



# SERVICE DEFINITION

## Data Centre Services

Version 5.1

3<sup>th</sup> September 2017

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redcentric

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AGILE • AVAILABLE • ASSURED

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# 1 Overview

Redcentric Data Centre Services offers colocation environments to customers seeking cost effective and highly available data centre space but prefer not to build, maintain and secure their own facility.

Colocation 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.

Redcentric's colocation service offers a range of configuration options, from fully secure private Suites, Cages and Pods which are customised to specific business requirements, through to standard Quarter, Half and Full cabinets. Site specific power density from 1kW to 50kW per cabinet is offered to meet requirements up to and including high performance computing / Artificial Intelligence (HPC/AI) 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.

This document applies to the following Redcentric secure data centre environments:

- **Redcentric West Yorkshire Data Centre,**  
Unit J1, Lowfields Business Park,  
Lowfields Way,  
Elland, West Yorkshire HX5 9DA.
- **Redcentric London West Data Centre,**  
Heathrow Corporate Park,  
Green Lane,  
Hounslow TW4 6ER
- **Redcentric London City Data Centre,**  
Lifeline House  
80 Clifton Street  
London, EC2A 4HB
- **Redcentric Reading Data Centre,**  
3-5 Worton Drive  
Reading  
Berkshire, RG2 0TG
- **Redcentric Byfleet Data Centre,**  
122 Oyster Ln,  
Byfleet,  
West Byfleet KT14 7JU
- **Redcentric Woking Data Centre,**  
Goldsworth Park Trading Estate,  
Kestrel Way,  
Woking GU21 3BA

# 2 Services

The purpose of the Services is to make available to the Customer at a Redcentric site (a) one or more Cabinets within which the Customer may place its equipment and/or (b) Floor Space, on which the Customer may place Cabinets for its equipment, in each case as specified in the SoW. The Customer Equipment may be connected to Redcentric communications services, or to communications carriers via Redcentric facilities.

The following colocation cabinet options are available:

Option	Description	West Yorkshire DC	London West DC	London City DC	Reading DC	Byfleet DC	Woking DC	Gatwick DC
GGat10U Quarter Cabinet	A standard 10U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.			✓				
11 Quarter Cabinet	A standard 11U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.	✓	✓			✓	✓	✓
20U Half Cabinet	A standard 20U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.			✓				
22U Half Cabinet	A standard 22U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.	✓	✓			✓	✓	✓
42U Single Cabinet	A standard 42U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.			✓	✓	✓		✓
47U Single Cabinet	A standard 47U (600x1000mm) cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas.	✓	✓	✓			✓	
42U Optional Cabinet	Non-standard 42U (600x1200mm) cabinet with sidewalls, and front and back locking doors.			✓	✓			
42U Optional Cabinet	Non-standard 42U (600x1100mm) cabinet with sidewalls, and front and back locking doors.			✓				
47U Optional Cabinet	Non-standard 47U cabinet (800x1000) with sidewalls, and front and back locking doors.	✓	✓				✓	
47U Optional Cabinet	Non-standard 47U cabinet (800x1200) with sidewalls, and front and back locking doors.	✓	✓				✓	
47U Optional Cabinet	Non-standard 47U cabinet (600x1200) with sidewalls, and front and back locking doors.	✓	✓				✓	
Caged Area	A multiple rack caged area with cage options for floor and ceiling cavity caging and single or dual door access	✓	✓	✓	✓		✓	✓
Private pod	The customer is provided with cold aisle containment pods which comprise spring loaded entrance doors, clear roof panels and cabinets. The pods are located in shared areas within Redcentric data centres, which are accessible by other Redcentric customers	✓	✓					✓

Water cooled racks	Colo Rackspace in 4DG - 1 x 47U Full Rack (1200mm D, 800mm W), 7kW Commit, 2 x 3 Phase Zero-U Power Bar, Dual Very High Capacity 32Amp Power Feed [X1 Water Chilled Rear of Rack Door]							✓
Private Suite	The customer is provided with a number of individual cabinets with layout and power options tailored to the customer's specific requirements.	✓	✓	✓	✓			✓

The following facilities and systems are available to support the Redcentric datacentres.

Facility	West Yorkshire DC	London West DC	London City	Reading	Byfleet	Woking
Air conditioning system	N+1	N+1	N+1	N+1	N+1	N+1
Physical access to the data centre is strictly controlled	✓	✓	✓	✓	✓	✓
Early fire detection system and fire suppression	✓	✓	✓	✓	✓	✓
UPS & Generator mains power backup	✓	✓	✓	✓	✓	✓

When a customer takes out the Redcentric collocation service, the following is provided:

- Installation of the cabinets within the Redcentric data centre
- Installation and provision of redundant 7.68kW (32A) power supply feed and power bars.
- Access by the customer at any time (24 hours a day, 7 days a week)

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

- Temporary customer equipment storage
- Automatic transfer switch
- Additional power feeds and power bars
- Structured cabling (CAT5, CAT6 and fibre)
- Cross connects
- Caging
- Remote Hands
- Receipt of deliveries
- Additional access cards

Additional service options incur additional charges.

## 2.1 Site Infrastructure and Maintenance

### 2.1.1 Units of Resource

- If the hosting Services involve Redcentric Cabinet(s), Redcentric will make the Redcentric Cabinet(s) available to the Customer at the Site specified in the SoW. If the hosting Services involve Floor Space, Redcentric will make the Floor Space available to the Customer at the Site specified in the SoW, and provide associated caging, if agreed in the SoW.

- Each Unit of Resource will be suitable for housing computer and telecommunications equipment. Redcentric will take reasonable measures to perform such housekeeping services, power plant maintenance and environmental systems maintenance, as are reasonably required to maintain each Unit of Resource in this condition. The Customer must not make any alterations to any Unit of Resource nor violate any posted or otherwise communicated rules relating to its use or access to it. The Customer must take proper care of each Unit of Resource keeping it clean, tidy and in good condition (fair wear and tear excepted), and not obstruct, or leave any rubbish in, or in any access ways to, any Unit of Resource or elsewhere within the Site.

#### 2.1.2 Cold Aisle Containment

- Redcentric data centre cabinets are located in pods with cold air forced from the under-floor plenum into the enclosed area forming a low temperature positive pressure zone to the front of the cabinets. Each pod comprises of either access secured entrance doors if the pod is for sole customer use, or temperature separation doors, clear roof panels and cabinets. Each client is separated from its neighbour with a solid steel panel and is sealed at floor level to prevent hot and cold air mixing.
- Redcentric requires that all ventilated floors in both private suites and cabinet area floors are kept clean; boxes, equipment and waste should not be left in a state that would impede airflow or fire exits as it can result in damaged equipment and poses a fire risk. Data centre staff regularly

#### 2.1.3 Cabinets

- Redcentric's colocation service provides fully enclosed lockable metal cabinets that provide physical isolation and increased security for the customer's equipment. These cabinets provide front and rear access for ease of installation of equipment. Cabinets will be either 42U or 47U (DC Dependant) 600mm wide x 1000 mm deep.

#### 2.1.4 Floor Plan

- If the hosting Services are for the provision of Floor Space, Redcentric may after the Commencement Date, complete and provide a copy of the Floor Plan to the Customer. Redcentric will try to accommodate the Customer's reasonable requests in relation to the Floor Plan but Redcentric reserves the right to change the Floor Plan if required.

#### 2.1.5 Customer Cabinets and Customer Equipment

- All Customer Cabinets must meet Redcentric' design specifications in effect at the Site. Unless otherwise agreed, all Customer Equipment must be located in Cabinets. The Customer Cabinets, and any Customer Equipment not in Cabinets, must be placed in the Floor Space in accordance with the Floor Plan. The Customer acknowledges that the Customer Cabinets (and any separate Customer Equipment) must not fill the Floor Space, and that within the Floor Space there must be service clearance areas, as specified by Redcentric, at the front and back of the Customer Cabinets (and any separate Customer Equipment). These areas must be kept clear and unobstructed at all times to allow access to the Equipment and other equipment located adjacent to the Floor Space.

#### 2.1.6 The Customer Equipment

- Must be of a type and/or quantity, and each Unit of Resource must be used in such a way, as will not cause applicable limitations on load bearing, electrical power and environmental conditions to be exceeded. The Equipment must be used in accordance with the Equipment vendor's specifications.



- The Customer may not install any Customer Equipment which does not comply with these requirements, unless:
- Redcentric gives its prior written consent,
- The Customer contracts for an additional Unit of Resource or additional space within a Unit of Resource, in each case, if available,
- The Customer pays increased Charges for any resulting changes to the Unit of Resource and/or the infrastructure that Redcentric makes and/or power that the Customer consumes.

## 2.2 Power

### 2.2.1 UPS provision/Mains/Generator

- Redcentric's data centres have uninterruptible power supply (UPS) provision covering the A&B power streams to the cabinets and this may be present on either, neither, or both streams during periods of maintenance. Redcentric's will use its self-generation of power without notice in support of the data centre and in the export of power to the National Grid. Customer local provision of cabinet mounted UPS is allowed but not recommended or deemed necessary. Any local provision of rack mount UPS must be approved in writing by Redcentric before provision.
- Redcentric will inform the customer of any loss of resilience in the data centre due to maintenance, disruption of grid supply or equipment failure. 100% power provision is deemed to be maintained if power is available across either the A or B string. Redcentric makes no warranty of 100% power availability across both A&B feeds simultaneously. Redcentric requires that the customer fit automatic transfer switches (ATS) to protect equipment that contains a single power input. Redcentric takes no responsibility for loss of collocated equipment due to the disruption of either the A or B power supply provided that either the A or B supply has been available.

### 2.2.2 Power Feed

- A and B diverse and redundant feeds supply the kW power per cabinet in accordance power per cabinet stated in the SoW. Automatic Transfer Switches (ATS) are provided in each cabinet. The ATS is connected to both the A and B power feeds. When one power feed is disconnected, the ATS automatically switches to the other power feed. Dual power feeds are designed to provide redundancy for maintenance of the customer's equipment and Redcentric delivery infrastructure.
- The customer should not assume that both power feeds are available at all times. Any hardware with a single power input should be paired with a matching device connected to the alternate feed or connected to the ATS provided.
- Power must not be fed between cabinets. Any cross feeding will result in the cabinets being powered down at the distribution board without notice. Power will not be restored until the cross-feed between racks is removed.
- Under normal circumstances both supplies are powered. Redcentric only considers power to be unavailable when neither supply is delivering power; please see the Service Level section for details.
- Power in excess of the Master Services Agreement (MSA) is not guaranteed and will require the customer to reduce load or contract for additional feeds or cabinets, spreading the power load into the new feeds or cabinets. Power is only guaranteed up to the contracted level. If Redcentric determines that excess power is being drawn without agreement, the customer must reduce or vary consumption immediately. Under extreme circumstances Redcentric will disconnect the customer's equipment from the supply and provide retrospective notice for electrical safety reasons and in order to protect the infrastructure for all clients.

### 2.2.3 Power Draw

- Power draw per cabinet up to 15kW is considered standard although this power draw is location dependant. Power draw beyond 15kW per cabinet is possible but will be considered bespoke and will follow the design specified in the SoW. High-Density colocation up to 50kW per cabinet is available in London West DC and West Yorkshire DC
- Power charges per kW vary between data centres and will be amended periodically inline with energy wholesale prices, Power is charged per kW based on a committed power draw stated in the SoW. Power draw more than these amounts is considered over-usage and is charged at an over-usage rate per kW, based on the power metering readings taken by Redcentric per cabinet. Over usage will be charged using the 95th percentile of peak.

### 2.2.4 Power Monitoring

- Monitoring is achieved through current transformers at distribution board level. Power issues are monitored in the distribution board, issues within the rack will not be detected by Redcentric operations. Power is supplied based on a committed power per kW value as specified in the SoW. Power beyond this commitment level is regarded as overage and will be charged based on the overage rate specified in the SoW and on a per cabinet 95th percentile value of peak power draw. Customer only has access to power bars and ATS, no access to power sockets is provided. 2 U at cabinet rear may be used by Redcentric for power monitoring.

## 2.3 Cabling and Telecommunications Links

- The supply and installation of any cabling for the Customer Equipment at the Site (whether power, networking, or connecting to any telecommunications circuits terminating at the Site or otherwise) will be carried out by Redcentric.
- Redcentric's data centres are a fibre/cat6a facility and customers have no access to the overhead cable trays. Cabinet doors must be shut, cables between cabinets must be run in the overhead trays (cat6a/fibre). Any cabling preventing doors from shutting or deemed to be a safety risk or presented in an overhead tray without the express permission of Redcentric, will be removed without notice by Redcentric.
- Provision of connectivity into the telco provider cabinets within the Redcentric 'meet me room' will be provided by Redcentric via a cross connect cable. Provision of all cross connect cables between cabinets not adjacent to each other is subject to charges. Cross connects can only be laid on acceptance of the quotation and with an order number.
- Redcentric will determine in its discretion the location and routing of all cabling. The Customer Equipment may not be connected to any other equipment at the Site without Redcentric' prior consent and, if Redcentric desires, its involvement, and payment of its applicable charges then in effect.
- Unless otherwise agreed by Redcentric, the Customer shall provide at its own cost: (i) all telecommunications links it wishes to use from the Site to any other site, and (ii) internal links between the Customer Equipment within a Cabinet. All telecommunications links on Redcentric' Site and internal links between items of the Customer Equipment are subject to approval by Redcentric, and may not be installed without such approval first having been obtained.

## 2.4 Site Access

Unless otherwise specified in the SoW, Redcentric data centres are operated as an audited compliant and registered data centre under ISO 27001 and PCI security standards. The standards define the retained period of the security data held, the access procedures to and the method of operation of the



data centre. Customers agree to the security process and procedures in place. The security is divided into three aspects, physical security, electronic security and operational security.

#### 2.4.1 CCTV

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

#### 2.4.2 Access Procedures

- Physical access to our data centres is divided into three groups: Redcentric staff, Redcentric customers, Redcentric contractors. When a Redcentric customer takes colocation cabinets at the data centre they are given two access cards, which are defined against a specific person and are non-transferable. The person(s) assigned these cards can make requests through the Redcentric portal for additional cards, subject to charge. Issue of cards is completed by appointment only. Customers are notified in November each year to provide Redcentric with a list of names and card numbers for all cards held. Any updates to card access requirements not specified by 31st January each calendar year are auto expired without exception. Permanently issued access cards provide entry, without notice, to the data centre 24/7/365. It is the express responsibility of the customer to inform Redcentric of any cards that need immediate termination.
- Temporary Access: The customer may arrange at any time for temporary access to the data centre for their staff or persons working on behalf of the customer. Access is granted free of charge where notice of the request is given to Redcentric at least 24 hours in advance. If less than 24 hours' notice is given, a charge may be incurred. The customer requests access using the access request form in the customer portal specifying date am/pm and name(s) of those requiring access. The customer is issued with a ticket number for the access request and this ticket number must be quoted to the Redcentric reception staff along with government issued ID. Temporary access card can be issued giving the holder rights for the duration of their visit. Failure to present ID, presenting incorrect ID, or not knowing the ticket number will result in access to the data centre being declined. Staff on site have no authority to create access tickets on behalf of the customer. In some circumstances a charge may be levied for escorting vendors/customers into the facility.
- The Customer is responsible for ensuring that the list of Customer Designees is up to date at all times, including (without limitation) promptly notifying Redcentric in writing of any persons that are to be removed from the list. Unless otherwise agreed, access to the Site is by prior appointment. Whilst at the Site, the Customer Designees shall comply with all reasonable rules or instructions given by Redcentric, and Redcentric' site access, security, confidentiality, operational, health and safety and other regulations then in effect. The Customer shall not, and shall procure that the Customer Designees shall not, in any way impede the use of the Site by any other Subscriber. If any Customer Designee does something or fails to do something which results in the Customer breaching or any other provision of the SoW, Redcentric shall be entitled (without prejudice to any other rights or remedies it may have) to require that such person immediately leave the Site.
- The Customer shall not allow any persons, not authorised to do so, to gain access to the Site or the Floor Space through access cards, keys or other access devices provided to the Customer. If unauthorised persons gain access through such devices, the Customer shall be responsible for any resulting loss, damage or expense suffered or incurred by Redcentric or any Subscriber. The Customer shall be responsible for the cost of replacing any access devices lost or stolen after delivery to the Customer.

#### 2.4.3 Allowed Areas

- Customers or contractors found in areas of the data centre not authorised by their access arrangements unless accompanied by a Redcentric staff member or exiting the building as a result of an evacuation event, will be asked to leave the data centre and may be subject to a complete ban and/or formal investigation.

#### 2.4.4 Third Party arrangement

- Where the customer requires the services of third-party suppliers and the supplier is providing a service for the customer's equipment contained within the customer's cabinet - for instance a vendor engineer is to service a switch - access is obtained under the standard process. If the customer is requesting a third-party supplier to bring in services to the customer's equipment from outside the customer's cabinet, then express permission must be obtained before installation is attempted. Each third party will have its own specific requirements and associated costs. Instances that fall under this category are: Telecoms and network services, Inter customer cross connects, Any services requiring under floor access, Any services requiring above cabinet tray access, Any services transgressing other customers' space, Structured cable installers.

#### 2.4.5 Locking of Cabinets

- Customers are responsible for locking their cabinets/suites when they have attended site. Redcentric undertakes a daily check and in the event of finding any unlocked cabinets we: (1) lock the unlocked cabinets, and (2) advise customers if they have failed to lock their cabinets. However, customers must not rely on this Redcentric check for the locking of cabinets as this is a daily process meaning unlocked cabinets are not detected immediately.
- Redcentric maintains a log of cabinets found unlocked, and if a customer is found to be repeatedly leaving cabinets unlocked Redcentric reserves the right to take appropriate action. The unlocking of cabinets is the responsibility of customers, using either their key or lock combination code.
- Under normal circumstances Redcentric will not be needed or willing to unlock cabinets for customers. However, for customers who have raised an access request that specifically asks for a cabinet to be opened for a specific employee we will do this. Our security team will, at their discretion, open cabinets for customers who have raised an access request but have been unable to unlock their cabinet due to unforeseen circumstances.

#### 2.4.6 Customer deliveries to the data centre

- Customers who wish to have deliveries of equipment made directly to the data centre may do so by following the process: Customers must raise a ticket with Redcentric Support, stating that they wish to have a delivery made to the data centre. Redcentric will raise a Support ticket and provide the customer with an SD reference.
- The customer must clearly state the Redcentric SD reference on the delivery note. Upon receipt of the delivery Redcentric will check the SD reference, and if the reference aligns with the Support ticket the delivery will be accepted. Redcentric reserves the rights to refuse to accept deliveries that are received without an SD reference.

### 2.5 Remote Hands Support

Remote hands is available at all our Data Centre locations. Please refer to the Redcentric Remote Hands Service Definition document for more information about this service.

## 2.6 Cross Connects

Please refer to the Redcentric Cross Connect Service Definition document for more information about this service.

## 2.7 Charging Model

### 2.7.1 Data Centre Space

- Cabinet Space is charged as a monthly reoccurring fee..
- Cabinet space is available in increments of 1kW of hosting space. Cabinet space starts at a 1kW cabinet typically provided as a Quarter rack, a 2kW cabinet as a Half cabinet through to a 4kW-15kW cabinet provided as a full cabinet.
- Cabinet power above 15kW is available and will be based on a customer specific design.

### 2.7.2 Power

- Power per kW is charged as a monthly reoccurring fee and is based on a committed power draw per month across all cabinets deployed. The committed power draw will be stated in the SoW.
- Power consumed over the agree power commitment is regarded as over usage. Over usage is charged monthly for any over usage based on an over usage rate that is stated in the SoW.
- Peak power usage is measured per cabinet each month. For power measurements beyond the committed power draw, a 95% of peak value is used to calculate the over usage charge that applies to any given month. This charge will then be invoiced.
- If cabinets are frequently falling into the over usage charge, the committed power draw should be increased to ensure that power is available to those cabinets. Power beyond the committed level is not guaranteed and may be limited by Redcentric.

### 2.7.3 Setup

- There is a setup charge per colocation configuration, and this is charged as an upfront setup fee. Setup includes the provision of a cabinet, power feeds A & B, dual power bars and setup time.

### 2.7.4 Cage

- Where a cage is required to further enhance customer security, these are aligned to a cage design that will be pre-agreed and documented in the SoW. Cages securely provide a physical protection barrier for three spaces: underfloor void, floor to ceiling, ceiling void with access doors to be able to access the space. Cages are charged as an up-front setup fee and are charged per linear meter.

## 3 Customer Responsibilities

- The Customer is responsible for the operation, inspection, maintenance and repair of the Customer Cabinets, Customer Equipment and Customer Software. However, if this requires access to any associated cabling at the Site (whether power, networking, telecommunications or otherwise) then (unless otherwise agreed by Redcentric) this access and any activities in relation thereto may only be done by Redcentric and subject to payment of its applicable Charges then in effect.
- The Customer shall operate the Cabinets, Equipment and Software in a proper manner, only in connection with its ordinary business and in such a way that it does not interfere with Redcentric', or any other Subscriber's, use of the Site.

- The Customer is responsible, at its own risk and cost, for obtaining any services it requires in addition to the Services, and for the provision and operation of whatever it deems necessary for the use of the Cabinets, Equipment or Software, including without limitation:
  - security applications,
  - firewalls,
  - virus protection software,
  - bug correction, security updates and patches for the Customer Software,
  - security access codes and password management in relation to the Customer Software and data,
  - intrusion protection systems in relation to any Customer data transmitted via any telecommunications links,
  - the Customer's policies and procedures dealing with the use of the Customer data,
  - any encryption methods
  - any materials it requires for recording data for use on the Equipment.

The Customer has sole responsibility for the security, adequacy and accuracy of all data, instructions, programs and procedures used by it and the results obtained there from. Redcentric will not be a party to any agreement between the Customer and its suppliers.

- The customer will not block or shut any floor cooling vents and will ensure that air flow blanking plates and panels are fitted between equipment in the racks. Where the customer has provided their own racks, it is the customers responsibility to correctly fit blanking plates or panels in the space space above and below cabinets and ensure that cabinet side panels are fitted.
- The Customer shall ensure it is lawfully entitled to use the Customer Software on all the Equipment, and that, where necessary, Redcentric is permitted to use the Customer Software on the Equipment for the purpose of providing Services to the Customer. The Customer shall, at Redcentric' request, promptly provide to Redcentric written confirmation from the proprietor(s) of the Customer Software of such entitlement and permission.
- The Customer is responsible for establishing any audit controls, data functions, operating methods and check points appropriate to the Customer's use of the Equipment and Software including, without limitation, backup files and other security arrangements.
- The Customer is responsible for the selection of the Customer Equipment, the Customer Software and any Redcentric Equipment and Redcentric Software that Redcentric is supplying at the request of the Customer. Accordingly, its quality and fitness for purpose are solely the Customer's responsibility and Redcentric makes no representation, and gives no condition or warranty, in relation to them.
- In addition to the Charges specified in the SoW, the Customer shall pay ancillary Charges, monthly in arrears, for:
  - supplies, including, without limitation, consumables, accommodation and meals, at Redcentric' cost plus 15%;
  - cleaning of any part of the Site, any Cabinet or Equipment required as a result of its use by the Customer, at Redcentric' cost plus 15%;

- shipment of item(s), at commercial rates if performed by Redcentric, or at Redcentric' cost plus 15% if performed by a third-party supplier; and
- technical assistance requested by the Customer or its personnel, agents or contractors which is not within that included in the Charges specified in the SoW, at Redcentric' applicable staff rates in effect from time to time.

## 4 Redcentric Responsibilities

- If a Unit of Resource is a Redcentric Cabinet, then, unless otherwise agreed, Redcentric will provide and install it, and all related Redcentric Equipment and Redcentric Software.
- If the SoW is for Floor Space, then, except to the extent otherwise agreed, the Customer shall provide at its own cost all Cabinets, and shall be responsible at its risk and expense for delivering the Customer Cabinets, the Customer Equipment and Customer Software to the Site and (unless otherwise agreed) installing them, all at times agreed with Redcentric. The Customer will carry out the installations, except as otherwise agreed, under Redcentric' supervision, and pay Redcentric' applicable charges then in effect for the supervision.
- From time to time the Customer may substitute other Customer Equipment for that already installed, provided that: (i) it does so by appointment and having given Redcentric at least 5 days prior written notice (except in an emergency caused by failure of the Customer Equipment, when the appointment shall be as soon as is practicable); and (ii) the requirements above are satisfied.

## 5 Service Levels

### 5.1 Power

#### 5.1.1 Target

The power availability for each dual fed Unit of Resource is 100%. This target does not apply, and the Customer has no remedy, if the Unit of Resource is not dual fed. Electrical power to any bus bar of any PDU system located within the data centre to which the customer's equipment is connected. For the avoidance of doubt this covers up to and including the female C32 socket presenting the A and 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

#### 5.1.2 Measurement

Power availability is measured as the unscheduled time that the Redcentric-provided dual power feeds were simultaneously unavailable.

#### 5.1.3 Remedy

If the power availability target for a dual fed Unit of Resource is not met at any time during any calendar month of the Term with the result that the Customer's use of a Unit of Resource is interrupted ("a Power Outage"), then the Customer shall be entitled to 1 Days Credit (as defined below) for each Power Outage occurring during that month, subject to a maximum of 7 Days Credit in any calendar month. For the purposes of this remedy, multiple Power Outages within a period of 10 minutes are to be regarded as one Power Outage.

## 5.2 Temperature

### 5.2.1 Target

Redcentric utilises the latest ASHRAE recommendations for Class A1 Data Centres for temperature and humidity settings (the "ASHRAE Standard"). In the event that the ASHRAE Standard is updated, this SLA shall be automatically amended to reflect the ranges reflected in such update.

The temperature in the space shall remain within the ranges 18°C and 27°C.

### 5.2.2 Measurement

Redcentric will monitor the average temperature across all Redcentric supply sensors or zonal air sensors where applicable, within the computer room every 15 minutes.

If requested by Customer on no more than a quarterly basis, or more frequently if Customer has a reasonable belief that Redcentric is exceeding the parameters set forth herein, Redcentric will provide Customer with written reports setting forth the temperature readings for the Space measured in the previous 30-day period.

### 5.2.3 Remedy

If that temperature target falls outside the target limits for more than 60 consecutive minutes, with the result that the Customer's use of a Unit of Resource is interrupted ("a Temperature Outage"), then the Customer shall be entitled to 1 Days Credit (as defined below) for each full, 1 degree point that the temperature was outside the temperature target range, subject to a maximum of 7 Days Credit in any calendar month. However, if throughout any rolling 30 days period there are 8 or more cumulative hours of Temperature Outage, then the Customer shall be entitled to 30 Day's Credit.

## 5.3 Humidity

### 5.3.1 Target

Redcentric utilises the latest ASHRAE recommendations for Class A1 Data Centers for temperature and humidity settings (the "ASHRAE Standard"). In the event that the ASHRAE Standard is updated, this SLA shall be automatically amended to reflect the ranges reflected in such update.

The humidity in the Space shall not decrease below 30% and shall not increase above 55% as measured by Redcentric.

### 5.3.2 Measurement

Redcentric will monitor the average humidity across all Redcentric supply sensors or zonal air sensors where applicable, within the computer room every 15 minutes.

If requested by Customer on no more than a quarterly basis, or more frequently if Customer has a reasonable belief that Redcentric is exceeding the parameters set forth herein, Redcentric will provide Customer with written reports setting forth the temperature readings for the Space measured in the previous 30-day period.

### 5.3.3 Remedy

If Redcentric fails to meet this SLA such that the humidity falls outside the target limits for more than 60 consecutive minutes, and causes interruption of usage to any Customer-provided equipment, then Customer is entitled to 1 days credit, equivalent to 1/30 of the customer's monthly Colocation charges, for each day service is in non-compliance with the humidity agreement. If during any rolling 30-day period there are 8 or more cumulative hours of Humidity Outage then the Customer shall be entitled to 30 days credit, equivalent to the customer's monthly Colocation charges



## 5.4 General

- A “Days Credit” is the pro rata daily amount of the appropriate annual (or other periodic) subscription Charge payable by the Customer in respect of the Services affected, at the Site affected, by the Outage.
- If during the Term, Redcentric fails to meet any of the Service Level Commitment targets, the Customer’s shall be entitled (as its sole and exclusive remedy in relation to such failure) to the applicable credits specified above. Redcentric shall only be obliged to apply credits where specifically requested by the Customer. In no event shall Redcentric be obliged to provide any refund in relation to any credit, but rather the credit shall be applied to the next following invoice due to the Customer. Any credit entitlement that is not requested by the Customer in writing within 3 months of its availability shall no longer be available and the Customer will be deemed to have waived any rights in relation thereto and (for the avoidance of doubt) Redcentric’s failure to meet the relevant Service Level Commitment. Credits and termination rights accrue solely with respect to the root or primary SLA failure.
- Where the subscription Charges payable in relation to these hosting Services are bundled with subscription Charges for other Services, or the subscription Charges payable in relation to specific items of Equipment are bundled with those for other Equipment, and the Customer becomes entitled to a service credit, then in calculating that credit, the applicable Charge shall be the Charge that Redcentric would have charged for the hosting Services, or item of Equipment, to which the service credit relates, had it not been bundled with other Services or other Equipment (as the case may be).
- Payment of any service credits shall in any event be subject to the limit provided in the MSA.

## 6 Data Processing

### 6.1 Data Processing

- Redcentric provides the customer with space and power in the Redcentric data centre
- The customer is responsible for hardware and software maintenance of its hosted servers
- Redcentric does not have access to, or process, any system or application data that is running on the customer’s servers

### 6.2 Data Storage and unencrypted Data

- Redcentric does not have any access to data that is stored on the customer’s hosted servers
- The customer chooses whether to encrypt its data on the hosted servers. If data is encrypted Redcentric would play no role in providing the encryption and therefore would have no ability to access the data

### 6.3 Data Processing Decisions

- Redcentric does not make any data processing decisions in relation to the service because Redcentric does not manage or access the hardware or software
- Redcentric Support can be asked by the customer to provide remote hands and eyes support (see section 2.7 of this Service Definition). In such a case Redcentric may physically re-boot the server (because Redcentric employees in the data centre have physical access to the server (under strict monitoring and processes controls)), but such actions will only be undertaken at the

request of and in conjunction with the customer, and performing a hard reboot does not provide access to any data

## 6.4 Sub-Processors

- No other parties are involved in delivering this service, and there are no sub-processors

## 6.5 Customer Access to Data

- The customer has full login rights to its hosted servers, enabling it to access, copy, process and backup data as it wishes

## 6.6 Security Arrangements and Options

- The servers are hosted at Redcentric's data centres with physical data centre security and security processes to prevent access to, and restrict movement within, the data centre
- The customer has its servers located in its own physically separate and locked cabinet
- Please see section 2. of this Service Definition for details of security arrangements
- Cyber security (e.g. firewall) is not included with this service and is entirely the responsibility of the customer

## 6.7 Service Options

- There are no service options that may lead to different outcomes in relation to data processing
- Redcentric may provide separate connectivity services under separate order forms. Please refer to the Data Processing section of the relevant connectivity service's Service Definition(s).

# 7 Glossary

"Cabinets" means the computer cabinets specified in the SoW, as supplemented or replaced pursuant to the SoW;

"Customer Cabinets" means the Cabinets to be supplied by the Customer;

"Customer Designees" means any of the Customer's employees, or other authorised representatives, reasonably needing access to the Floor Space and the Customer Equipment, that the Customer may notify Redcentric of in writing;

"Customer Equipment" means any computer and/or communications equipment of the Customer located at the Site pursuant to the SoW;

"Customer Software" means Customer provided software;

"Equipment" means the Customer Equipment and the Redcentric Equipment;

"Floor Plan" means a drawing and/or any other description of the layout of the Cabinets, Equipment and associated cabling within the Floor Space;

"Floor Space" means the floor space, with the square footage or number of tiles specified in the SoW, located as determined by Redcentric within the Site;

"Resilient" means Equipment, Software or infrastructure that is duplicated in such a way as to avoid a single point of failure;

"Site" means a Redcentric site, at which the Customer Equipment may be located;

“SoW” means Statement of Work. The SoW states the customer specific configuration and is part of the customer contract pack;

“Software” means as defined in the MSA;

“Subscriber” means, in relation to the Site, any third party that has equipment hosted at the Site or has services performed for it at or from the Site;

“Redcentric Cabinets” means the Cabinets to be supplied by Redcentric;

“Redcentric Equipment” means Redcentric provided computer and/or communications equipment as specified in the SoW;

“Redcentric Software” means Redcentric provided software, as specified in the SoW;

“Unit of Resource” means a Redcentric Cabinet or a unit of Floor Space (measured by floor tiles or square feet), in either case as specified under the applicable ‘Resource’ column, or otherwise, in the SoW.