

Service certificate

ServiceID	SRV02003
Service area	Colocation Services
Service name	Cage DCRN I
Summary	Provision and renting of a dedicated data centre area in the DCRN I
Service level in accordance with SLA documentation	Standard (10x5x8) Premium (24x7x8)
Annual availability	KPIs (Key Performance Indicators): <ul style="list-style-type: none"> 99.98% availability of power supply for the rack. 99.98% at temperatures of 24 °C +/- 4 °C
Scope of services	<ul style="list-style-type: none"> Separation of the data centre area with grid walls and an access door (cage) Provision of a mechanical closing unit for the access door Meeting and preparation rooms are available for all clients in the data centre (subject to availability and prior agreement). Installation aids (e.g. table lifting cart) can be used as agreed and available.
Service parameters	<ul style="list-style-type: none"> Data centre area in m² Reserved area in m²
Power distinction	Disposal of, specifically but not limited to, transport packaging of the customer's introduced hardware, etc., shall be the customer's obligation.
Quality inspection and test cycle	Periodic tests, e.g., of <ul style="list-style-type: none"> Power supply, burglary alarm system, fire alarm/extinguishing system, black building test
Optional services	<ul style="list-style-type: none"> Provision of IT racks on demand Support in disposal of packaging ISAE 3402 SOC I Type 2 Report Supplementary data centre services (EDS)
Framework conditions	<ul style="list-style-type: none"> The load-bearing capacity of a false floor is 800 kg/m². The rack connection/wiring takes place from above, power supply from below.
Customer's contribution obligations	<ul style="list-style-type: none"> Reporting of the persons with access rights and the persons with reporting rights Unused height units in the rack must be closed by the customer with cover plates; these will be provided by the contractor.
Delivery time	By agreement