![edgeconnex®]

Edge ConneX Remote Hands

Professional On-Site Assistance

EdgeConneX offers customers professional on-site assistance after initial service implementation, using certified engineers for troubleshooting and maintenance support. Remote Hands services are available on-demand for both Technical and Non-Technical Assistance across all EdgeConneX Data Centers.

Non-Technical On-Site Assistance

Response Time: 4-hour or less during Business Hours (Monday-Friday, 8am to 5pm local time). Holidays and weekends are excluded from standard response times.

Description: EdgeConneX provides basic logistics support. On-site access for performing simple troubleshooting and maintenance that does NOT involve use of tools, equipment, logistical configurations, or use of diagnostic tools/systems.

Support Definition:

- Access Control — facility escort

- Receipt of materials

- Trash removal

- Visual verifications to assist in remote troubleshooting

- Basic observations, technical assistance, and troubleshooting of physical infrastructure

- Power recycling a router, server, or switch

- Inventory and labeling of equipment

- Adding, removing, and verifying demarcations

- Moving or securing cables

- Additional work tasks which do not require logging into or opening machine

Pricing: (US sites only)

- **$150 per hour:** Local business hours (8am-5pm) Monday-Friday

- **$250 per hour:** Outside of business hours; weekends and holidays

- **Minimum of one (1) hour**; billed at 30-minute increments

EdgeConneX Benefits:

– Global services with over 60 data centers in more than 40 markets worldwide

– Facilities in more than 15 countries on four continents, and growing

POWER:

– Purpose-built facilities from 500kW to 100MW

– High-Density power design, 20+kW per rack

– Creative power solutions where needed

SUPPORT SERVICES:

– Remote Hands

– Site Security

– EdgeOS, our next-generation DCIM solution

– Compliance and Certifications, including PCI-DSS, SOC2, ISO 27001, HIPAA (US only), and more

Technical On-Site Assistance

Response Time: 2-hour or less 7x24x365.

Description: Technical support is on-site assistance which include complex troubleshooting and maintenance tasks. For critical outage scenarios, this includes full Production Event Management with an open Incident Bridge until resolution. All cabling installations are performed in compliance with ANSI/TIA/EIA 568-B Commercial Building Telecommunications Cabling Standards.

Support Definition:

- Technical assistance and troubleshooting

- Equipment removal/replacement, installation, and configuration

- Interface card removal, installation, and configuration

- Testing media for continuity, proper signaling, and loopback testing

- Equipment testing and troubleshooting

- Complex cabling support

- Work tasks which included logging into or opening the machine to replace/remove partse

Pricing: (US sites only)

- **$150 dispatch fee** + **$250 per hour** during all hours

- **Minimum of one (1) hour**; billed at 30-minute increments

Request Process: Customers have two methods for requesting remote hands: (1) logging into EdgeOS - and creating a remote hands ticket (preferred), or (2) for critical outage scenarios where EdgeOS access is unavailable, customers may call the EdgeConneX NOC at one of the phone numbers listed below to request a Remote Hands ticket be created on their behalf. This option requires the requesting individual to have an active account in the EdgeOS portal with permission to submit a ticket.

- **North America NOC:** +1 (866) 761-1277

- **EMEA NOC:** +31(0)657698852

- **South America NOC:** 0800 444 2124

EdgeConneX Benefits

Customer Experience

Collaborate with our customers to fulfill your power requirements, accommodating powered shells to turn-key data centers from 500kW to 100MW facilities.

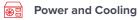Flexible billing options including market pass-thru, all-in, and PUE models.

Customer portal providing real-time visibility across power usage, temperature, humidity, and ticketing.

Implementation

Work directly with the utility companies to secure power for day 1 and beyond

Provide flexible whitespace design to optimize power and cooling based on your density requirements.

Modular data halls from 500kW to 1+ MWs supporting rapid deployments.

Power and Cooling

Standard 30" raised floors optimize power usage with industry-leading, energy efficient units and economizers to ensure ASHRAE standards are met.

In power deficient markets, we engineer solutions to meet your time-to-market requirements from temporary power to substation solutions.

Distributed redundant design and power feeds allowing 2N at the cabinet level.

Operational Excellence

Continuously and proactively managing PUE by utilizing industry leading techniques:

- blanking panels for containment
- managing customer airflow requirements
- hotspot mitigation
- hot/cold aisle containment and vertical exhaust ducts (VED)

Global operational system that provides real-time reporting, cooling adjustments, event notification, and triage correlation.

For more information, email info@edgeconnex.com, or call us today: 1.566.304.3217