

Service certificate

ServiceID	SRV02001
Service area	Colocation Services
Service name	Rack DCRN I
Summary	Provision and renting of an IT rack in the DCRN I
Service level in accordance with SLA documentation	<ul style="list-style-type: none"> 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"> Provision of an IT rack or a shared IT rack Provision of the power supply Provision of air conditioning A preparation room can be used that is provided by the contractor to all clients in the data centre (subject to availability and advance coordination). Installation aids (e.g. table lifting cart) can be used as agreed and available.
Service parameters	<ul style="list-style-type: none"> 19" IT – rack of W/D: at least 700 / at least 1000 mm <ul style="list-style-type: none"> 40 usable height units 2 circuits with at least 3x8 protected sockets or low-power device C13 outlets each Power intake up to 9 kW ½ 19" IT – rack of W/D: 700/1000 mm <ul style="list-style-type: none"> 19 usable height units 2 circuits with at least 8 protected sockets or low-power device C13 outlets each Power intake up to 3 kW Wiring to the PFALZKOM head cabinet (either 6 x LC/SM OS2 duplex or 6 x CAT 6a) Mechanical locking
Power distinction	<ul style="list-style-type: none"> Disposal of, specifically but not limited to, transport packaging of the customer's introduced hardware, etc., shall be the customer's obligation. When multiple racks are ordered, one rack will be connected to the head cabinet by default.
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"> Mechatronic locking with key card Higher power intake of up to 3 kW for ½ 19" IT racks and 9 kW for an IT rack C19 outlets 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 Reporting of the required socket versions Unused height units in the rack must be closed by the customer with cover plates; these will be provided by the contractor.
Delivery time	Usually max. 10 working days