with fully redundant power, cooling, security and network – all supported and maintained by expert technical staff. InTechnology provide Co-location services to customers from all business sectors that value their network and data availability, and choose not to build, maintain and secure their own facility.

Co-location services provide a cost-effective way of securely housing business-critical IT systems and infrastructure, together with the provision of reliable and fast access to the internet or wide area network.

InTechnology's Co-location service offers a range of configuration options, from fully secure lockable cabinets through to private suites customised to customer specific requirements. Technical support is provided by way of remote hands and eyes support, but can be tailored to meet advanced requirements, such as hardware procurement and installation.

### Features

- **Geographic Diversity** - Data centres in London, Reading and Harrogate.
- **Private Suite** - Variable-sized secure suites to host multiple cabinets.
- **Co-location** - Lockable cabinets within fully secure Co-location rooms.
- **Physical Security** - Employment of strict security policies complemented with proximity card readers and video surveillance providing full audit control and logging.
- **Redundant Power** - Redundant UPS with automatic transfer to permanent onsite generators with power configured to an N+1 standard.
- **Heating, Ventilation & Air Conditioning (HVAC)** - Installed to N+1 standard, providing a monitored consistent temperature and humidity environment.
- **Diverse Fibre Entry** - Diverse fibre entry into the data centre and multiple common raises to diversely located telecommunication "meet me rooms" from multiple carriers.

### Benefits

- **Performance** - Our data centres are at the heart of InTechnology's managed and resilient high bandwidth network.
- **Security** - State of the art physical and access security, including and photo ID proximity cards, restrict access to the data centre.
- **Scalability** - Faster and flexible expansion of network and data centre capacity.
- **Reliability** - Highly reliable and secure service platform for business-critical application and data management.
- **Cost Savings** - Reduces the cost of maintaining a computer room or data centre, allowing for capital to be spent on new developments.
- **Corporate Focus** - Focus on key lines of business and service delivery to end users rather than facilities management.

## Service Definition

Co-location services comprise of the provision of space, power and cooling within InTechnology's Harrogate data centre. The customer can choose from the following options:

- **Single Cabinets** — the customer is provided with a standard 19" cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas within the InTechnology data centre, which are accessible by other InTechnology customers.
- **Private Suite** – the customer is provided with a suite with layout, rack and power options tailored to customer specific requirements.

The following facilities and systems are used to support InTechnology's Harrogate data centre:

- Redundant air conditioning system.
- Physical access to each InTechnology data centre is strictly controlled.
- Early fire detection system and fire suppression.

As standard, the service offers the following:

- Installation of the cabinets within the InTechnology data centre.
- Installation and provision of two power supply feeds.
- Supply of electricity up to the capacity of the power circuit as ordered by the customer.
- Access by the customer at any time (24 hours a day, 7 days a week), subject to twenty four hours prior notice by the customer, by telephone or email.

Additional service options are excluded from the standard service delivery, but can be purchased at an additional charge:

- Installation and provision of additional power.
- Provision of power bars
- Installation and provision of an additional wiring patch panel.
- Additional hands and eyes

Each of these service options ordered incurs additional charges.

### Private Hosting Suite Features and Specifications

Private Suites are constructed of cage or solid wall as appropriate to their physical location.

A number of pre-configured Private Hosting Suites are in a state of readiness for quick availability and are supplied on an as-seen basis. Customers who require Private Hosting Suites designed to their individual requirements will be constructed ensuring the customer's need is matched exactly. Bespoke suite design is documented in a 'Private Hosting Suite' worksheet, detailing all customer requirements. This will be agreed by all parties and signed, from which a scope of work and cost estimates will be provided. After the customer signs the contract, the order is submitted and the works order sent to InTechnology for construction.

## Co-location Space Features and Specifications

Co-location is a section of data centre space, enclosed by partitioned perimeter, secured with proximity security and monitored by CCTV. Co-location facilities feature fully enclosed lockable data cabinets for customers who do not require the space within a Private Suite to house their equipment. Managed network connections can be provided to this equipment, as well as other managed services.

### Cabinets

InTechnology's Co-location service provides fully-enclosed lockable metal cabinets that provide physical isolation and increased security for customer equipment. These cabinets provide front and rear access for ease of installation of equipment.

### Specifications

The specifications for cabinets used for InTechnology Co-location services are:

- Cabinets are 600mm (W) x 980mm (D) x 42U
- 19" rack (Wide)
- 42U rack mount units (High)
- 2 x rear-mounted cable management trays
- Front and rear removable doors with combination locks
- Installation and provision of two power supply feeds
- 1 x on-line power measuring unit
- 2 U at cabinet rear may be used by InTechnology for power monitoring

Although both supplies are energised under normal circumstances, InTechnology only considers power to be unavailable when neither supply is energised; please see the SLA for details.

Power in excess of the customer service agreement is charged at next power tariff rate. Power is only guaranteed up to the contracted amps of power. If InTechnology determines that excess power is being drawn without agreement, InTechnology will insist that consumption is reduced. Under extreme circumstances InTechnology may switch-off equipment and provide retrospective notice in order to protect the infrastructure for all clients.

### Data centre power

Uninterruptible Power Supplies (UPS) are provisioned in an N+1 configuration and designed to supply full power to all essential services in the event of a mains power failure or fault. UPS backup power supporting all customer and InTechnology equipment will provide power for a minimum of 10 minutes at 100% load.

Generator systems are configured to auto-start and will typically start up within 45 seconds of a mains grid power failure. This power generation is provisioned to an N+1 configuration for resilience.

Generator fuel tanks on-site provide capacity to run generators indefinitely at 100% site load. Fuel tank top-up contracts are in place with suppliers to maintain the fuel supplies in an emergency.

Emergency lighting is provided as per building codes and regulations. In the event of a power failure, emergency lighting will continue to operate. Once the generator restores power, all lights and non-essential equipment in the data centre will regain power and become fully operational

## **HVAC Design**

All of the air conditioning equipment is specifically designed to support typical computer room environments. These systems are designed to provide a constant temperature and humidity.

All rooms within the data centre operate redundant air handling units and particle filters are installed to keep dust contamination to a minimum.

## **Fire Alarm / Detection / Suppression**

The data centre has highly sensitive, early detection and warning systems installed, which automatically notifies InTechnology to any possibility of fire. This early warning places the system into alert mode for further detection to be completed. Suppression of fire is achieved via gas.

## **Physical Security**

The data centre feature stringent electronic security control and policies. ID proximity access cards are utilised as the first level of security beyond the 24 x 7 Security desk.

## **CCTV**

The data centre feature CCTV located at points of entry, including common areas. CCTV can be monitored centrally and remotely and the recording is digitally archived.

## **Options**

Suites are configured using de-mountable, part solid and part caged, metal partitions. Construction is floor slab to ceiling slab, to maximise suite security. As standard, one entrance door with card reader security is installed. As a chargeable service option, this can be upgraded to a palm scanner.

Three-phase and high power supplies are available as a chargeable option and require careful planning; these are undertaken as a bespoke projects.

## **Third party circuits**

Customers utilising InTechnology's Co-location services (either racks or private hosting suites) can also utilise InTechnology managed network services to connect remote sites. InTechnology appreciates that there are occasions where customers may need to supply their own circuits into hosted racks, for example where the customer has a wide area network provided by another supplier. Therefore, with prior written agreement by InTechnology, customers are able to order circuits from third party suppliers directly into their hosted rack(s).

The process for placing such an order is outlined below:

- Customer places an order with the circuit supplier, listing themselves as site contact and providing the rack reference number and address as the circuit termination details.
- Circuit supplier will typically request site access for planning via the customer. The customer will log an access request with InTechnology Support on behalf of the circuit supplier and submit written request for the circuit install, identifying the circuit requirements and authorisation for the install. InTechnology will approve the request and retain until circuit decommissioning takes place.
- Circuit supplier will visit the InTechnology site and plan the circuit installation. This will involve identifying routes into the building, capacity, etc and will be performed in consultation with an InTechnology Facilities representative.

- Circuit supplier will require a number of visits during the circuit installation to cover install works, final fit and testing. This will be coordinated through the customer with access requests logged by InTechnology Support. All visits will be escorted by an InTechnology Support or Facilities representative
- Circuit supplier will confirm circuit completion to the customer.
- Customer will then commission their equipment on the circuit and test.

It important to note in these scenarios that:

- The customer will be responsible for monitoring and managing the circuit and logging any fault calls with the circuit supplier.
- The circuit will be terminated within the customer's hosted rack.
- InTechnology can supply an automatic power switch for circuit termination equipment that has a single power supply to provide resilience against power feed failure; this will incur an additional charge.
- It is the responsibility of the customer to request access on behalf of the circuit supplier for any site visits. InTechnology will refuse access to the circuit supplier if they cannot provide a valid access request or suitable identification
- It is the responsibility of the customer to cancel the circuit if they subsequently cancel the InTechnology hosting service.
- InTechnology will provide reasonable access to a circuit supplier in a fault scenario, but an access request will still be required.

### **Customer Supplied Cabinets**

Although most Customers prefer to use InTechnology provided cabinets, it may be possible for customers to supply their own cabinets and have InTechnology Facilities team install them. This will be treated as a bespoke request and will incur a non-recurring set-up charge for such items as power installation and electrical earthing.

If cabinets are larger than the InTechnology standard size, additional recurring charges will apply to cover the additional floor area used.

### **Non-standard Power supplies**

InTechnology can generally accommodate requests for non-standard power supplies, such as three-phase or higher rated single-phase supplies. Again, this is treated as a bespoke request and will incur further set-up and increased recurring charges, based on the electrical draw. Generally, these types of supplies can be installed within 15-20 working days from receipt of order.

### **Customer Co-location access**

Co-location customers must call InTechnology Support to request access to their equipment for themselves or their representative. Once access is granted, the customer will be issued with a call reference number, which must be quoted on arrival to site.

When the customer or representative attends the data centre for access they will be asked for proof of identification before entry is permitted. They will then be escorted to their cabinet location where the door will be opened for them to undertake their work.

Once finished, the customer should contact the on-site InTechnology representative. The cabinet will then be locked and the customer escorted off-site.

## **Standard Access Process**

Standard access requests are defined as requests that can be fulfilled during the times summarised below:

- Requests before 17:00 will be accommodated during the next working day.
- Requests after 17:00 will, as far as is practical, be accommodated during the next working day.

## **Emergency Access Process**

Emergency requests are defined as requests that must be fulfilled sooner than the times outlined in the standard request section above. In emergency request cases, InTechnology will provide an escort if one is available.

If a Customer has the need to invoke emergency access, they must place the request through InTechnology Support. InTechnology Support will contact the relevant data centre and a precise appointment time will be scheduled. This will be communicated back to the customer with a call reference number.

Upon arrival at the data centre, identification must be shown and the call reference number quoted. Dependent upon arrangements the access will then be approved.

Should a customer or representative show up at the data centre unannounced and want access (except owners of permanent passes) no access will be granted, for security reasons.

## **Remote Hands and Eyes Support**

Remote Hands and Eyes Support is engineering resource to support Co-location customers who require on-site activities to be performed on their behalf. Examples of work undertaken include the following:

- Restarts and power re-cycling of customer-managed equipment.
- Visually inspect any equipment or cabling and report on its state to the customer, such as messages on console or audible alerts
- Interface card, hard drive and disc swaps (hot swaps) are available only if the hardware has been supplied by the customer and accessibility to perform the action is from the outside of the casing. A hot swap is defined as a swap that can be performed without having to open the casement.
- Software reboots.
- Swap, connect and/or re-connecting of existing data cables.
- Hard re-boot
- Rack up / Rack down
- Replace / remove a cable / hard drive / dongle / PSU / Fuse
- Swap a port or LAN card
- Check for power

Each customer gets 1 x 15mins of hands & eyes support per rack per week. This support:

- is allocated on a per individual rack basis

- cannot be aggregated across multiple racks, i.e. customer rack 1 is allocated 15 mins. This cannot be used on customer rack 2 etc.
- will have to be taken in each week, i.e. hands and eyes allocation cannot be carried over to the next week.

InTechnology will not undertake other tasks including the following:

- Interface card swaps when the card is not accessible without removing the equipment casing.
- Loading/reloading of software.
- Intelligent trouble shooting of the customer's equipment.
- Any form of cabling either between cabinets or suites.
- Hardware installations.
- Equipment and/or software configurations.
- Any form of inventories.

## Service Level Agreement

InTechnology has designed its data centre facilities to offer a highly secure and resilient environment. Each facility is designed and built to a standard and consistent specification, which enables InTechnology to commit to the service availability levels on the following key elements:

- Electrical power to any bus bar of any PDU system located within the data centre to which customer equipment is connected. For the avoidance of doubt this covers up to and including the Fe-mail C32 socket presenting the A&B power to the cabinet but excludes any cabinet mounted power bars or fuses contained within the power bars or the power leads from the power bars to the C32 socket.
- The ambient room temperature in the Private Hosted Suite or Co-location Rack, measured at the front of a selection of racks, will remain between 18°C and 27°C. The average relative humidity in the Private Hosted Suite or Co-location Rack shall be between 30 and 55%.

### Power

InTechnology will provide reports to the customer detailing any interruptions to the power supply and the duration of such interruptions. For the purpose of those reports, the start time of a power incident (the incident start time) shall be defined and measured from the time the failure is detected by InTechnology or is reported by the customer to InTechnology, whichever is the earlier. The end time of a power incident (the incident end time) shall be defined as the time at which the power supply can be demonstrated by InTechnology to be available at the PDU bus bar.

Each rack is ordinarily provisioned with two separate feeds, A and B. InTechnology only consider power to be unavailable when neither supply delivers power. Customers should deploy equipment that has dual supplies where possible and connect one to the A feed and one to the B feed. For single supply devices, the customer should consider deploying an automatic switching unit. These units connect to both the A and B feeds and offer a single powered output as long as either the A or B feeds are available. InTechnology does not consider an interruption of only one of the feeds (A or B) as an interruption of power.

In the event InTechnology suffers three or more power incidents in a month, or any single power incident in a month, that lasts for a period equal to or more than one hour, then InTechnology shall pay to the customer by way of service credits, a sum equal to one hour's service charge (exclusive of VAT) for each full completed hour in excess of the SLA, that power is unavailable. The maximum credit available will be equal to and no more than one month's service charge.

### Environment

InTechnology shall provide reports to the customer detailing any deviations from the defined "ambient room environment" SLA. For the purpose of those reports the start time of a environment incident (the incident start time) shall be defined and measured, from the time the environment SLA deviation is detected by InTechnology, or is reported by the customer to InTechnology (whichever is the earlier). The end time of an environment incident (the incident end time) shall be defined as the time at which the environment can be demonstrated by InTechnology to have returned within the SLA parameters.

In the event that temperature and/or humidity deviates outside of the levels defined above (a "temperature/ humidity failure"), on five or more occasions in a month, or any single incident lasts for a period equal to or in excess of one hour, then InTechnology shall pay to the customer by way of service credits, a sum equal to one hour's service charge (exclusive of VAT) for each full completed hour outside the SLA. The maximum credit available will be equal to and no more than one month's service charge.

It is the customer's responsibility to submit a written or email request for service credits to the customer support manager, within 5 working days of a breach of SLA. Requests for service credits outside this timeframe will not be honored.

## Service Availability

For the purposes of measuring performance against SLA, availability of power and environmental performance is calculated each calendar month. Service credits are available where the service fails to achieve the availability for that month as specified in this service level agreement.

Service Element	Availability / within tolerance	Equivalent downtime / out of tolerance per month (24x7x365)
Electrical Power	99.95%	22 minutes
Ambient Room Temperature	99.95%	22 minutes
Ambient Room Humidity	99.95%	22 minutes

Subject to the above, in the event of a failure by InTechnology to provide the service levels identified above, the customer shall be entitled to service credits which are calculated below.

The service is unavailable when a qualifying fault has occurred and the qualifying fault is still continuing at the time of reporting by the customer or identified by InTechnology. The period of unavailability is the time to restore (TTR) for the qualifying fault. The TTR for each qualifying fault is the time from the customer notification to the time when the fault is rectified and the service is restored. At all other times the service is deemed to be available.

The availability of service is measured over a month and is defined as:

$$\text{Availability (\%)} = \frac{\text{Total hours in month} - \text{Total period of unavailability}}{\text{Total hours in month}} \times 100\%$$

Note: for the purposes of calculating availability of the service a calendar month will commence on the first day of each month. Where the Commencement Date (as defined in the Service Agreement) falls part way through a calendar month the first calendar month shall be deemed to commence on the Commencement Date and end on the last day of the month in which the Commencement Date falls.

## Service Availability Limitations

For the avoidance of doubt, InTechnology shall not be liable to pay any more to the customer by way of service credits in any one month than a sum which is equal to (the VAT exclusive amount of one month's charges regardless of the number of power incidents and/or environmental failures in that particular month.

The customer should acknowledge that the warranties provided above shall not apply in the event that any failure or suspension of the services arising as a result of a failure of the customer equipment, or is caused by any action or omission of the customer, its employees, agents, sub-contractors or invitees.

InTechnology shall not be liable for any failure to comply with the service levels defined where the customer is in breach of any warranties set out in the contract. In calculating service availability the following circumstances are excluded:

- Service unavailability as a result of service suspension pursuant to the Service Agreement.
- Service unavailability due to faults on the customer's side of the service.

- Service unavailable due to circumstances created by the customer.
- Faults that do not affect delivery of the service.
- Service unavailability due to planned maintenance.
- Service unavailable due to Force Majeure.

Planned maintenance can involve a temporary suspension of part or all of the service in order to enable InTechnology to undertake vital remedial/maintenance or upgrade work. Controlled outages will always be notified to the customer at least seven days in advance and be planned in such a way to have minimum impact on the customer's operations. Controlled outages will not be classified as qualifying faults.

### **Service Credits**

The service credits set out in this service level agreement are the only remedy available to the customer. InTechnology shall pay to the customer by way of service credits, a sum equal to one hour's service charge (exclusive of VAT) for each full-completed hour in excess of the SLA based on the following calculation.

$$\text{Service Credit} = \frac{\text{Monthly service charges} \times \text{Full completed hours in excess of SLA}}{\text{Number of hours in month}}$$

# Managed Co-location Service Charges

## Service Activation Charge

The following table details the chargeable elements associated with the installation of the Managed Co-location Service. Please note that a change in requirements of the Managed Co-location Service may incur additional charges.

Installation	Details
Design & implementation consultancy	A one-off charge applies to the initial set-up of the rack, power & electrical earthing etc.

## Monthly Charges

The rack 'foot-print' incurs a fixed monthly recurring charge. There is a minimum charge for electricity supply per rack. The electrical current consumption is measured periodically throughout the month and the values stored.

At the end of the month, the customer is billed for the minimum committed current draw or the month's peak current consumption if it is higher.

The charge for power and hosting space may be varied by InTechnology once per year as per the terms and conditions. The charge may increase or decrease depending on the cost of electricity and other power related services purchased by InTechnology.

## Hands and Eyes Support

Each customer gets 15mins of inclusive hands & eyes support per week, per each one rack footprint. Hands and eyes support cannot be aggregated across footprints or carried forward to the next working week. Each additional 15 minute period is chargeable at £50.00.

## Access Cards

Customers are given an option of access cards for all cabinet types and suites.

- Access cards are charged out at £50.00 per card plus a £50.00 annual service charge per charge.
- Customers are advised that they have to renew the cards between the 1st Jan and the 31st Jan each year.
- Any cards not advised are disabled on the 1st February each year.
- Should they wish to enable a disabled card then it's treated as a new card and incurs the £50.00 set up on top of the annual £50.00 charge.

## Standard Deliverables (no additional charges)

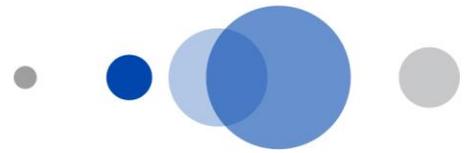
- Presales consultation and design service for InTechnology services
- Completion of all supporting documentation (Schematics and schedules)
- Provision of services as per the supporting documentation

## Additional Chargeable Services

- Excess engineer time (incurred through additional onsite works required, customer delays or lack of site readiness)
- Specialist Disaster Recovery / Business Continuity planning and implementation
- Business and Technical strategy planning
- Out of business hours installations

- Failed appointments
- Follow up technical consultations such as redesign workshops
- Specialist post implementation design work – for example full migration planning, documentation and implementation

	<b>Service</b>	<b>One-Off</b>
Professional Services	Technical Consultancy – Client site – UK Only	£1,000 / day
	Technical Consultancy - Onsite	£750 / day
	Technical Consultancy – Client site – UK Only (evening/night)	£1,500 / day
	Technical Consultancy - Onsite - (evening/night)	£1,000 / day
	Technical Consultancy – Client site – Rest of World	£1,200 / day + expenses
	Technical Project Management - Client site	£1,000 / day
	Technical Project Management - Onsite	£750 / day
Delivery & Installation	Engineer excess hours charges (per hour)	TBC / hour
	Engineer out of hours surcharge	TBC / hour
	Failed engineer appointment	TBC / visit



InTechnology designs and supports the best IP solutions for business with a range of applications seamlessly integrating clients' communications needs through the delivery of secure voice, data and mobile solutions.

InTechnology employs 200 people and has data centres in Harrogate, London and Reading.

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