



Datacenter – Co Location Service Level Agreement

This Datacenter – Co Location SLA Service Level Agreement Applies to Waterloo DC440 Location.

➤ **Datacenter AC Power System**

Power System Specs.

Our facility is served by a redundant 750kW standby generators located internally for added security. The generators are powered by redundant 20MW service and can seamlessly switch power sources while maintaining power through redundant EATON 750KVA UPS Systems.

AC Power Availability

AC power is to be available to the Customer's Data Center cabinet or cage 100% of the time.

AC Power Guidelines

To achieve the provided power availability the customer is required to use equipment that can support redundant power sources and must be plugged in to both power sources provided by DataCity. Customer must not over load (Greater than 40%) of the amp rated circuit or power distribution hardware. Customer must use certified/fire rated electrical cabling and power distribution beyond the provided power strip maintained by DataCity.

AC Power Loss

AC Power Loss is the time in minutes where AC power is not available on both redundant circuits provided to the customer at the same time. AC Power Loss is only tracked through a support ticket that needs to be opened by the customer regardless if power was restored in a short time.

AC Power Maintenance

AC Power maintenance performed to either redundant power feed will be communicated to the customer 7 days in advanced. Customers will be notified of related cabinet/cages by the preferred email in the members panel and to the designated user in the company. Maintenance will not be scheduled to both power feeds at the same time and will always be performed during the hours of 12AM to 6AM any day of the week. DataCity reserves the right to perform maintenance in an emergency situation at any time without prior notification to the affected customer.



➤ **Power Availability Issues**

For customers that experience power availability issues which impact both redundant power feeds at the same are calculated by the minute and the customer will receive a credit for 1 day per hour lost. This credit cannot exceed the monthly cost paid by the customer.

➤ **Network Connectivity**

Network Infrastructure Specs.

Our network is 100% Cisco powered using a pairs of Cisco devices configured redundantly configured and we can provide multi 1,10,40 or 100G connectivity in a redundant setup.

Our internet is provided using multiple redundant fiber connections from different fiber providers. Internet is accessed using multiple ISP's where DataCity announces it's networks via BGP Multi-home AS31798 and will peer downstream ipv4/6 if required.

Network Connectivity Guarantee

Network connectivity will be provided using 2 ports. Each port will connect to a redundant Cisco switch.

Network Connectivity Guidelines

To achieve the provided network connectivity guarantee provided by DataCity the customer must have switching equipment capable to terminate both the provided ports in a redundant configuration. DataCity is not responsible beyond the redundant ports installed in the customers rack/cage and all configurations can either be handled/supported by the customer or through a DataCity Professional services offering.

Network Connectivity Maintenance

Network connectivity maintenance will be scheduled with 7 days prior notification sent to affecting customers. Customers will be notified by the preferred in the members panel. Network maintenance will never be performed on redundant equipment at the same time and will be a 30 minute quiet window between redundant devices.

➤ **Network Availability Issues**

For customers that experience network availability issues which impact both redundant network ports at the same are calculated by the minute and the customer will receive a credit for 1 day per 15 minutes of continued 100% packet loss. This credit cannot exceed the monthly cost paid by the customer.



➤ **Data Center Ambiance**

Cooling Specs

Our facility is equipped with redundant 30-ton Liebert cooling units with remote air-cooled condensers. The AC units are not located in the datacenter server rooms to reduce noise. All units are setup in active/standby automatically switching every 30 days.

Data Center Temperature and Humidity Commitment.

DataCity will provide an air temperature in the range of 65 to 76 degrees faring height and will maintain the datacenters humidity of 18-23%. These stats will be monitored using the Liebert chillers software and the customer is responsible for using equipment that's capable of operating in these ambient conditions.

Data Center Temperature problems

Customer are urged to report temperature issues and DataCity will work diligently with the customer to resolve issues in the result of equipment not receiving the regulated air in front of the customers rack not meeting the DataCity temperature and humidity SLA.

Data Center Temperature Guidelines

Customers are responsible for using equipment that properly circulates the regulated air in front the rack provided by DataCity. This will maximize the servers running performance.

➤ **Data Continuity**

Data Backup and Recovery

DataCity is not responsible of data loss or corruption for any reason and the customer is responsible for scheduling and maintaining backups. DataCity will put an effort to assist the customer in any situation with no responsibility for anything when there is data loss or corruption.



➤ **Refunds for SLA Commitment**

The customer will be refunded as stated above where all outage problem data must be tracked through our ticketing system no later than 7 days. Refunds in a month cannot exceed the monthly cost to the customer for the services described this SLA.

For Questions regarding this SLA please contact your sales rep.