Service certificate

ServiceID	SRV02004
Service area	**Colocation Services**
Service name	**Cage DCRN II**
Summary	Provision and renting of a dedicated data centre area in the DCRN II
Service level in accordance with SLA documentation	• Standard (10x5x8) • Premium (24x7x8)
Annual availability	KPIs (Key Performance Indicators): • 99.98% availability of power supply for the rack. • 99.98% at temperatures of 25 °C + 1/- 4 °C
Scope of services	• Separation of the data centre area with grid walls and an access door (cage) • Provision of a mechatronic 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	• 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 • Power supply, burglary alarm system, fire alarm/extinguishing system, black building test
Optional services	• 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	Racks are wired and connected from above (no false floor present).
Customer's contribution obligations	Reporting of the persons with access rights and the persons with reporting rights
Delivery time	By agreement