

REMOTE HANDS SERVICES

SERVICE DATA SHEET

Internap offers Remote Hands Services (Remote Hands) to all customers collocated in Internap and partner facilities. Designed to provide our colocation customers with an always-available data center presence, Internap Remote Hands allow our customers to outsource routine support and maintenance, as well as, receive assistance in emergency situations. Internap colocation engineers are able to access equipment more quickly than customer technicians, minimizing the costs associated with customer technician dispatch and more rapidly addressing hands-on needs where speed is paramount. Remote Hands services include basic on-site first-line maintenance and support but may be expanded to include more advanced services on an individual case basis. Remote Hands are provided for a fee and may be purchased on an "as needed" basis or through a monthly service contract. Charges for "as needed" Remote Hands Services are assessed to the customer based on the time required to complete the requested work.

Definition of and Limitations

By way of example and not to limit in any way, the following are considered a part of the Remote Hands Services offered by Internap.

- Visual inspection of devices to assess equipment status (e.g. status lights, power lights, and cabling) or identifying information (e.g. serial numbers) and report of observations back to the customer;
- Viewing of monitors and report of screen data back to the customer;
- Connection of a customer-provided keyboard and/or monitor to customer equipment for the purpose of carrying out any of the other tasks listed in this document;
- If available, the connection of a facility-provided keyboard and/or monitor to customer equipment for the purpose of carrying out any of the other tasks listed in this document;
- Rebooting routers, servers, or other customer equipment where the customer provides written directions for the technician;
- Pressing of "any key" to clear a screensaver;
- Toggling switches or pressing buttons under the instruction of the customer, where those switches or buttons are clearly marked;
- Plugging in loop-back cables at an Internap cross-connect area or at customer-provided test points, providing a hard loop for customers to test circuits remotely (specialty loop-back cables, where required, provided by customer);
- Re-seating or replacing components that are hot-swappable and modular, provided that no tools are required and Internap will not open the outer encasement of customer's equipment (replacement parts provided by customer);
- Re-seating or replacing cables connecting customer equipment (replacement cables provided by customer);
- Disconnecting systems from the network in the event of a network security event; and
- Providing customer with a report for audit purposes regarding use of their access badges to gain entrance to the facility.

If a Remote Hands request is made at a time when a colocation engineer is unable to provide the requested services immediately, the customer will be informed and the work will be scheduled to be performed once the required resources become available. In cases where notice can be provided of a unique or substantial Remote Hands need, Internap encourages the customer to provide that notice at their earliest convenience. It is expected that a normal Remote Hands request can be addressed in less than 1 hour.

Additional Remote Hands Services may be available. Where the customer has a specific Remote Hands need not listed above, the Account Team is encouraged to contact the Field Operations organization for the colocation site in question for more information. Although Internap has attempted to standardize its offering to ensure consistency, due to the number of possible solutions and the limited number of employees in any one facility, there may be differences in the Remote Hands Services from one location to another.

Remote Hands Services are only performed at the instruction of the customer. These instructions may be scheduled or come on an "as needed" basis; however, with customer instructions, neither Internap nor its partners will take specific Remote Hands action.



Internap's standard mean Remote Hands response target is 20 minutes from the time that the Internap Network Operations Center (NOC) receives a customer call to the time that a colocation engineer is prepared to begin assistance. Internap's target mean after-hours response time at facilities without on-site 24 x 7 colocation engineer staffing is 1 hour. Internap partner facilities are expected to have comparable response times.

Procedure and Cost

In order to receive prompt service and to minimize the risk of service interruption, Internap requests that customers obtaining Remote Hands Services take the following steps to increase the effectiveness of their service:

- The customer should provide up-to-date suite designs, rack and cabinet layouts, equipment configuration documentation, cable run lists, and equipment photos.
- Any written procedures for support of customer equipment should also be provided both to Internap or partner colocation facility staff and stored in the customer cabinet or cage.
- The customer should label equipment and customer cabling for easy identification by Internap or partner technicians.
- The customer should identify ahead of time which equipment needs to be powered down before cards or components can be changed and which equipment has "hot swap" capabilities. The customer should provide step-by-step instructions for replacement of components.
- The customer should maintain a supply of replacement cards, components and cables for mission-critical equipment at each colocation center within the customer cabinet or leased space.
- If test points for loop-back at the customer's equipment exist, the customer must provide suitable cables.
- Only a pre-authorized customer representative may approve Remote Hands work. The customer should provide an internal escalation list as a point of contact for problems and for resolution of billing issues.
- The customer may be required to talk the technician through the service request. Only authorized customer representatives may talk the technician through the task. An authorized customer must approve any third-party representative before problem resolution with that third-party representative may begin.

Customers who do not supply necessary information prior to requesting service will experience delays. For a fee, Internap will document the customer's layout as a Design and Engineering function. Fees will be determined on an individual case basis. Calls for all Remote Hands assistance should be placed to the Internap Network Operations Center (NOC). After discussing the Remote Hands requirement with the customer, the NOC will open a ticket and dispatch it to an on-site or on-call Internap or partner technician. The on-site or on-call technician will close the ticket with the NOC after completing the requested customer work. Requests for Remote Hands will be initiated as quickly as possible per Internap or applicable partner Colocation Service Level Agreements.

All orders for Internap (and Internap Partner) colocation must include a line item for Remote Hands. If a customer does not specifically request a Remote Hands Services bundle product, the sales line item should indicate "Remote Hands Service – On Demand". Remote Hands Services may also be purchased in pre-packaged amounts, which may offer some customers greater outsourcing flexibility by fixing costs. In some cases, as in the case of a product bundle, Remote Hands Services are included as a part of the service. In these latter two cases, the sales line item should be "Remote Hands – Bursting Charges Above 1 Hour" or "Remote Hands – Bursting Charges Above 3 Hours" based on the specifications found in the underlying product. Current pricing for Internap Remote Hands Services on an "as needed" basis can be found in the Internap Colocation Price List. Each instance of "as needed" Remote Hands will be billed at this hourly rate such that each service request results in a charge for 30 minutes of time regardless of the actual minimum time spent. All time beyond 30 minutes is charged in 15-minute increments.

A Remote Hands Service package has been created for customers needing approximately 3 hours of Remote Hands work per month. For customers, who may need more than 3 service requests per month, this solution represents a substantial savings. Price information on this bundled solution can be found in the Internap Colocation Price document. Additional packages may be created on an individual case basis. Bundle customers seeking to use more than 1 hour of remote hands to address any one instance – rack and stack of equipment for example – must provide at least 7 days notice. Notice is required to insure that staffing can be made available and that other customers are not adversely impacted.