



Put Your Problems in Expert Hands

MULTI-SITE AVAILABILITY

Securely replicate your data between our Tier III data centers

STATE-OF-THE-ART SECURITY

With multi-factor access entry, video security and 24x7 on-site staff, the integrity of your business infrastructure is always our primary concern.

IMPROVED ROI

zColo offers the best total return on your IT infrastructure investment by reducing your own capital expenditures and offering advantageous costs and payment options.

ZERO DOWNTIME

You can be confident your business will always be up and running with our 100% network uptime SLA.

CUSTOM CAGE SOLUTIONS

Our floor-to-ceiling cage walls can be customized to fit your specific requirements, with access only given to your designated representatives.

With zColo's array of professional Remote Hands services, you get the 24x7 on-site support you need for remote hands and installation, priced according to the level of expertise and assistance required for the job.

REMOTE HANDS

Remote hands work includes tasks zColo can perform to be your hands and eyes when you can't be there, such as:

- Equipment power on and offs, and reboots
- Moving network cables
- Plugging in our unplugging peripheral cabinet devices
- Hot-swappable hardware replacements (those not requiring system removal or shutdown)
- Tape changes for a tape drive or library

Remote Hands time is \$175/hour unless otherwise specified in your contract. Any overages that occur within a month's timeframe are billed at the end of your billing cycle.

SMART HANDS

Smart Hands work includes above and beyond tasks that zColo support specialists can perform, including:

- System administration tasks in a supported OS (Windows and Red Hat Linux variants)
- OS reload
- Hardware replacements (non hot-swappable)
- Data migration (within network)
- System component upgrades (php/mysql version upgrades and more)

Smart Hands time is \$200/per hour unless otherwise specified in your contract. zColo support specialists are able to quickly review and confirm the supportability of your requests 24x7x365. Smart Hands tasks are subject to the availability of staff and subject matter expertise.

EXPERT HANDS

Expert Hands work is performed by, or in coordination with, zColo's Tier III Engineering staff. These expert-level tasks may include:

- Network infrastructure configuration
- Fiber or cable terminations
- Complex OS or application-level configurations or management
- Complex cabling projects

Expert Hands time is \$250/hour unless otherwise specified in your contract - with a 1-hour minimum, including any travel time required. zColo support specialists are able to quickly review and confirm the supportability of your requests 24x7x365. Expert Hands tasks are subject to the availability of staff and subject matter expertise.

Remote Hands Services by Site

Location	Coverage	Remote Hands	Smart Hands	Expert Hands
21635 Red Rum, Ashburn	24/7	x	x	x
1100 White, Atlanta	24/7	x	x	x
7218 McNeil, Austin	24/7	x	x	x
1 Summer, Boston	On-call 24/7 Unmanned	x		
1808 Swift, Chicago	24/7	x	x	x
800 E Business, Chicago	24/7	x	x	x
600 S Federal, Chicago	On-call 24/7 Unmanned	x		
1525 Rockwell, Cleveland	On-call 24/7 Unmanned	x		
8600 Harry Hines, Dallas	24/7	x	x	x
1100 Empire, Dallas	24/7	x	x	x
1950 N Stemmons, Dallas	24/7	x	x	x
2323 Bryan, Dallas	On-call 24/7 Unmanned	x		
6900 S Peoria, Denver	24/7	x	x	x
393 Inverness, Denver	24/7	x	x	x
1500 Champa, Denver	On-call 24/7 Unmanned	x	x	x
17222 Von Karman, Irvine	24/7	x	x	x
17400 Von Karman, Irvine	24/7	x	x	x
7185 Pollock, Las Vegas	24/7	x	x	x
707 Wilshire, Los Angeles	On-call 24/7 Unmanned	x		
7620 Appling Center, Memphis	On-call 24/7 Unmanned	x		
36 NE 2nd, Miami	On-call 24/7 Manned M-F	x	x	x
511 S 11th, Minneapolis	On-call 24/7 Manned M-F	x	x	x
10300 6th, Minneapolis	On-call 24/7 Unmanned	x		
209 10th, Nashville	On-call 24/7 Unmanned	x		
165 Halsey, Newark	24/7	x	x	x
60 Hudson, NYC	On-call 24/7 Manned M-F	x	x	x
111 8th, NYC	On-call 24/7 Manned M-F	x	x	x
401 N Broad, Philadelphia	On-call 24/7 Unmanned	x		
3110 N Central, Phoenix	24/7	x	x	x
2001 6th, Seattle	On-call 24/7 Unmanned	x		
3311 S 120th, Seattle	24/7	x	x	x
12201 Tukwila International, Seattle	24/7	x	x	x
2100 M, Washington, DC	On-call 24/7 Unmanned	x		

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