

Service certificate

ServiceID	SRV02005
Service area	Colocation Services
Service name	Supplementary data centre services (EDS)
Summary	Services rendered by PFALZKOM employees on site in the Datacenter Rhein-Neckar.
Standard service time	Monday to Friday from 8:00 am to 6:00 pm, excluding holidays in Rhineland-Palatinate
Scope of services	<ul style="list-style-type: none"> • Remote Hands (maintenance service) • Acceptance service for delivery & interim storage for up to 14 days • Accompanied access
Service parameters	Settlement takes place per started 30 minutes working time.
Optional services	<ul style="list-style-type: none"> • Upon coordination, services can also be offered outside of the standard service times, subject to a surcharge (e.g., during nights or on weekends). • Installation service (e.g., wiring work, rack setup, installation of hardware) • Support of external auditing/certification • Support in disposal of packaging
Customer's contribution obligations	<ul style="list-style-type: none"> • Instruction by phone or support of the deployment where necessary • Internal documentation where necessary • For accompanied access: Registration of the technical by the person authorised to register them
Delivery time	Usually within 60 minutes, depending on scope of services.