

# Colocation SLA

**Effective Date:** This Service Level Agreement was last updated on May 17, 2016.

## PURPOSE

This Agreement's primary goal is to obtain agreement concerning HashCod Data Center (HashCod) requirements and service levels to provide consistent service delivery and support to our Customers. Agreement objectives are to:

- Present a clear description of services offered by HashCod Data Center to Colocation Customer.
- Describe Service Objectives and Network Availability Guarantee.
- Clarify service availability for standard and extended support.

## SERVICES INCLUDED WITH COLOCATION:

Internet connectivity powering the Colocation service is multi-homed through multiple service providers and is provided via Active/Active, A & B Ethernet hand-offs. Your server will require two ports of a properly configured NIC team to take advantage of the redundancy. For customers with multiple servers in dedicated rack space, the customer will be required to include a rack mountable switch to share the two Ethernet hand-offs among the servers. For true physical redundancy, a second switch is required.

## Power

All power feeds to the Colocation Server Rooms are protected by a parallel UPS and Standby Generator. Our on-site Diesel Generator provides continuous backup power in the event of a primary grid failure. Our parallel UPS system ensures a seamless transition from primary power to backup power. HashCod Data Center provisions standard 110V/20A, 110V/30A, 240V/30A and 208/30A 3P power circuits. Each power feed will provide a primary A circuit and a secondary B circuit. Each circuit is powered by a diverse PDU. Customer's servers require dual power supplies to take advantage of the redundancy.

## HVAC – Temperature and Humidity Control

- Raised Floor Server Rooms in a Hot-Isle configuration
- Redundant (N+1) HVAC.

- Temperature of 68-75 degrees F (+/- 5 degrees F).
- Relative humidity of 30% - 60% (+/- 5%).

#### Security

- Disaster-resistant server rooms, 6.5" concrete walls and ceiling inside the main structure also made of 6.5" concrete.
- Network Operations Center personnel available 24x7x365.
- Keyless security with electronic card and biometric reader.
- Video Surveillance of the facility, integrated with access control and alarm system.
- Geographically secure location free from hurricanes, floods, earthquakes and tsunamis.

#### Monitoring

- Continuous (24x7x365) monitoring of HashCod services by qualified personnel.
- One hour per month of standard support.

#### CUSTOMER RESPONSIBILITIES

Customers provide maintenance of applications, operating system or content on customer-owned equipment. Customers are responsible for the backup and recovery of any data on a co-located machine. Customers are required to provide and keep up to date a list of approved contacts who are allowed access to Customer owned equipment.

#### SERVICE OBJECTIVES

HashCod Data Center understands that uptime is critical to our Customers. With this in mind, HashCod minimizes the risks of downtime through redundancy and continuous improvement of our network. No downtime is considered acceptable. The HashCod Data Center guarantees 99.99% availability excluding scheduled maintenance downtime or for reasons of Force Majeure (as defined in the Terms and Conditions).

#### NETWORK AND POWER AVAILABILITY GUARANTEE

The HashCod Data Center Network Availability Guarantee is to have the HashCod network available 99.99% of the time and, as set forth below, HashCod will credit the Customer's account if HashCod fails to meet this Availability Guarantee during any given calendar month. Network availability includes functioning of all HashCod network infrastructure including routers, switches and cabling. Network unavailability exists when a customer is unable to transmit and receive data

across the HashCod network as documented by HashCod Data Center. The HashCod Data Center Power Guarantee is to have power available 99.99% of the time and, as set forth below, HashCod will credit the Customer's account if HashCod fails to meet this Guarantee during any given calendar month. Power and Network unavailability consists of the number of minutes that the HashCod Power or Network was not available to the Customer, but will not include unavailability resulting from (a) Scheduled HashCod Network Maintenance, (b) Customer's applications, equipment, or facilities, (c) acts or omissions of the Customer, or any use or user of the service authorized by Customer or (d) reasons of Force Majeure (as defined in the Colocation Agreement Terms and Conditions). For any 15 minutes of continuous outage, Customer will receive one (1) day of credit towards the HashCod Monthly Fee. In the event of network unavailability greater than the fifteen (15) minutes, or more than one network unavailability occurrence in a day, the Customer will receive credit for one (1) day towards the HashCod Monthly Fee for each cumulative hour of network unavailability. Total credits calculated for any given calendar month cannot exceed the total HashCod Monthly Fee. A day will be defined as consecutive 24 hour period beginning at midnight. Customers must contact HashCod Data Center within five (5) business days of a service interruption to request credits based on the Network and Power Availability Guarantee. Customers must be in good standing with regards to account receivables in order to receive a service credit.

#### SERVICE AVAILABILITY

HashCod Data Center will make the service available 24 hours per day every day of the year, excluding necessary planned interruptions for service, upgrades, and reconfiguration. HashCod will minimize the number and duration of these interruptions. HashCod Data Center will, except in cases of great urgency, give Customers at least three business days notice of planned service interruptions.

Customers requesting service should email [getintouch@hashcod.com](mailto:getintouch@hashcod.com) or call +1 (855) 248 7676. Each Colocation plan includes 1 hour per month, in 15 minute increments, of standard support consisting of manual reboots, hardware replacement and physical work to customer owned equipment during normal business hours of 8:00am to 5:00pm M-F. Standard support does not include installation, maintenance or augmentation of Operating Systems, Applications, Databases or any software on customer owned equipment. Extended, fee-based, support of customer owned equipment is available outside of normal business hours and is charged in 15 minute increments with a minimum of 2 hours of support.

For urgent requests after hours, colocation Customers should call +1 (855) 248 7676 . From the first Autorespondant menu, select option “1” for “After hours support”. From the next Autorespondant menu, select option “1” for “Business Customers”. You will then be prompted to leave a message for our on-call staff. Please be as descriptive as possible and include your contact information. A HashCod Data Center staff member will respond by email or telephone to the Customer’s incident as quickly as possible and no more than 1 hour after the message is received.

#### CHANGES TO SERVICE LEVEL AGREEMENT

At the discretion of HashCod, terms of the service level agreement may be altered. A current version of the service level agreement and guarantee is available at our website, [www.hashcod.com](http://www.hashcod.com).