

Service certificate

ServiceID	SRV02002
Service area	Colocation Services
Service name	Rack DCRN II
Summary	Provision and renting of an IT rack in the DCRN II
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 25 °C + 1/- 4 °C
Scope of services	<ul style="list-style-type: none"> • Provision of an 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"> ○ At least 45 usable height units ○ 2 circuits with at least 24 lower-power device C13 outlets ○ Power intake (upon agreement up to 12 kW) • Wiring to the PFALZKOM head cabinet (6 x LC/SM OS2 duplex) • Mechatronic 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"> • Particularly deep rack (1200 mm) • Alternative sockets, e.g., C19 sockets • Increase in connected load upon request and after technical review, generally within 4 weeks • Alternative wiring with the head cabinet of Pfalzkom 6 x CAT 6a • ISAE 3402 SOC I Type 2 Report • Supplementary data centre services (EDS) • Cage customers can have a "flexible area" with, e.g., different rack heights or similar built by agreement.
Framework conditions	<ul style="list-style-type: none"> • Racks are wired and connected from above. • No limitation of the floor load-bearing capacity (no false floor).
Customer's contribution obligations	<ul style="list-style-type: none"> • Reporting of the required socket versions • 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	Usually 10 working days