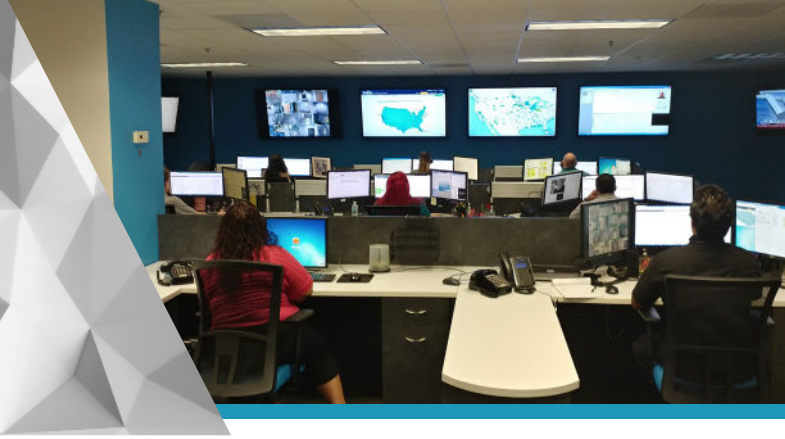
365 DataCenters
Technology Humanized™

REMOTE HANDS SERVICE PLANS



365 Data Centers Remote Hands Service provides professional support to clients requiring emergency, planned and routine maintenance. With 365 Remote Hands, clients are able to respond more quickly to emergencies, reduce travel time to and from the data center, improve uptime, and reduce the cost of infrastructure management and maintenance. With hourly service plans, volume discounts and 30-minute billing increments, clients are able to reduce their cost of infrastructure management.

SERVICE PLAN	DESCRIPTION OF SERVICE PLAN
Annual 20 Hours / Year	20 hours of Remote Hands Services that can be used over the entire year during Business Hours. Billed in 30-minute increments.
Enterprise 3 Hours / Month	3 hours of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments
Professional 2 Hours / Month	2 hours of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments.
Essential 1 Hour / Month	1 hour of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments.
Basic Free 15-Minute Incidents	Any incidents that take less than 15 minutes during Normal Business Hours will not be billed. Free incidents may include server reboots, signing for packages under 5 lbs and escorted access requests.
No Service Plan	All Remote Hands Services will be billed in 30-minute increments.

Remote Hands Services are performed by Site Technicians and our NOC personnel. All Remote Hands requests will be directed to the 365 Customer Service Center (CSC), allowing a single point of contact for all client support incidents. All requests are processed through a defined escalation path until resolved. Remote Hands Service Plans include prepaid service hours and guaranteed response times.

Typical activities performed as a remote hands service:

- **SERVER REBOOTS:** Under a Service Plan, client reboots will be free if under 15 minutes. If no service plan is in place, this service will be charged in 15-minute increments.
- **SERVER REFRESH:** Client server swap outs will be charged in 30-minute increments.
- **SHIPPING AND RECEIVING:** Shipping and Receiving will be charged in 30-minute increments.
  - **Shipping:** Will be charged in 30-minute increments for the time it takes to pack the item. Additional charges may apply if materials have to be purchased to pack and ship items.
  - **Receiving:** Will be charged in 30-minute increments for the time it takes to receive and store the item. An additional storage fee will be charged for items stored for more than 2 weeks. There will be no charge if the package weighs less than 5 pounds and only a signature is required to accept the item.
- **STORAGE OF EQUIPMENT:** If a receiving ticket is not opened, packages will be stored at the site at no additional charge for no more than 1 week. After the 1 week additional monthly storage charges will apply. If receiving ticket is opened, packaged will be stored at the site at no additional charge for no more than 2 weeks. After the 2 weeks additional monthly storage charges will apply.
- **RACK AND STACK:** Assistance in racking and stacking equipment will be charged in 30-minute increments. Detailed, written instructions must be provided for all Rack and Stack activities.
- **CLIENT-REQUESTED AUDITS:** Audits requested by the client will be charged in 30-minutes increments. Typical audit requests include cross-connect audits, tracing cross-connects, port audits, power audits and equipment location verification. Audits are only performed during normal business hours.

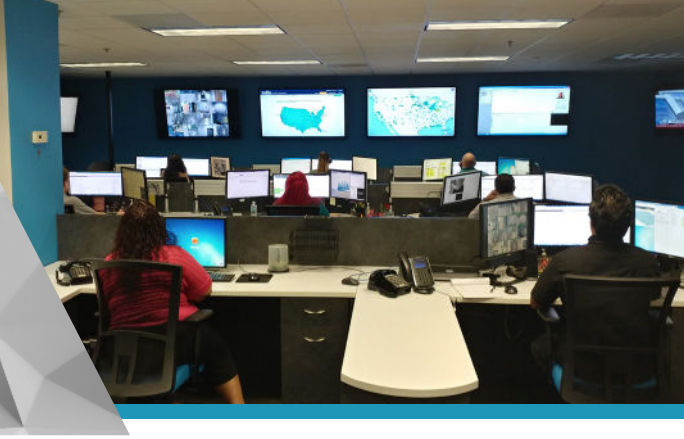
FULLY COMPLIANT ACROSS THE BOARD

To get started or to learn more, please contact us at
1-877-365-6246 or service@365datacenters.com

365 Data Centers Corporate Headquarters
200 Connecticut Avenue, Suite 5A, Norwalk, CT 06854

365 DataCenters
Technology Humanized™

REMOTE HANDS SERVICE PLANS



365 offers advanced remote hands service for an additional charge, which will be quoted upon request of such service for client acceptance.

Advanced Remote Hands Services are classified as:

- Connecting a monitor to client's networking equipment and performing work based on client request
- Opening client's equipment to investigate hardware configuration
- Configuring client networking equipment
- Inventorying a client's equipment or taking pictures of equipment or colocation space
- Labeling equipment and cables

Due to regulatory compliance, 365 Data Centers personnel shall not access any of a client's data, applications or images or log into any client's equipment on which any data, applications or images reside or are otherwise stored.

How to Request Remote Hands Service

All remote hands requests should be sent via email to 365csc@365datacenters.com from an authorized client contact. The request should clearly specify client account name, facility location, colocation cabinet or cage number (if on hand), and specific task to be performed.

Remote Hands SLA

Our data center technicians are on call 24/7/365 and Remote Hands requests are generally accommodated as quickly as possible. All Service Plans are limited to Normal Business Hours and will be billed at the Billed Rate. Remote Hands usage beyond the included Service Plan hours is billed in 30-minute increments. After-Hours rates are billed in 30-minute increments with a 2-hour minimum per incident. For clients without a Remote Hands Service Plan, 365 Data Centers Remote Hands services will be billed n 30-minute increments. Normal business hours are defined as Monday through Friday, excluding holidays, 7am to 6pm local time. After hours are defined as Monday through Friday, including holidays, 6pm to 7am local time and all hours on Saturday and Sunday. 365 uses best efforts to respond within three hours to Remote Hands requests. A complete request is required before a Remote Hands request can be completed. A complete request is defined as a request originating from an authorized contact via accepted means, and containing complete instructions as to what actions the client wishes the Remote Hands technician to perform. The client will be informed via e-mail of both the receipt of the request, and the completion of the requested work.

365 Data Centers

365 Data Centers is a leading provider of hybrid data center solutions in strategic edge markets. Our robust, carrier neutral ecosystem and secure, reliable edge Colocation, Network, IP, DRaaS, Cloud compute and storage, and Business Continuity services help organizations reduce costs, drive innovation and improve their client experience. 365 Data Centers supports mission-critical application infrastructure by providing 100% uptime and adhering to industry standards such as HIPAA, PCI DSS, VISA, SSAE 16, SOC 2, and ISAE 3402. 365 Data Centers is based in Norwalk, Connecticut, and operates ten geographically diverse US data centers. Visit **365datacenters.com** for more information.

FULLY COMPLIANT ACROSS THE BOARD

To get started or to learn more, please contact us at
1-877-365-6246 or **service@365datacenters.com**

365 Data Centers Corporate Headquarters
200 Connecticut Avenue, Suite 5A, Norwalk, CT 06854