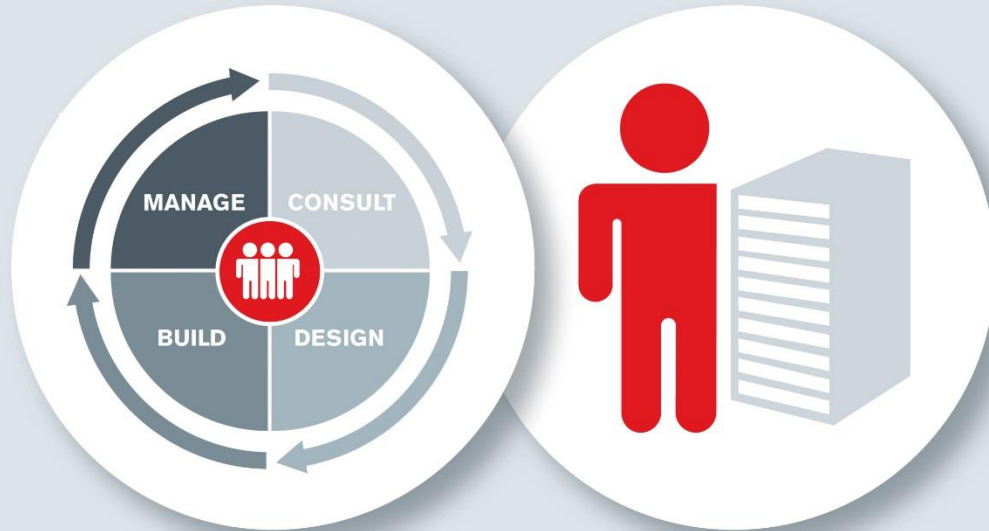


# Claranet Service Description



## Colocation

Our Colocation service allows you to combine high quality, accredited data centres with the facility that allows you to retain complete control over your own hardware. You simply pay for the space you need and for what you consume.

Version 10.4

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## The Service Description

This Service Description describes the service Claranet provides and details your responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

# Service overview

Claranet provides you with the individual data centre components you need that are combined with your own hardware and equipment for an effective Colocation service.

Claranet's Colocation facilities provide you with rack space, power, cooling and physical security at a number of locations across the UK and are accessible to you 24x7x365. Full address details of the UK locations can be found in **Appendix: Locations**.



### What Claranet will do

**General scope:** Be responsible for the rack and network up to the Claranet network port or cable within the rack.

**Suspension of access:** Deny you access in the event of an emergency or routine maintenance that requires the suspension of access for safety reasons.



### What you will do

**General scope:** Remain responsible for the hardware and its operation.

**Access to the facility:** You are permitted access to your hardware for installation and maintenance purposes in compliance with the Colocation Access Policy 24x7x365.

To help your decision making you are supported by a team of highly experienced technical professionals, who use their considerable expertise and experience to advise you on any areas of our colocation service that you may require.

You also benefit by being able to consume and pay for facilities you need as required on an OpEx basis, rather than having to make large upfront capital investments in hardware.

## Elements

Claranet provide the following elements as part of the Colocation service. Full details on these areas can be found in the appropriate Appendix sections.

### Racks

Claranet provides various rack options to suit your need. Each rack provided is an industry standard server rack. Depending on the data centre and the solution required, different configurations up to 46U can be accommodated. If you have specific rack requirements, please speak to an account manager.

### Security

Each Claranet data centre is manned and monitored by on-site security personnel with CCTV motion-sensitive and time-lapsed perimeter and interior monitoring. They are protected with a card entry system and dual-authentication access is in place for Claranet technical staff, using Proximity Access Control (PAC) keys and biometric scanning. All racks half racks and quarter racks are secure ensuring one customer cannot access another customers cabling and each has a locking front and rear door secured by a key or numeric code.

### Power

Each facility is serviced by an N+1 or a 2N redundant power system, and incorporating an Uninterruptable Power Supply (UPS). This is capable of powering the facility on full operational load. In the event that the National Grid supply fails, the UPS will supply power until the generators are able to provide full power. The maximum amount of power

available in a rack is subject to the data centre location. Details of this can be found in **Appendix: Power**.

## **Safety**

Claranet operates fire suppression/extinguishing systems in each of its facilities that are guaranteed safe for use on electronics. The fire suppression system is augmented by Very Early Smoke Detection Apparatus (VESDA). At London Sovereign House, a water-based fire suppression system called micro-mist is used and at Hoddesdon it uses a gas based system. All racks are fire-retardant. Full details can be found in **Appendix: Safety**.

## **Air conditioning**

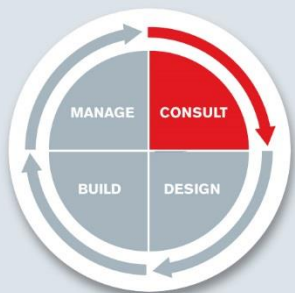
All Claranet data centres meet the ASHRAE cooling standards. Each facility's Heating, Ventilation, Air Conditioning (HVAC) system is designed for N+1 redundancy and to provide a consistent operating environment. The environment is maintained by close-control down-flow air conditioning units that offer stable temperatures and humidity. Further details can be found in **Appendix: Air conditioning**.

## **Compliance**

Claranet's data centres differ in the compliance accreditations (e.g. ISO27001, PCI-DSS, ISO9001) that they have. Your Account Manager along with a data centre specialist will ensure that the appropriate data centre is recommended to suit your requirements. Details of which centre has which accreditation can be found in **Appendix: Compliance**.

## **Remote hands**

Claranet are aware of the need for an occasional remote hands need and we provide a 30 minutes remote hands each month, free of charge with every rack purchased.



# Consult

Claranet’s consulting process ensures that you have the right information, the right recommendations, and the right service options available to you to achieve your business outcomes.

Understanding your business is paramount to ensuring that you have the right solution for your business outcomes. In the Consult stage, Claranet will discuss your colocation requirements with you prior to recommending a solution.

Generally the implementation of the Colocation service does not require a distinct Consult phase but depending on the complexity of your requirements, one or more discussions between you and Claranet may be arranged. These may be conducted by Solutions Consultants, Strategy Consultants, Solutions Architects and Enterprise Architects who will be applied at our discretion. It is in everyone’s interests to ensure that the proposed solution will meet your requirements and one of our first roles is to focus on your business and your IT needs. Depending on the proposed solution or whether the Colocation is part of a larger solution, Claranet may produce a high level scoping report, the High Level Options Analysis. This will allow you to make an informed choice as to the recommended path.

## High Level Options Analysis

### What Claranet will do

**Deliverable:** The High Level Options Analysis report. A short, high-level scoping document.

### What Claranet will do

**Time to complete:** The High Level Options Analysis is a consulting based service and is included up to a maximum of 2 days work at Claranet’s discretion. In some instances, the work required to produce a High Level Options Analysis could extend beyond this e.g. where the requirements need extensive discussion or the options are particularly complex. If this is the case, Claranet will agree with you a charge for the additional work required to produce a High Level Options Analysis to establish the requirement.

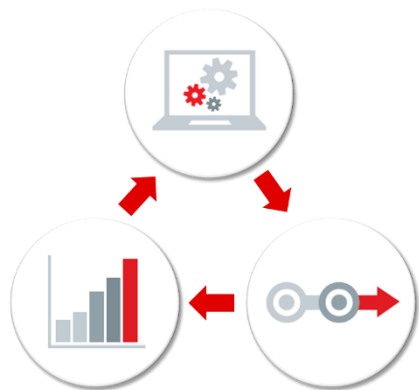
**Technical Design:** Technical work beyond this falls outside of the scope of the High Level Options Analysis and is carried out in the Design phase.

### What you will do

**Information sharing:** Provide any requested information to allow Claranet to deliver a High Level Options Analysis. This will include full details of on-going technical contacts within your organisation. This information will form the basis of the Initial Configuration, so it is your responsibility to ensure the information provided is correct.

## Packaged Consulting

Claranet has a number of pre-packaged assessments and audits that help to outline your readiness in respect of particular IT options. It may be that the completion of one or more of these packaged consultancy engagements is made as a result of the recommendations made in the High Level Options Analysis report. The completion of these assessments follow a general pattern:



#### Current State

Performing a real life assessment of your current environment and understanding where your business needs, and your current technical setup, may diverge.

#### Future State

A vision of the future for your company, taking into account strengths, weaknesses, opportunities and threats.

#### Transformation

The enablement program to be undertaken as a priority to advance your organisation to the desired level of maturity.



### What Claranet will do

#### Assessment options:

- Linux Infrastructure Maturity Assessment (LIMA)
- Infrastructure Maturity Assessment (IMA)
- Cloud Readiness Assessment
- Open Source Assessment

**Pricing:** This additional packaged consulting service is optional and is a chargeable event. Claranet provides three prices for each assessment depending on the size of your company and the complexity of your requirements: Small / Medium / Large.

## Consulting

A packaged consulting approach can be of significant help to many organisations. However, Claranet also provide a specialist consulting service that can be used at any time (including pre-contract) to help you in areas outside of the packaged offering. This engagement is specific to you and can cover any area that is needed with regard to your business and technology.

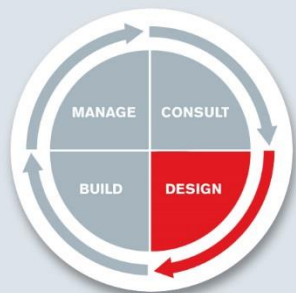


### What Claranet will do

**Specialist consulting:** Provide a range of specialist expertise in a variety of areas. This includes a detailed focus on your business in order to ascertain the scoping requirement or where you are unsure as to the direction your business should take in the ever-changing IT environment.

**Outcomes:** Provide a full and detailed report on your available options along with recommendations of the next steps to take.

**Pricing:** This additional consulting service is optional and is a chargeable event and is based on a consultancy day rate.



# Design

Your Claranet Managed Hosting Solution is a combination of many service elements and options. The choice as to which elements and options will be used to meet your requirements is made in the Design stage.

Claranet will undertake to identify which elements and options are required and how they should be configured to meet your requirements. Similar to the Consult phase, with the Colocation service, a separate Design phase is not normally required. However, if the service is part of a larger solution then it may require the utilisation of a Solution Architect and the output of this process is a proposal document and a Statement of Works (SoW). This forms part of your agreement and will provide the technical specifications for your solution.

Typically the technical design will be completed prior to order, but further detail can be refined once the order has been placed. Any technical design work is conducted on a 'reasonable commercial endeavours' basis and will be based on assumptions made by you and Claranet.



## What Claranet will do

**Deliverable:** A proposal document and a Statement of Works if needed which forms part of your agreement and is detailed enough to allow a full quotation.

**Standard level of design work:** Produce design work on your proposed solution at a level commensurate with that of the market. It will be sufficient to allow further decisions to be made and may include input from a Claranet Sales Specialist. However, fully specifying a complex complete new hosting infrastructure is not part of the standard design work. If this is required at this stage, it can be completed using Claranet's Specialist Solution Design service.

**Additional components:** In the event that additional components are required outside of the SoW, Claranet will levy additional charges for the implementation and management of the modified solution. If this is the case, a new proposal and SoW document is produced. This must then be signed by you to acknowledge and accept the changes before any work is performed.



## What you will do

**Systems outline:** Outline the purpose of any system to Claranet, in order to ensure that Claranet may assess whether the solution is suitable for the requirement.

## Data centre sales specialist

As part of your standard Colocation service, Claranet provides a data centre sales specialist who has detailed knowledge within this particular field, or within your own specialist vertical industry, and will support your Account Manager and Solutions Architect with your proposal. Part of their role is also to help ensure that the proposed technical solution and the data centre chosen will fit your business and achieve the outcomes you are looking for.

## Specialist solution design

At times, the complexity of your solution design will require additional or specialist design work in order to detail your requirements.



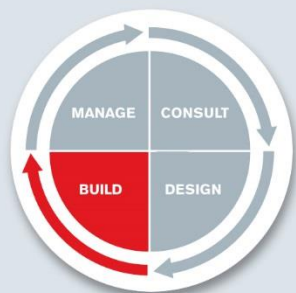
## What Claranet will do

**Specialist level of design work:** Produce technical design work on your proposed solution in order to specify your requirements fully. This may be completed by a Solutions Architect or a Claranet Technical Specialist in that particular field.

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**Pricing:** This additional specialist solution design service is optional and is a chargeable event and is based on a day rate for the service.





# Build

Once your order has been placed, Claranet will perform installation and configuration activities to provide your service in the Claranet data centre.

The **Build** section covers the steps involving the installation of the Colocation Service according to the agreed specifications.

## Building your solution

### What Claranet will do

**Installation:** Provision the rack space and power within the agreed data centre.

Claranet provide the necessary engineering and project co-ordination in order to deliver your Colocation service to you. This will involve engineering support from within the Data centre staff as remote hands if needed as well as a Project Co-ordinator who will guide your project from implementation through to handover.

## Specialist engineering

It may be that your particular setup requires additional specialist engineering work. This will be quoted individually and could include specialist change requests, work on piloting projects or prototyping.

### What Claranet will do

**Specialist engineering:** Provide a quotation for specialist engineering work based on a day rate.

## Project Management

Some Claranet projects, like the creation of a Colocation service, are small, simple and very straightforward and the management of these is part of the normal operation carried out by your Account Manager, the Solution Architect and Project Co-ordinator who are already built into the cost of delivering your standard service. Other Claranet projects are much more complex and require more comprehensive project management to bring together the many elements that are needed. Claranet is conscious of the fact that the introduction of a Claranet Project Manager is a chargeable event but will suggest this when we believe it is justifiable and necessary. In addition, it may be that only a short time needs to be spent by a Claranet Project Manager in overseeing and authorising the Claranet project e.g. at the start of the project, where the project is then managed by a Project Co-ordinator, helping to keep your costs to a minimum.

### What Claranet will do

**Project Management:** Allocate a Claranet Project Manager who is PRINCE2 qualified who will ensure that the project is initiated, implemented, carried out and closed according to PRINCE2 methodology and will be responsible for the overall control and management of the Claranet project. Full details of this can be found in the Project Management Service Description and from your Account Manager.

## Testing and acceptance

### Testing

The data centre staff provisioning your service will ensure that any testing process is as transparent as possible. If actions are identified as part of this process they will be included in your delivery plan and managed to closure by your Project Owner.



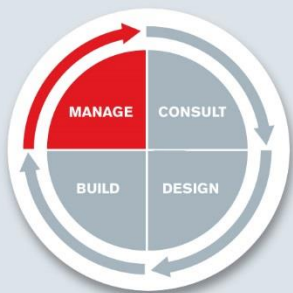
#### What Claranet will do

**Testing:** Test the Colocation environment to ensure that it performs in terms of power in accordance with the Service Levels.

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### Acceptance procedure and Handover Document

Once the Colocation service is setup and connected, the ongoing management is under the process of the In-Life Management process managed by our Service Operations Team. As part of the acceptance procedure, you will be provided with a Handover Document. This contains details of your numeric code for your lock rack, the access procedures to the data centre, how to make the most of the support facilities and who to contact in case of a query or fault.



# Manage

Your Colocation service is managed In-Life by our Service Operations team who ensure that the facilities remain available for you to use.

## In-Life Management

Once your service is up and running, and the Handover Document is completed, Claranet will monitor your Colocation components against a number of performance and availability metrics in order to maintain its operation. The parameters of the ongoing management of the service and the appropriate roles and responsibilities are outlined in the areas below.

### Planned changes, emergency maintenance

#### What Claranet will do

**Notice:** Provide at least seven working days' notice of any planned maintenance work where an outage is expected or a reduction in the resiliency of infrastructure, wherever possible.

**Supplier planned Engineering:** Notify you of any supplier planned engineering works where it is likely that you will experience an outage within one day of receipt of the notification from our supplier wherever possible.

**Notification:** Notify your nominated contacts through two primary channels, Claranet Online and by email notification. An email is sent to the nominated contact and details are announced through the notifications in Claranet Online. The notification will contain the date and time of the maintenance, the reason, the service affected and the likely impact to you.

**Problems occurring during planned maintenance:** The Major Incident process will be invoked during the maintenance window where a rollback or issue mitigation process does not exist, or should the planned work extend beyond the planned maintenance window.

#### What Claranet will do

**Emergency maintenance:** Provide as much notice as possible and we will seek to ensure minimal disruption. Wherever possible, changes will be made at periods of low service utilization. It may be necessary to make changes **without** prior notification to ensure the continued operation of the managed service.

**Emergency outages:** In some extreme cases, Claranet may require an emergency outage to rectify a problem. In such cases, Claranet will work with you to agree a mutually convenient time, but you agree that in such cases the problem cannot be rectified until the outage has taken place.

#### What you will do

**Contact list:** You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to those personnel in accordance with this information. These details can be maintained within Claranet Online.

**Patching:** You are responsible for maintaining and patching your own hardware and operating systems. You then accept any responsibility for any issues caused by patches not being applied, and Claranet may at its discretion decline to provide support for issues where a patch should, in Claranet's opinion, have been deployed.

### Maintenance windows

The maintenance period during these windows will often be brief or not used at all, and your service is typically uninterrupted during scheduled maintenance windows.

Table: A schedule of the maintenance windows

Day	Window start time	Window end time
Second Thursday of each month	Thursday, 21.00 GMT	Friday, 02:00 GMT
Fourth Thursday of each month	Thursday, 21.00 GMT	Friday, 02:00 GMT

## Changes requested by you

You can make change requests where you require specific changes to be made to the configuration of your Colocation service, by raising a ticket through Claranet Online. Details of how to do this can be found in the **Appendix: Help and Support**.

### What you will do

**Access to change the configuration:** You will have no access to change the configuration of the Colocation service.

**Change control process:** It is your responsibility to familiarise yourself with the official Claranet change control process and to follow this process every time a change to the Service is required. Details of this process can be found in **Appendix: Help and Support**.

**Change request impact:** It is your responsibility to ensure that any changes will not directly cause a service outage or other disruption of the service.

**Change of services:** If you request a new service, a change of service type, additional users or a change in service features they must be requested via your Account Manager and may be subject to prevailing fees.

## Monitoring of the power feeds

Claranet will monitor the power feeds to your service. The power feeds have circuit breakers installed within the data floor Power Distribution Units. Current draw (continuous or spiked) exceeding the rated amperage will cause the circuit breaker to trip and the feed will shut down. Details of the recommended limits to prevent current spikes tripping any of the breakers can be found in **Appendix: Power**.

### What you will do

**Contact support:** If you do experience loss of power, please contact the Claranet support desk and raise a support ticket so that it can be investigated.

## Access to the Colocation facility

### What Claranet will do

**Security access card:** Provide you with a temporary card for the duration of your visit. This card is your responsibility when in it is in your possession and must be returned to security upon leaving the site. Charges will apply for cards that are removed from the site. Cards are never allocated to you on a permanent basis and access cards will automatically expire after 24 hours.

**Identification:** Ensure that all visitors to the site are vetted by security. You must provide valid photo identification on arrival and agree to random searches when entering the building.

Acceptable forms of photo identification are:

- Passport
- Photographic driving licence

Please note that you will be refused entry to the site if you are unable to produce one of these forms of identification on request.

**Emergency access:** In a genuine urgent/emergency situation, Claranet can grant 'urgent access'. This is requested by you through the Service Desk.

### What you will do

**Access to the facility:** Provide the following information prior to your visit so as to allow Claranet to process and grant you access in a timely manner;

- Name
- Contact number
- Time of visit
- Data centre location

**Identification:** Ensure that when visiting the site you must provide valid photo identification on arrival and agree to random searches when entering the building.

Acceptable forms of photo identification are:

- Passport
- Photographic driving licence

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Please note that you will be refused entry to the site if you are unable to produce one of these forms of identification on request.

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**Emergency access:** In a genuine urgent/emergency situation, Claranet can grant you 'urgent access'. This is requested by you through the Service Desk.

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**Metrics exceeding the thresholds:** In the event that a monitored metric exceeds the acceptable thresholds, Claranet will raise a support call to investigate the incident and contact you in accordance with the escalation details held.

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## Help and support

### Service Desk support



#### What Claranet will do

**Support times and Service Desk:** Provide support 24x7x365 once the Colocation Service has been handed over to you. Full details of how you can make the most of this service will be provided in your Handover Document.

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**Raising tickets:** Changes to your service configuration can be made through the Claranet Online ticket request and details of this can be found in the **Appendix: Help and Support**.

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**Escalation:** In the event that an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the **Appendix: Help and Support**.

## Service Levels

The Service Level determines the parameters by which the service is accountable. Details of the metrics showing the expected service levels can be found in the **Appendix: Service Levels**.



#### What Claranet will do

**Information delivery:** Obtain the results for each of the metrics and contact you according to your list of authorised contacts in the event that any results fall outside of the acceptable parameters.

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**Archiving results:** Retain an archive version of the monitoring results for up to 90 days, including video capture, which can be available to you on request through the Claranet Online portal.

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# Appendices

Here you will find further information regarding the technical specifications of the service as well as standard procedures and agreements.

## Appendix: Sites

Claranet's colocation service is available in the following UK locations.

Data centre	Address
Global Switch London East (GS2)	3 Nutmeg Lane, London. E14 2AX
Telecity 8-9 Harbour Exchange Square	8/9 Harbour Exchange Square, London. E14 9GE
Vtesse Hoddesdon	Unit 7, Geddings Road, Hoddesdon. EN11 0NT
Manchester 247	1 Ball Green, Cobra Court, Manchester, M32 0QT
Telecity Sovereign House	227 Marsh Wall, London. E14 9SD

### Ownership

Claranet retains ownership of the space and you may not lease your space to anyone else unless pre-agreed with Claranet.

### Locations within the data centre

#### What Claranet will do

**Guaranteed location:** Provision the required space within the data centre. Claranet is unable to guarantee your space in your chosen data centre. Purchasing multiple Quarter or Half racks does not guarantee that they will be in the same enclosure. Racks are dedicated to you, and Claranet does not offer shared colocation racks as standard.

**Additional units:** Additional units can be purchased and configured into the same VLAN (Virtual local-area network) providing the chosen data centre allows it. Claranet is unable to guarantee that all additional rack colocation spaces will be located in the same area of the data centre.

## Appendix: Elements

### Racks

#### Server rack specifications

Each rack provided is an industry standard server rack with the following specifications:

Item	Specification
Full Rack	35 - 40U
Half Rack	17 - 21U
Quarter Rack	9 - 11U
Depth	Between 900 and 1200mm, specifications are dependent on site and rack
Width	A minimum of 600mm
Sides	Steel (key locked) and bayed (secured) to neighbouring racks
Load	Rated to 750 kg load
Locks	Three-digit tamper proof lock mechanism. Code to be nominated by Customer

## Equipment



### What you will do

**Hardware provision and installation:** Provide the hardware and install this into the rack provided.

**Equipment failure:** Remain responsible for the backup and recovery as well as any monitoring and break fix procedures you have in place relating to your equipment.

**Insurance:** Ensure that all of your equipment that is installed at a Claranet data centre, is fully insured against any loss or damage. It must also conform to all relevant UK electrical standards and regulations including Portable Appliance Testing (PAT).

## Security



### What Claranet will do

**On site personnel:** Provide manned on-site security personnel at the data centres.

**CCTV and video monitoring:** Use CCTV motion-sensitive and time-lapsed perimeter and interior monitoring. There is video surveillance for all entrances, exits and passageways within the building. In addition, Claranet operates its own video surveillance system within the data centre suites. All video captured by the Claranet system is retained for 90 days.

**Card entry system:** Protect the data centres with a card entry system with two-factor door access for Claranet technical staff using Proximity Access Control (PAC) keys and biometric scanning.

**Rack locking:** Each rack has a locking front and rear door secured by a key or numeric code.

**Half and Quarter rack segregation:** Ensure that all half racks and quarter racks are separated from each other by secure metal plates which form a completely enclosed unit and has a secure spine ensuring you cannot access another customers cabling and vice versa.



### What you will do

**Rack locking:** Remain responsible for ensuring that your rack is secure on leaving the data centre. Your technical contact will be provided with the combination for the cabinet and it is your responsibility to make sure that this combination is kept secure.

**Photo identification:** Ensure that your staff have acceptable photo-identification when visiting the premises. Acceptable forms of photo identification are:

- Passport
- Photographic driving licence

Please note that you will be refused entry to the site if you are unable to produce one of these forms of identification on request.

## Power

The maximum power available differs between the data centres and Claranet can offer a wide range of different power outlet options in addition to the standard IEC-C13 units.

Table: Technical Metrics – Storage performance and availability

Site	Upstream Power Feed	Feed	Recommended maximum draw
Global Switch London East (GS2)	2N UPS, Stactic Transfer Switch (STS) and backup generators	Redundant 32A	7 kilowatts

<b>8-9 Harbour Exchange Square</b>	N+1 UPS with backup generators	Redundant 16A and 32A	4 kilowatts / 7 kilowatts
<b>Hoddesdon</b>	2N UPS with backup generators	Redundant 32A	7 kilowatts
<b>M247</b>	2N UPS with backup generators	Redundant 32A	7 kilowatts
<b>Sovereign House</b>	N+1 with Diesel Rotary UPS (DRUPS) generators	Redundant 16A	4 kilowatts



### What Claranet will do

**Provision of power:** Service each Colocation facility with an N+1 or a 2N redundant power system. Claranet provides power strips within the racks for customer equipment. All power bars remain the property of Claranet.

**Full racks:** Provide full racks with a minimum of 35 power connectors. More connectors may be available dependent on the location of the data centre, they utilise a dual A and B power feed.

**Half racks:** Provide Half racks with minimum of 22 power connectors. They utilise a dual A and B power feed.

**Quarter racks:** Provide Quarter racks with a minimum of 11 power connectors. They utilise a single power feed which may be A or B.

**Custom power distribution:** Make available a custom power distribution. The maximum power available differs between the data centres and Claranet can offer a wide range of different power outlet options in addition to the standard IEC-C13 units. This includes IEC-C19, UK 3-pin, 16/32A single-phase and 3-phase commando. Please discuss this with your Account Manager and Claranet's data centre team for further details and guidance. This may incur additional cost and/or lead time.

**Power feed capacity:** The capacity of the power feed to a given rack does not guarantee a contractual right to use a specific amount of power. This entitlement is identified separately in your Customer Agreement.

Additional power feeds may be available depending on the site in which they are required. These options have an effect on the amount of power consumed and may result in additional monthly charges. The maximum amount of power available in a rack is subject to the location of the data centre.

Table: Colocation power overview (kilowatts)

	Quarter rack		Half rack		Full rack	
	Min	Max	Min	Max	Min	Max
<b>Global Switch London East</b>					3	7
<b>8-9 Harbour Exchange Square</b>					3	4
<b>M247</b>					3	7
<b>Hoddesdon</b>			2	3	3	7
<b>Sovereign House</b>	1	1	2	3	3	4

## Safety



### What Claranet will do

**Fire suppression:** Operates fire suppression/extinguishing systems in each of its facilities that are guaranteed safe for use on electronics.

**VESDA:** Augments the fire suppression system by Very Early Smoke Detection Apparatus (VESDA). The VESDA system is an air sampling system that continuously draws an air sample from the protected space through a network of piping with sampling ports. The system also interacts with smoke detection systems and with the building management system monitoring the air within the space.

**Detection alerts:** Runs a double knock configuration requiring two detectors to trigger before an evacuation message is sounded. If a single detector is triggered an alert will be sent to the in-house team.

**Sovereign House:** Utilises a water-based fire suppression system called micro-mist.

**Hoddesdon:** Utilises a gas based system.

**Fire retardant:** Ensures all racks are fire-retardant..



## Air conditioning



### What Claranet will do

**ASHRAE:** Operates all data centres to meet the ASHRAE cooling standard.

**HVAC system:** Ensures that each facility's Heating, Ventilation, Air Conditioning (HVAC) system is designed for N+1 redundancy and to provide a consistent operating environment. The environment is maintained by close-control down-flow air conditioning units that offer stable temperatures and humidity.

**Temperature control objective:** Maintain the temperature in the Customer's assigned Colocation area at 22 degrees Celsius plus or minus 5 degrees over the course of a twenty-four hour period, and to maintain the relative humidity in the Customer's Colocation area at 50% plus or minus 10%.

## Compliance



### What Claranet will do

**ISO27001 compliant:** For the provision of internet services, integrated hosting, network and managed application services.

- Global Switch London East (GS2)
- Telecity 8-9 Harbour Exchange Square
- Telecity Sovereign House
- Vtesse Hoddesdon

**PCI-DSS compliant:** For physical security

- Global Switch London East (GS2)
- Telecity 8-9 Harbour Exchange Square
- Telecity Sovereign House
- Vtesse Hoddesdon

**ISO9001 compliant**

- Global Switch London East (GS2)
- Telecity 8-9 Harbour Exchange Square
- Telecity Sovereign House

## Compliance audit visits to Data centres



### What Claranet will do

**Data centre audit requests:** Provide the facility for organised data centre visits. Claranet retain the right to charge for any expenses incurred during an audit visit. An audit will be defined as allowing a review and examination of systems, data security and physical security of the Data Centre. Any questions and names of individuals must be forwarded prior to the audit to the Account Manager assigned to you within Claranet. Claranet will specify a date and time when it is suitable for an audit to occur. This can be arranged by contacting the Account Manager.

## Remote hands



### What Claranet will do

**Remote hands:** Provides 30 minutes of remote hands free of charge with each rack purchased. Claranet maintain an acceptable use policy and reserve the right to charge Customers who use more than 30 minutes per month per rack of Remote Hands.

# Appendix: Support

## Help and Support

### Change Control Process

Claranet's Change Management team are responsible for requests relating to any product and service configuration changes you wish to make. The team specialise in configuration and follow strict processes and ensuring that the changes are authorised. The Change Management team are also responsible for Claranet's Change Advisory Board (CAB), which discusses and approves changes raised internally. To make a change request, see the section below on "Raising a support ticket".

## Raising a support ticket and a Request For Change (RFC)

Claranet provides two ways for your approved contacts to raise, track and update standard support tickets; through Claranet Online and by telephone. For security and audit reasons, you are required to make all requests for change through the customer portal and only portal users with the correct privileges can request a change. You will only see your services listed so please select the service relating to the request for change. In the event that the customer portal is unavailable, please contact Claranet by telephone, where an emergency procedure will be in place to log change requests on your behalf. Request for changes will not be accepted through this number at any other time.



### What Claranet will do

**Through Claranet Online:** Support tickets raised through Claranet Online are assigned to the appropriate support team based on the service you need the support for. You will only see your services listed so please select the service relating to the incident or to the service request. The response time will start from as soon as your ticket has been submitted.

**By telephone:** It is not always convenient to raise support tickets through the portal and therefore you may choose to use the telephone instead. When choosing to raise a support ticket using the telephone you must provide proof of identity following Claranet's standard security procedure. The response time will start from as soon as your telephone call has ended.

## Escalating a ticket

In the event that you need to escalate a ticket, Claranet is ready and available to help you quickly bring your issue to closure. Within each level of the escalation path the person you speak with is responsible for evaluating your situation, facilitating the resolution plan and acting as your sponsor. The benefits of the escalation procedure are:

- ITIL accredited staff owning your escalation
- A focus on service recovery
- Improved communication
- Consistent process

An escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of the service you have

received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to your business operations.



### What Claranet will do

**Escalation Manager:** Assign an Escalation Manager who will deal with your escalation and collaborate with you to develop a communication plan. A technical plan of action may be needed to ensure resolution of a technical issue. Your Escalation Manager works as your advocate internally and will become a virtual member of your own problem resolution team. Should you feel dissatisfied with the escalation process, please contact your Account Manager directly.

## Service Delivery – Fix levels and response times

The circumstances where a fix service level is deemed to be met are:

- When the service has been fixed within the standard and expected response time
- Where you receive a telephone call (within the service level response time) resulting in a fix over the telephone
- Where you receive a telephone call and you defer the visit of an engineer to a specific time, the fix time is measured from the specific time you specify
- When a part which can be fitted by you arrives on site
- Where it is subsequently discovered that the issue giving rise to the telephone call falls outside the Services agreed to be provided by Claranet
- When the equipment has been returned to an acceptable operational status or an item of loan equipment has been supplied
- Where the fault relates to an excepted Service



### What you will do

**Efforts to resolve an issue:** You are responsible for providing reasonable efforts support and information to Claranet to help in the resolution of any technical issues.

**Service outage:** In the event of a Service outage, you are responsible for complying as quickly as possible with any requests from Claranet for help with diagnostics. Any delay in resolving the fault due to you not being available or not complying with Claranet's requests may impact the validity of any Service Levels.

## Service Levels

If Claranet fails to deliver the stated service level, Claranet agrees that you shall be entitled to receive, in lieu of all other remedies available to you, Service Credits as set forth in this section against the fees owing to Claranet under the Agreement.

In the event that you and Claranet agree that Claranet has failed to meet any service level guarantee during any given calendar month, Claranet will credit your account with a Service Credit. Service Credits shall apply only to the fee(s) for the affected service(s). Service Credits shall be deducted from the relevant monthly fee due in respect of the second month following the month in which an agreed Service Credit is claimed. The maximum amount of Service Credit a Customer can receive in each calendar month relating to this agreement is fixed to 50% of the fee for the affected Service. The Service Credits issued are liquidated damages and, unless otherwise provided in this agreement, such Service Credits will constitute your sole and exclusive remedy with respect to the failure for which they are payable.

### Measure of availability



#### What Claranet will do

**Measurement of availability:** Will measure availability as the amount of time Claranet is able to deliver power to either feed A or feed B. The demarcation point is the commando socket; as long as power can be drawn from the socket Claranet will consider the Service to be available.

**Exception to the measurement of availability:** Apply an exception to the measurement of availability when the circuit has tripped or blown as a result of your attached equipment, i.e. due to a failed power supply or exceeding the maximum load.

### Service availability guarantee

Claranet guarantees that the Colocation service will have the following availability

Service or component	Availability
Colocation	99.95%

If Claranet fails to meet the availability guarantee, Service Credits will be paid according to the following table.

Table: Service availability commitments

Percentage service availability per calendar month	Percentage credit of monthly charge for the variant, for the calendar month in which non-availability occurs
Equal to or greater than 99.50%	No credit
Less than 99.50%	5%
Less than 98.90%	10%
Less than 98.00%	15%
Less than 95.00%	25%
Less than 90.00%	2.5% for every 1% lost availability up to a maximum of 50% of the monthly charge

### Compensation claims

Compensation claims must be submitted, in writing (email or letter), within 30 days from the service level guarantee breach to which they refer. All claims must be submitted to the appointed Account Manager and/or Service Manager. You agree to correct problems and to attempt to minimise the recurrence of problems for which you are responsible that may prevent Claranet from meeting the service level guarantees. Requests for support received by the Service Desk by means other than telephone or request ticket (for example, by fax) will be excluded when calculating service levels.

### Exceptions

Claranet excludes responsibility for meeting any service levels to the extent that meeting the service levels is affected by the following items:

- if you are in default under the Agreement;

- in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
- in the event that the Service is disrupted due to unauthorised users or hackers;
- in the event that the Service is unavailable due to changes initiated by you whether implemented by you or Claranet on behalf of a customer;
- in the event that the Service is unavailable as a result of you exceeding system capacity;
- in the event that the Service is unavailable due to viruses;
- in the event that the Service is unavailable due to the your failure to adhere to Claranet's implementation, support processes and procedures;
- in the event that the Service is unavailable due to the acts or omissions of you, your employees, agents, third party contractors or vendors or anyone gaining access to Claranet's network, control panel; or to your website at the request of a customer;
- in the event that the Service is unavailable due a Force Majeure Event;
- in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- in the event that the Service is unavailable due to any event or situation not wholly within the control of Claranet;
- in the event that the service is unavailable due to your negligence or wilful misconduct of you or others authorised by you to use the Services provided by Claranet;
- in the event that the service is unavailable due to any failure of any component for which Claranet is not responsible, including but not limited to electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by you;
- in the event that the service is unavailable due to any failure local access facilities provided by you; and
- in the event that the service is unavailable due to any failures that cannot be corrected because the you are inaccessible or because Claranet personnel are unable to access

your relevant sites. It is your responsibility to ensure that technical contact details are kept up to date by submitting a request ticket to confirm or update the existing the technical contact details.

## Cancellation of service

### What Claranet will do

**Equipment storage costs:** You must remove equipment on or before the cancellation date. If your equipment remains within the facility after the cancellation date, then Claranet will turn off the equipment and charge for the storage of the equipment at the applicable daily rate and pro-rata.

## Equipment not collected within 3 months

### What Claranet will do

**Ownership:** Assume ownership over your equipment that has not been collected by yourself within 3 months.

**Deletion of data:** Delete, so far as is practicable, all data from your equipment and shall have no liability whatsoever to you.

**Costs arising from the disposal:** Any costs associated with the disposal of such equipment will be re-charged to you.

**Options of equipment disposal:** Dispose of your equipment in one of the following ways:

- Sell your equipment in a commercially reasonable manner as agent for, and on behalf of, you, provided that Claranet shall pay or account to you on demand for the proceeds of such sale (but not any interest on the proceeds) less any costs of storage and sale reasonably incurred by Claranet and any other sums still remaining due to Claranet under the terms of an Order.
- Retain your equipment for its own uses, provided that Claranet shall pay or account to you on demand for the amount which, in Claranet's reasonable opinion, it may have expected to receive if it was sold to a third party (but not any interest on the amount) less any costs of storage reasonably incurred by Claranet up to the date on which Claranet first starts to use such equipment and any other sums still remaining due to Claranet under the terms of an Order.
- Destroy your equipment in accordance with good industry practice, in consideration of waiving future storage costs (and you shall pay to Claranet any storage costs reasonably incurred by Claranet up to the date of such destruction).



## What you will do

**Indemnify Claranet:** Indemnify and keep indemnified Claranet .in respect of any losses arising from the exercise by Claranet of its rights as set out in this Service Description.

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