

XO[®] Remote Hands Technical Services



Examples of Remote Hands Activities*

- Rebooting or power cycling of equipment
- Pushing a button, toggling a switch or setting an externally accessible dip-switch
- Securing existing physical connections (for example, cabling)
- Observing, describing or reporting “On” indicator lights or display information on existing machines or consoles. Basic observation and reporting on local environment within XO data center premises
- Reading off serial numbers on equipment to customer
- Providing visual verification (remote eyes) to assist customer’s remote troubleshooting efforts
- Relaying status of equipment status indicators or typing simple commands on a pre-installed console
- Plugging in a console port for remote management by customer
- Moving or securing a single cable
- Replacing or verifying connectivity integrity of XO provided cross-connects
- Adding, removing, or verifying a demarcation label

Save time and money with convenient and competitively priced XO[®] Remote Hands, an on-demand service for XO collocation customers that allows you to avoid dispatching your field services personnel for on-site data center activities.

Available around the clock, XO Remote Hands involves basic on-site technical activities including:

Visual Inspection

XO technicians look at customer’s devices to assess equipment status (e.g. status lights, power lights, and cabling) and report these observations back to customer. XO will not remove customer equipment from racks or remove covers from equipment.

Power Cycle

XO technicians will perform power reboots (or power re-cycles) of equipment if customer provides written directions for the technician.

** XO maintains the right to refuse to perform Remote Hands technical services if not enough information is provided, if customer technician is not available to provide real-time direction, or if the work is beyond the scope outlined above.*



Pricing

Technical Services billing minimum is one hour during both business and non-business/holiday hours. Work time exceeding one hour is billed in 15-minute increments.

Service Duration	Rates**
1st Business Hour	\$160.00
Each Additional 15-minute Increment (or fraction thereof)	\$40.00
1st Non-Business/Holiday Hour	\$240.00
Each Additional 15-minute Increment (or fraction thereof)	\$60.00

** Note: The prices above reflect standard Technical Services rates as of May 1, 2010 and may vary by customer contract.

XO Business Hours and Holidays

- **Business Hours:** Monday – Friday 8:00 a.m. to 5:00 p.m. local time, except for XO Holidays
- **Non-Business Hours:** Monday – Friday 5:00 p.m. to 8:00 a.m., Saturdays, Sundays, and XO Holidays
- **XO Holidays:** New Years Day, MLK Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

Estimated Response Times

Estimated response time is measured from the time the local XO Operations technician receives the work request to the time the technician arrives at the site and collocation point. This interval does not include the repair time.

- **Business Hours response time:** 1 hour
- **Non-Business Hours & Holidays response time:** 2 hours