

Service Description – CIOMIS

1 CIOMIS – Collocation Internal Optical and Metallic Interconnection Service

The CIOMIS service allows various types of mutual interconnection between customers or between customers and service providers in the CE Colo Data Centre and the DC7 Data Centre via the Central Patch Room. The Data Centre includes two independent Central Patch Rooms, designated as MOR1 and MOR2. Based on a Customer request, the Provider is able to supply top-quality cables, namely single-fibre or multiple-fibre cables with various types of connectors, and metallic cables, including Cat 6a coaxial cables. All interconnections are installed by the Provider's highly qualified staff or by the staff of the Provider's specialised partners.

The following solutions are available for optical and metallic interconnection:

- 1) Optical cable (patch) – the interconnection of two customers via one of the Central Patch Rooms (MOR 1, MOR 2). This interconnection method is the most state-of-the art and, at the same time, the fastest one.
- 2) Optical/metallic cable (direct) – direct interconnection between two customers, i.e. no Central Patch Room is used. This solution is identical for metallic interconnections as well.

2 SLA Parameters (Guaranteed Service Level Agreement)

SLA parameters	Optical cable (patch)	Optical cable (direct)	Metallic cable (direct)
Cable installation	in 5 business days	in 8 business days	in 5 business days
Interconnection in the Central Patch Room (MOR1, MOR2)*	in 4 hours during business hours	-	-
Response time**	30 min	2 hours	2 hours
Cable/Interconnection repair**	2 hours	8 hours	8 hours

*Only for cables installed using a new Patch system.

** CE Colo guarantees that it will determine the causes of all CIOMIS service failures reported to the CE Colo Help Desk by the above deadlines. Faulty connections will be restored by the above deadlines, as calculated from the date on which the request was reported to the CE Colo Help Desk.

The interconnection between customers at the CE Colo Data Centre cannot be implemented without the written consent of all parties involved.

3 Declaration

The Provider reserves the right to unilaterally amend this document at any time in connection with any changes in the products and services or in connection with any other circumstances concerning the Data Centre and/or the provision of the Data Centre services. The Provider undertakes to inform the Customer of any amendments of this document in advance.



Service Description/ORDER – CIOMIS

Valid from 1 June 2018

New order

- Cancellation of existing optical / metallic cables, CE Colo designation:
- Cancellation of existing interconnection (Patch/Splice, CE Colo designation):
- CE Colo
- DC7

Data Centre:

Customer (A point): _____

Customer (B point): _____

The interconnection will be paid by: Customer (A point) Customer (B point)

Price of the service: According to the valid price list of the CIOMIS service (paying customer) According to the Customer's Order Form (paying customer)

A point						B point				
Line no.	Room no.	Rack	Cable (number, type, etc.)	ODF/DDF (type of termination)	Note	Room no.	Rack	Cable (number, type, etc.)	ODF/DDF (type of termination)	Note
1										
2										
3										
4										
5										
6										

The work will only be started after the above table is completed and this document is signed by the customers affected. Cable (number, type, etc.): define the number of circuits (cables), interconnection type (e.g., optical (Single Mode – SM / Multimode – MM), Cat 6 (direct or crossover), coaxial cable). In the event of cancellation of any interconnection, the required signature must be attached by the Customer to whom the interconnection is charged. The Service Description for the CIOMIS service forms an integral part of this Customer Order Form, and the Customer agrees with this Service Description.

Customer (A point):				Customer (B point):			
Registered office:				Registered office:			
Identification number:				Identification number:			
Name:				Name:			
Telephone:		Signature:		Telephone:		Signature:	
E-mail:		Date:		E-mail:		Date:	

Provider: CE Colo Czech s.r.o., Nad Elektrárnou 1428/47, 106 00 Prague 10, id. no.: 241 97 327, tax id. no.: CZ24197327

Name/telephone/e-mail:	Date:	Signature:
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