

Rules of Operation – Help Desk
 CE Colo Data Centre, Nad Elektrárnou 1428/47, Prague 10
 DC7 Data Centre, K Pérovně 1616/2, Prague 10

1 Help Desk – Contact Point (7/24/365)

Telephone: +420 255 790 300

E-mail: helpdesk_cz@cecolo.com

Address – Help Desk: CE Colo Data Centre:
 CE Colo Czech s.r.o.
 Nad Elektrárnou 1428/47
 106 00 Prague 10
 Czech Republic

DC7 Data Centre:
 CE Colo Czech s.r.o.
 K Pérovně 1616/2
 102 00 Prague 10
 Czech Republic

2 Contact Persons – Escalation Process

Level	Name	Telephone number	Mobile number	E-mail
0	Help Desk	+420 255 790 300 +420 267 198 123	-	helpdesk_cz@cecolo.com
1	Petr Bašus CE Colo Site Manager	+420 255 790 309	+420 603 255 367	petr.basus@cecolo.com
1	Martin Dražan DC7 Site Manager	-	+420 724 095 702	martin.drazan@cecolo.com
2	Lubomír Pinkava Operations Manager	+420 255 790 312	+420 724 341 947	lubomir.pinkava@cecolo.com
3	Jan Šraga Executive Director	+420 255 790 315	+420 606 661 130	jan.sraga@cecolo.com

Customers are allowed to use the above Help Desk contacts (e-mail or telephone) to report any defects of the Data Centre services and for other activities under the Agreement, in the order listed in the above escalation table.