



COLOCATION - SERVICE GUIDE

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1 OVERVIEW

Colocation provides a data center facility in which the customer reserves space for servers and other computing hardware. The space typically includes racks, power, cooling, and 24/7 monitoring of the facility.

2 SERVICE DESCRIPTION AND DETAILS

- Electrical Power
- Cooling
- 24x7 Facility Monitoring
- Cross connections into IaaS or DRaaS Hosted Solutions

3 HIGHEST QUALITY DATACENTERS

- Choose between a SOC 2 audited data center in a Tier 3 facility or SOC 3 audited data center in a Tier 4 Gold facility, the first-ever of its kind
- State-of-the-art datacenter facilities located 1,500 miles apart and 500 miles from US coasts, to meet all published business continuity requirements
- Compliant with the EU-US and Swiss-U.S. Privacy Shield frameworks, and supports other compliance needs such as HIPAA, PCI-DSS, and GDPR
- 30+ carrier feeds entering its datacenters for network redundancy

4 ROLES AND RESPONSIBILITIES

	Client	Hosted Cafe	Extended Services
General			
Client escalation information	X		
Installation and Configuration			
Install	X		X
Monitoring			
Setup monitoring and logging	X		X
Facility Monitoring		X	



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Incident and Problem Management			
Event Notification*	X		X
Patch Management			
Software updates*	X		X
Management			
Administer accounts*	X		X
Reporting			
Standard operations reports*	X		X
Custom operations reports*	X		X

*Additional support for colocation can be added through Managed Network, Server, and Storage Services.

5 SERVICE ACTIVATION

Implementation of InterVision's hosted services is a partnership with the Customer to ensure workloads are put into InterVision's colocation space in the most efficient manner possible. Common activation steps are outlined below:

1. Project kickoff call with the client to introduce the project team, review technical specifics, component specifics, respond to and ask initial questions and set expectations for the implementation process
2. Environment setup:
 - a. Install Equipment
 - b. Establish Connectivity

6 OFFERING SPECIFIC TERMS AND CONDITIONS

6.1 ELECTRICAL POWER

The rates and charges for electrical power services set forth on a Service Order may increase from time to time during the Service Term in an amount proportional to any increases experienced by InterVision in obtaining such electrical power services from the underlying provider.

For colocation-related Service, in the event that Customer's sustained power utilization exceeds 5,000 watts per cabinet, then one of the following must occur as determined by InterVision: (a) Customer shall purchase additional colocation cabinet space at the then-current rates in order to reduce power utilization below 5,000 watts per cabinet; (b) InterVision shall increase Customer's colocation cabinet and power pricing set forth on the applicable Service Order, at its reasonable discretion, to offset the increased power and data center support costs; or (c)



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Customer shall decrease its power utilization below 5,000 watts per cabinet. For colocation-related Service provided on a square foot basis, in the event that Customer's sustained power utilization exceeds 120 watts per square foot, then one of the following must occur as determined by InterVision: (a) Customer shall purchase additional colocation space at the then-current rates in order to reduce power utilization below 120 watts per square foot; (b) InterVision shall increase Customer's colocation space and power pricing set forth on the applicable Order Form, at its reasonable discretion, to offset the increased power and data center support costs; or (c) Customer shall decrease its power utilization below 120 watts per square foot.

In the event that any of Customer's allocated circuit breaker(s) carry greater than eighty percent (80%) of its continuous current load based on National Fire Protection Association 70 Article 210.20 (A), then one of the following must occur as determined by InterVision: (a) Customer shall purchase additional power circuits at the then-current rates in order to reduce circuit breaker utilization to less than eighty percent (80%) of its rated current or (b) Customer shall decrease its circuit breaker utilization to eighty percent (80%) of its rated current.

6.2 INSURANCE

Customer must procure and maintain the following insurance during the Service Term: (i) "all risk" property insurance covering all Collocation Equipment located in the InterVision data center in an amount not less than its full replacement cost; (ii) commercial general liability insurance, including automobile coverage and business interruption and electronic data processing (EDP) data and media insurance, with a combined single limit coverage of not less than \$2,000,000 per occurrence; (iii) professional liability insurance with a combined single limit of not less than \$1,000,000 per occurrence; and (iv) worker's compensation insurance in compliance with all applicable worker's compensation or similar statutes and employers liability insurance with a limit not less than \$1,000,000 per occurrence.

The above policies must list InterVision and any additional parties that InterVision may reasonably designate as additional insured(s). Customer's policies must contain provisions providing that such insurance is primary insurance insofar as InterVision and Customer are concerned, with any other insurance maintained by InterVision being excess and noncontributing with the insurance required of Customer and providing coverage for the contractual liability of Customer to indemnify InterVision. Customer is responsible for requiring its contractors, subcontractors, and/or sublicensees who access any InterVision facilities to procure and maintain the same types, amounts, and coverage extensions as required of InterVision customers. Upon request, Customer shall provide certificate(s) of insurance to InterVision evidencing such insurance requirements. Customer agrees to provide InterVision with not less than sixty (60) days prior notice of any cancellation or material change to such insurance policies.

6.3 SERVICE COMMITMENT

InterVision commits that Colocation will be available 100% in each calendar month. The service credit applied will be calculated by multiplying the charges for Colocation in each Data Center during the month we failed to meet the commitment by the percentage credit you qualify for in the table below:

IaaS Monthly Availability %	Service Credit
<100% to 99.9%	3%
<99.9% to 99.5%	5%
<99.5% to 99.0%	10%



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<99.0%	20%
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6.4 CHRONIC OUTAGE

Customer shall have the right to terminate their Colocation Service in the event of any “Colocation Chronic Service Quality Problem” (as hereinafter defined) upon fifteen (15) days written notice to InterVision. As used herein, the term “Colocation Chronic Service Quality Problem” shall mean: (i) any one confirmed Interruption lasting more than twenty-four (24) hours or (ii) five (5) or more confirmed Interruptions lasting more than one hour each in any thirty (30) day period. In the event of a termination of Service for a Colocation Chronic Service Quality Problem, Customer shall only be responsible for the payment of charges for the Service incurred prior to the termination date plus any applicable Early Termination Fees relating to Broadband Circuits

6.5 EXCLUSIONS

- Customer does not properly use A+B power configuration in rack for their equipment.
- Customer exceeds the recommended 80% aggregate power consumption on A+B power configuration.
- Customer violates policies defined in Colocation Acceptable Use Policy or Data Center Rules and Regulations.
- Pathway or Crossconnects in which customer does not use dual corded connections that utilize redundant paths.
- Any outage caused by customer or customer equipment.

7 SERVICE ITEMS

Rack Unit
Cabinet
Facility Power Primary 120V, 20AMP Circuit (A+B)
Facility Power Primary 208V, 20AMP Circuit (A+B)
Facility Power Primary 208V, 30AMP Circuit (A+B)
Fiber Cross Connect
Copper Cross Connect
Blade, Dual CPU, M5, 64, Dual HBA, Dual 10ge, 5GB Boot



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Blade, Dual CPU, M5, 128, Dual HBA, Dual 10ge, 5GB Boot
Blade, Dual CPU, M5, 256, Dual HBA, Dual 10ge, 5GB Boot
Blade, Dual CPU, M5, 512, Dual HBA, Dual 10ge, 5GB Boot
Blade, Dual CPU, M5, 768, Dual HBA, Dual 10ge, 5GB Boot
Blade, Dual CPU, M5, 1024, Dual HBA, Dual 10ge, 5GB Boot

8 AVAILABILITY SLO

8.1 INTERVISION COMMITS TO PROVIDING MINIMUM PERFORMANCE LEVELS FOR THE COLOCATION ENVIRONMENT. ALTHOUGH CERTAIN TYPES OF CUSTOMER WORKS LOAD MAY CHANGE THE ENVIRONMENT FROM TIME TO TIME, INTERVISION'S AUTOMATED ENVIRONMENT CONTROLS WILL CONSTANTLY TEST AND ADJUST TO STAY WITHIN THE RECOMMENDED RANGES FOR DATA CENTERS DEFINED BELOW.

8.2 ENVIRONMENT SERVICE LEVEL OBJECTIVES

Target Humidity Range shall mean and refer to the average relative humidity of the Datacenter, measured at the return air vents therein, being within the average relative humidity control range of 25-55%.

Target Temperature Range shall mean and refer to the average temperature of the Datacenter, measured at the return air vents therein, being within the average temperature control range of 68°F-78°F.

9 DEFINITIONS

Colocation refers to InterVision's rental of Data Center suite space, cabinets, power, and cooling.

Data Center represents a physical location where colocation services exist for customers to deploy and run computer equipment.

Colocation Monthly Availability % is calculated per Data Center on a monthly basis, as 100% minus: Total Colocation downtime minutes, divided by total minutes in each month. Downtime minutes are accrued starting after the trouble ticket was created and reported inaccessible and continue until reported issue is resolved. Service Credits will be applied only for the portion of the Colocation that was affected and unavailable.



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