



**Redstation Limited**

**Colocation Service Level Guarantee**

**1 POWER**

1.1 Redstation will:

- 1.1.1 provide UPS protected power to Customer Equipment;
- 1.1.2 provide automatic failover to a diesel backup generator in the event of a mains failure.

**2 ACCESS**

2.1 Redstation will provide Customers with access (subject to the terms of the Colocation Agreement) to Customer Equipment 24 hours a day 7 days a week within twenty minutes of receiving an Access Request.

**3 SECURITY**

3.1 Redstation will:

- 3.1.1 provide a secure environment for the colocation of Customer Equipment;
- 3.1.2 restrict access to security cleared personnel;
- 3.1.3 operate and record CCTV cameras 24 hours a day 7 days a week.

**4 ENVIRONMENT**

4.1 Redstation will provide continuous environmental monitoring of the Data Centre to ensure the temperature is maintained at 21°C (+/- 2°C) with a humidity level of 40% (+/- 5%).

**5 FIRE PROTECTION**

5.1 Redstation will:

- 5.1.1 operate a VESDA smoke detection system;
- 5.1.2 operate an FM200 gas fire suppression system.

**6 CONNECTIVITY**

6.1 Redstation will:

- 6.1.1 present Customers with an RJ45 socket or lead which will be connected to a Redstation switch at either 100Mbps or 1Gbps and internet connectivity will be provisioned at the required speed. Connectivity is provided at 1:1 contention with guaranteed availability of 99.95% on a monthly basis;
- 6.1.2 provide Customers with IP numbers within terms permitted by RIPE.

**7 MONITORING**

7.1 Redstation will monitor the core network 24 hours a day 7 days a week.

**8 FAULT REPORTING**

8.1 Redstation will provide a 24 hour telephone number for Customers to report faults.

**9 SUPPORT**

9.1 Redstation will provide technical support on receipt of a Service Failure Ticket. For the avoidance of doubt this support does not relate to support or maintenance of any Customer Equipment.

**10 CUSTOMER EQUIPMENT SUPPORT**

10.1 The Customer may request technical support relating to the Customer Equipment, where Redstation accepts the request, a charge will be made at a rate of £120 per hour or part thereof. Additional charges may apply for operations carried out by third parties engaged by Redstation.

10.2 Redstation will Power Cycle Customer Equipment upon request of the Customer during Working Hours free of charge. Power Cycles outside of Working Hours will incur a charge of £60.

**11 GENERAL**

11.1 Redstation will provide use of:

11.1.1 Computer equipment:

- (a) Monitor;
- (b) Keyboard;
- (c) Mouse; and
- (d) Desk.