Colocation

| FEATURES OF THE SERVICE |

Aruba's Colocation service lets you host servers and hardware at **ANSI/TIA 942-A Rating 4** facilities. The service is in turn **ISO 9001:2015** and **ISO 27001:2013** certified for security.
According to the ANSI/TIA standard, data centers are divided into 3 zones in which the customer can reserve spaces:
| **Entrance Room** where fibers belonging to operators and carriers come in from outside;
| **Main Distribution Area (MDA)** to distribute the networking component interconnecting different data rooms or transferring connectivity from the Entrance Room;
| **Data Room** to host rack cabinets, interconnected to the Entrance Room and MDA via dedicated channels.

The IT equipment belonging to the customer is hosted in rack cabinets with a double power supply line and forced internal ventilation. The air-conditioning system offers maximum efficiency and prevents any disruption to the ambient temperature in the surrounding area, which can be maintained at the most comfortable level for customers and operators.
As well as the individual rack cabinets and sections of cabinets, for customers with more demanding needs, Aruba also offers services that provide greater capacity.
| **Private Data Center Suite**: a data room dedicated to the individual customer guarantees another level of security;
| **Private Cage**: physical enclosures equipped with mechanical or electronic locking systems so the customer can also host racks or equipment with non-standard dimensions, with the highest level of control and segregation.

Thanks to the advanced **Building Management System**, all facilities and systems are monitored at all times, to keep service levels under control and prevent any problems. Lastly, the **rostering system covering 24 hours a day** offers technical supervision at all times to guarantee the fastest response and resolution times for the customer.
The **storage** service is included, and means customers can receive/send goods, as well as store them in protected areas for up to 3 days free of charge. To complement the service, the customer can reserve different storage spaces of different sizes in which to store equipment indefinitely (for example spare parts, services, disks etc.). With 48 hours' notice the customer can also book physical access to the data center to get to their own equipment, and dedicated laboratories enable the customer to work completely independently, and are equipped with support equipment.

Connected to the Colocation service, the following services are also available:
| **Remote Hands** allows you to give instructions to qualified technical staff to carry out physical activities, such as assembling hardware, physically connecting cables and peripherals, replacing broken parts, etc.;
| **Smart Hands** is a service whereby customers have access to members of staff who are IT experts, capable of going beyond physical support and getting involved in configuring equipment, tuning and troubleshooting at system level (for example, networking, operating systems, databases, security, etc.).
The Remote and Smart Hands services can be used and charged for on an ad hoc basis, or in more convenient prepaid credit bundles that can be used in different time periods covering 24 hours.

Support and SLA

Aruba offers its customers two different support channels: telephone support and support via our Ticketing System.

TECHNICAL SUPPORT			ADMINISTRATIVE SUPPORT	
TIME	Average response time		TIME	Average response time
365 days a year, 24 hrs a day	15 minutes		Mon-Fri 8.30-18.00	15 minutes
Guaranteed uptime: 100% on an annual basis				

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General features of the service	Technical specifications
Service Level Agreement - Uptime	100% on an annual basis in accordance with the availability of electricity and air-conditioning. In particular, the following examples of non-compliance with this condition are recognized: 1. electricity is not available on at least one of the two data center power lines (A and B) for the customer's rack cabinet 2. the temperature of the air supply for the air-conditioning system, measured as the average temperature between the probes installed in the underfloor area of the data center island where the customer's service is based, is between 25°C and 29.9°C 3. the temperature of the air supply for the air-conditioning system, measured as the average temperature between the probes installed in the underfloor area of the data center island where the customer's service is based, is more than or equal to 30°C
Service Level Agreement - Penalties	• 5% of the monthly fee for the colocation service for every full 15 minutes of electricity loss (as defined in example 1 in the "**Service Level Agreement – Uptime**" section), up to a maximum of 300 minutes per month • 2.5% of the monthly fee for the colocation service for every full 15 minutes of downtime of the air conditioning system (as defined in example 2 in the "**Service Level Agreement – Uptime**" section), up to a maximum of 300 minutes per month • 5% of the monthly fee for the colocation service for every full 15 minutes of downtime of the air conditioning system (as defined in example 3 in the "**Service Level Agreement – Uptime**" section), up to a maximum of 300 minutes per month The maximum applicable monthly penalty is 100% of the monthly fee for the colocation service subscribed to by the customer
Support	Included through the ticketing and telephone channels
Billing period	Monthly
Minimum contract duration	1 Month
Data centers at which the service can be activated	IT1, IT2, IT3, CZ1
Certifications available on the service	ISO 9001:2015, ISO 27001:2013 (https://www.aruba.it/en/certifications.aspx)
Features offered	**Technical specifications**
Rack for Entrance and MDA	• **MDA**: ¼ rack (10 U) or multiples, 60cm wide x 120cm deep (78cm usable) • **MDA**: ¼ rack (10 U) or multiples, 80cm wide x 120cm deep (78cm usable) • **Entrance**: 1 rack (40 U), 60cm wide x 60cm deep
Rack for Data Room	• **LD (Low Density) rack, 60cm (19") wide x 120cm deep (78cm usable)**: o ¼ rack (9 U): Capacity up to 0.5kW o ½ rack (20 U): Capacity up to 1 kW o 1 rack (46 U): Capacity up to 1.5kW • **SD (Standard Density) Rack, 60cm (19") wide x 120cm deep (78 cm usable)**: o ¼ rack (9 U): Capacity up to 1.5kW o ½ rack (20 U): Capacity up to 3kW o 1 rack (46 U): Capacity up to 6kW **HD (High Density) Rack, 60cm (19") wide x 120cm deep (78 cm usable)**: o 1 rack (46 U): Capacity up to 13kW • **Custom**: depending on the project, different sizes and densities.
Private Cage	Depending on the project, up to the size of one whole data room (600m² with a capacity of up to 1.5MW)
Storage Spaces	• Metal cabinet 32cm x 48cm x 38cm with lock, specifically for the customer • Section of storage space optionally protected by a Private Cage • Dedicated storage space protected by a customized lock, specifically for the customer
Time ranges for Remote and Smart Hands	**Time Range A**: Monday-Friday (excluding bank holidays), from 6am until 10pm **Time Range B**: Saturday-Sunday, bank holidays, from 10pm until 6am

Technical support features	Technical specifications
Tickets included	Unlimited
Telephone calls included	Unlimited
Technical support service hours	24 hours a day, 365 days a year with average response time of 15 minutes
Administrative support service hours	From 8.30am until 1pm and from 2.30pm until 6pm, Monday to Friday