



# Colocation Terms & Conditions

## Outline

Colocation & Rack Space is the provision of space, power, cooling, and physical security for servers, storage devices, and networking equipment.

## Access for Customers

The data centre is accessible only to customers who have a colocation package or rack space with us.

- A minimum of 24 hours notice should be provided for routine visits during normal operating hours
- Access must be requested via a support ticket
- Access is restricted to pre-authorized personnel
- Emergency on-site access is available 24×7 subject to fair usage

Data centre access outside normal office hours are intended to facilitate emergency work and should not be used for routine operations.

We may not be able to grant access to the data centre to the customer at a given time, for example, if maintenance is being performed on the facility. It is also important to note that Fast2host reserves the right to refuse access for health and safety reasons. Fast2host will compensate customers under such circumstances by providing additional remote support.

## Free Remote Hands Service

As part of our Remote Hands service, we provide assistance with the following items:

- Rebooting a server or appliance
- USB or CD mounting and unmounting
- Checking and moving cables
- Working with the customer and providing diagnostic information
- Attaching a KVMoIP
- Swapping disk drives

Free remote hands are limited to 60 minutes (4×15) per month. In the event that you require additional minutes, or additional services (such as the installation of software), we can provide these services as part of our Additional Services, which are charged separately. For further information, please contact your account manager or sales team.

Free KVMoIP access is limited to 1 session (1 x 4 hours) per month. In the event that you require additional KVMoIP time then we can provide this as part of our Additional Services,

which are charged separately. For further information, please contact your account manager or sales team.

## **Liability**

As a colocation or rack space customer, it is your responsibility to adequately insure your equipment.

## **Payments**

We reserve the right to withhold access to remove your equipment until all unpaid invoices are paid and/or to sell the equipment to recover our costs if invoices remain unpaid for more than 60 days.