

REMOTE HANDS SERVICE PLANS



365 offers advanced remote hands service for an additional charge, which will be quoted upon request of such service for client acceptance.

Advanced Remote Hands Services are classified as:

- Connecting a monitor to client's networking equipment and performing work based on client request
- Opening client's equipment to investigate hardware configuration
- Configuring client networking equipment
- Inventorying a client's equipment or taking pictures of equipment or colocation space
- Labeling equipment and cables

Due to regulatory compliance, 365 Data Centers personnel shall not access any of a client's data, applications or images or log into any client's equipment on which any data, applications or images reside or are otherwise stored.

How to Request Remote Hands Service

All remote hands requests should be sent via email to 365csc@365datacenters.com from an authorized client contact. The request should clearly specify client account name, facility location, colocation cabinet or cage number (if on hand), and specific task to be performed.

Remote Hands SLA

Our data center technicians are on call 24/7/365 and Remote Hands requests are generally accommodated as quickly as possible. All Service Plans are limited to Normal Business Hours and will be billed at the Billed Rate. Remote Hands usage beyond the included Service Plan hours is billed at \$165 per hour in 30-minute increments. After-Hours rates are \$165 per hour billed in 30-minute increments with a 2-hour minimum per incident. For clients without a Remote Hands Service Plan, 365 Data Centers Remote Hands services will be billed at \$165 per hour in 30-minute

increments. Normal business hours are defined as Monday through Friday, excluding holidays, 7am to 6pm local time. After hours are defined as Monday through Friday, including holidays, 6pm to 7am local time and all hours on Saturday and Sunday. After hours are billed at \$165 per hour with a minimum 2-hour charge. 365 uses best efforts to respond within three hours to Remote Hands requests. A complete request is required before a Remote Hands request can be completed. A complete request is defined as a request originating from an authorized contact via accepted means, and containing complete instructions as to what actions the client wishes the Remote Hands technician to perform. The client will be informed via e-mail of both the receipt of the request, and the completion of the requested work.

365 Data Centers

365 Data Centers is a leading provider of hybrid data center solutions in strategic edge markets. Our robust, carrier neutral ecosystem and secure, reliable edge Colocation, Network, IP, DRaaS, Cloud compute and storage, and Business Continuity services help organizations reduce costs, drive innovation and improve their client experience. 365 Data Centers supports mission-critical application infrastructure by providing 100% uptime and adhering to industry standards such as HIPAA, PCI DSS, VISA, SSAE 16, SOC 2, and ISAE 3402. 365 Data Centers is based in Norwalk, Connecticut, and operates ten geographically diverse US data centers. Visit 365datacenters.com for more information.



365



FULLY COMPLIANT ACROSS THE BOARD

To get started or to learn more, please contact us at **1-877-365-6246** or service@365datacenters.com

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