

SERVICE DESCRIPTION

PFALZKOM, GESELLSCHAFT FÜR TELEKOMMUNIKATION MBH

# RACK COLOCATION DATACENTER RHEIN-NECKAR



PFALZKOM|MANET  
ZUKUNFT VERBINDET

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This document provides the service description pertaining to the Rack Colocation DATACENTER Rhein-Neckar, a product of PfalzKom, Gesellschaft für Telekommunikation mbH, hereinafter, called the “Company”. In addition to this service description, the General Terms and Conditions of the Company shall apply

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## 1. COMPANY SERVICES

The Company provides the customer with the opportunity to incorporate his own computer systems into a high-security data processing center which has been built to the specifications of the TIER III infrastructure standard.

## 2. QUALITY FEATURES

### 2.1 Performance characteristics

#### 2.1.1 Server housing – Rack

The Company provides the customer with a 19" IT-cabinet of size, H/W/D: 2000/700/1000 mm. The customer has up to 40 useable rack units per cabinet at his disposal for his systems. The customer is responsible for locking the racks. The Company will also handle locking the racks for the customer for a small surcharge.

The standard customer service includes one electrical power supply circuit with eight "Schuko" sockets or a C13 cold device socket strip per IT-cabinet. The electrical circuit has a 16A fuse and is UPS buffered. A maximum of 48 sockets on six 16A power circuits can be operated for a small surcharge. A power input of 2.0 kW per rack is provided. A larger power supply is available as an option. A higher energy input of up to a maximum of 9 kW is optional.

The customer can also purchase another power circuit with UPS buffering (see pricelist) in order to increase security of the power supply. Access to the facility is available 24 hours per day, 365 days per year after prior coordination with the company's service control center.

#### 2.1.2 Server housing – ½ Rack

The Company provides the customer a module with 18 rack units in a 19" IT-cabinet of size, H/W/D: 2000/700/1000 mm. The customer has up to 40 use-

able rack units per cabinet at his disposal for his systems. The customer is responsible for locking the racks. The Company will also handle locking the racks for the customer for a small surcharge.

The standard customer service includes one electrical power supply circuit with eight "Schuko" sockets or a C13 cold device socket strip per IT-cabinet. The electrical circuit has a 16A fuse and is UPS buffered. A maximum of 48 sockets on six 16A power circuits can be operated for a small surcharge. A power input of 1.0 kW is provided. A higher energy input of up to a maximum of 4 kW is optional.

The customer can purchase another power circuit with UPS buffering (see pricelist) in order to increase security of the power supply. Access to the installation is available 24 hours per day, 365 days per year after prior coordination with the company's service control center.

#### 2.1.3 Server housing – Single rack units

The Company provides the customer individual rack units with a height of 44.45 mm (1 1/3") in a 19" IT-cabinet of size H/W/D: 2000/700/1000 mm. The customer can order up to 36 useable rack units per cabinet for his systems. The installed devices must comply with the Company's standards (19" built-in units suitable for use in cold/warm aisles). The Company is responsible for locking the racks. There can be no exclusivity because the IT-cabinet holds devices from several different customers. The power supply in the rack has a 16A circuit and is UPS buffered. The standard customer service includes one electrical power supply circuit with one "Schuko" socket charged separately per rack unit. The customer can also purchase another power circuit with UPS buffering (see pricelist) in order to increase security of the power supply.

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Access to the installation is available only after prior coordination with the company's service control center. Access to the rack units must be accompanied by a company technician and can be authorized for an additional charge with advanced agreement with the Company. See also "Remote Hands" item 4.6. (see also pricelist)..

## 3. SERVICES PROVIDED

### 3.1 Safe location

The racks are housed in climate-controlled rooms on the company's premises and are provided with an emergency power supply and safeguarded against burglary, fire and unauthorized physical access. The power supply is provided exclusively by the company. Sub-leasing to third parties is only permitted with the company's explicit approval.

### 3.2 Power supply

The company provides the customer a standard power supply circuit with UPS buffering and an emergency generator.

The power input per rack is measured by a separate electric meter. The power supply has an average annual availability of 99.90%.

For an additional charge, the Company will provide another power circuit with UPS buffering and with an emergency generator to increase supply security. The average annual availability using both supply circuits rises to 99.98%.

The price of electricity may be reviewed once per year and adjusted as required.

### 3.3 Climate control

The company provides the customer a climate-controlled room with the following parameters:

- mean temperature: 24°C, +/- 4°C
- mean relative air humidity: 40%

The room's climate control is based on the principle of strict separation of warm and cold air flows. The customer is obligated to close any unused high units in the rack by means of cover panels. In the event this is not done, the company is entitled to charge a premium of up to 25% of the total electricity costs (actual consumption + share of climate control cost).

The climate control has an average annual availability of 99.98%.

### 3.4 Physical security

The building is monitored 24 hours per day, 365 days per year to protect against burglary and fire. The regulations concerning access to the building can be found in the document "Rules for access to the Rhein-Neckar DATACENTER."

A video surveillance system is in place. The installation is operated in accordance with currently valid data protection regulations.

### 3.5 Access ports

The Company provides a 10/100/1000 BaseTX Port (RJ 45 connection) with defined bandwidth for connecting customer systems in the rack to the Internet or to the customer. The access availability is based on the contracted services (see item 4: Optional services).

This port is the interface between the customer's IT systems and the Company's network. The port is configured, operated and maintained by the company's network manager.

Additional ports can be ordered as an option (see item 4.2).

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## 3.6 Standard wiring

A standard rack (regardless of whether a full rack or ½ rack) is equipped with 6 ports CAT VI a (10 Gbit/s capacity) for connecting to the company's passive wiring cabinet.

When multiple racks are required, a standard connection is used to connect the first rack with the passive wiring cabinet.

Non-standard wiring may be installed at extra cost. The IT connection of the racks to one another is always carried out from top to bottom and will only be performed by the company or a third party approved by the company..

## 4.3 VoIP connection

See SD VoIP Line

## 4.4 HighP internet access

See SB HighP

## 4.5 Fixed line

See SD Fixed Line

## 4.6 Remote Hands

The Company offers its customers the opportunity to purchase Remote-Hand Service. An on-site company employee will respond to telephone instructions issued by the customer (see description "Extended data center services").

## 4. OPTIONAL SERVICES

The optional services offered below require a prior separate agreement with the company and are subject to the existing technical and operational possibilities. Any additional fees are based on the pricelist valid at the time of the order.

### 4.1 Increased power input

In the event the power consumption exceeds the maximum agreed value for the product (see item 2.1), the customer will be invoiced for each additional kilowatt of power (rounded up to nearest kW). The power consumption is determined monthly.

### 4.2 Extended access ports

The Company can increase the number of access ports for the customer.

There available options:

- An additional 10/100/1000 BaseT port for the access system
- A 24 port 10/100/1000 Mbit/s managed switch
- More bandwidth (fiber channel, 10Gbit/s etc.) on request.

### 4.7 Customized services

The Company provides custom service as a supplement to the standard service. Such services require a separate agreement and are invoiced separately.

## 5. FAULT CLEARANCE

The Company agrees to suppress interruptions occurring in its own technical installations within the framework of the existing technical and operational possibilities. Service measures are performed on the basis of the service level purchased by the customer.

### 5.1 Service levels

Standard Service: included in the base price.  
 Premium Service: additional fees are charged according to the pricelists.an.

#### 5.1.1 Acceptance of fault reports

Faults may be reported to the Company by phone during the service hours of operation at the telephone number: Phone: 0800-6883633

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## 5.1.2 Service operations

The service hours of operation differ based on the agreed service level::

Standard Service:

Monday to Friday from 8:00 a.m. to 6:00 p.m. (except for national holidays).

Premium Service:

Monday to Sunday, (incl. national holidays) from 0:00 a.m. to 11:59 p.m.

## 5.1.3 Response time

The initiation of fault clearance actions depends on the contractually agreed service level:

Standard Service:

Generally within one (1) hour during normal hours of operation as defined in item 5.1.2.

Premium Service: Generally within one (1) hour during normal hours of operation as defined in item 5.1.2..

## 5.1.4 Fault clearance time

Bei The Company agrees to clear faults during normal hours of operation within eight (8) hours if the fault is reported during the normal business hours specified in 5.1.2. The fault clearance deadline has been satisfied if the requested service is restored to the customer within the eight (8) hours. The period of non-availability is calculated as the difference between the time of receipt of the fault report by the responsible company point of contact and the time of fault clearance. The fault clearance time for faults reported outside of the normal hours of operation begins at 08:00 a.m. the following workday (Monday to Friday).

In the event the fault clearance time ends on a Saturday, Sunday or holiday, the time extends to the following workday (Monday to Friday). The calculated period of non-availability is reduced when the interruption is due to reasons for which the customer is responsible.

The Company is obligated to clear the fault in 95% of the cases (referring to a calendar year) during normal hours of operation within the specified fault clearance time. The interruption shall be suppressed or eliminated within the fault clearance time, at least to the degree that the service (perhaps, with quality temporarily reduced) is restored.

The customer is obligated to cooperate in efforts to adhere to the fault clearance time. In this context, the customer agrees to provide the company technician unhindered access to its premises and to support as necessary the fault analysis activities. Consequently, waiting periods that may be encountered are not included in the fault clearance time.

## 5.1.5 Interim reports

The customer may obtain a progress report from the company by calling the telephone number 0049 621 585 3000 during the service hours of operation defined in 5.1.2..

## 5.1.6 Appointment scheduling

As required, the Company may schedule an on-site service visit to the customer's location by a company technician. The time frame for such appointments will be one hour (e.g., "somewhere between 9:00 and 10:00").

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In the event the service cannot be performed at the agreed time due to reasons for which the customer is responsible, a new appointment will be scheduled and, possibly, additional travel costs invoiced. In this case, the fault clearance deadline defined in 5.1.4 will be suspended.

## 5.1.7 Feedback

The Company will inform the customer without delay by telephone, fax, or e-mail of the successful elimination of the fault. In the event the customer cannot be reached during business hours on the day service is restored, the notification will take place on the following work day.

## 6. TERMINATION

In case of termination/expiration/rescission, etc., the customer agrees to return to the Company premises all material documents, passwords, access passes, keys etc., on loan from the Company within a period of three weeks after termination of contract. The cabinets provided to the customer are to be returned to the company on the day of contract termination in the same condition as when delivered. A record of delivery/acceptance will be prepared.