

Service Description – Data Centre Services

Valid from 1 June 2018

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1 Recitals

This document, which forms an integral part of the Data Centre Service Agreement (hereinafter the “Agreement”), as an annex thereto, describes the provision of the Data Centre services and applies to each Customer Order Form entered into between the Customer and the Provider under and in accordance with the Agreement.

2 Contents of Data Centre Services

The Provider provides physical space for the installation of Customer equipment at secured Data Centres that are equipped with state-of-the art technology. This allows customers to operate their IT equipment safely, securely and reliably, without having to worry about the working environment. Data Centre services include safety, security, monitoring, uninterrupted power supply, high-availability environment control systems (cooling, humidity) and the automatic fire detection and clean extinguishment system.

3 Data Centre Characteristics

3.1 Security

In order to ensure the quality of the operational parameters of the Data Centres and the equipment installed, security procedures and processes are defined, which are complied with by the Provider. The Data Centres are designed in accordance with high international standards and are audited by an independent auditor on a regular basis. Based on these procedures and processes, all potential risks connected with the operation of the Data Centres are minimised, using, in particular, the following methods to ensure security:

- The Data Centres are monitored and protected by security guards and a CCTV system 24x7;
- Access to the Data Centres is secured by an identity check and authorisation using chip cards;
- The automatic fire suppression system permanently protects all pieces of Customer equipment installed from fire and allows their operation even in the event of fire and after its extinguishment;
- The above security elements are mutually combined with regard to the particular Data Centre location.

3.2 Uninterrupted Power Supply Service

The availability of uninterrupted electricity power supply is one of the most important parts of the Data Centre services. The Data Centres are protected against power outages in multiple ways, both using the uninterruptible power source (UPS) and diesel generators. Thanks to this protection, the best quality of the services provided and a suitable microclimate can be ensured and a service availability guarantee can be granted. This way, the uninterrupted power supply service, including the PUE coefficient, is provided for a fee as part of the Data Centre services, which means the provision of uninterrupted electricity power supply for the installed IT infrastructure in the Customer’s leased space.

Based on the location and variant of the Data Centre service, this Service Description, the Customer Order Form or another part of the Agreement sets a maximum limit for the uninterrupted electricity power supply to the Customer equipment. The Customer may not exceed the agreed maximum limit for the uninterrupted power supply which is specified in this document or in the Customer Order Form or in another part of the Agreement. If the maximum limit for the uninterrupted power supply is exceeded, this will be considered a breach of the Agreement, based on which the Provider will be entitled to: (a) disconnect and/or switch off the Customer equipment; and/or (b) suspend the provision of the Data Centre services at any time, with immediate effect and without prior notice to the Customer; and/or (c) withdraw from the Agreement and/or the Customer Order Form, with such withdrawal taking immediate effect on the date on which the Provider’s written notice of withdrawal is delivered to the Customer. If the maximum limit for the uninterrupted power supply is exceeded, the agreed guaranteed service level agreement (SLA) will also not apply to the Customer in the period affected and in respect of the rack or the floor area (cage) concerned.

Unless otherwise agreed, each rack is installed with two power feeds (A and B). The Customer may use the uninterrupted power supply at up to 70% of circuit breaker capacity on one of the two power feeds (A or B). If both power feeds are in use at the same time (A and B), the total uninterrupted power supply across both feeds must not exceed 35% of the circuit breaker capacity of both power feeds.

4 Data Centres – Locations

The Data Centres are available to customers in the Czech Republic at 2 locations.

1. CE Colo Data Centre:
Nad Elektrárnou 1428/47
Prague 10, 106 00

2. DC7 Data Centre:
K Pérovně 1616/2
Prague 10, 102 00



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5 Technical Parameters of Data Centres

CE Colo operates two data centres with the following technical parameters:

Technical parameters		Czech Republic, Prague (DC CE Colo)	Czech Republic, Prague (DC7)
Location	Address	Nad Elektrárnou 1428/47, Prague 10	K Pérovně 1616/2, Prague 10
Cooling system	Regulated temperature	Yes	Yes
	Regulated relative humidity	Yes	Yes
	Cooling method used for the Data Centre	Air-water, FC chillers	Air-air, adiabatic FC
	Electronic fire detection and fire alarm system	Yes	Yes
	Automatic fire suppression system	Yes (FM200 or Inergen IG-541)	Yes (Inergen IG-541)
Power supply	Two independent power supply circuits	Yes	Yes
	UPS and backup diesel generators	Yes (N+1, MFR)	Yes (N+1, MFR)
	Two independent power supply circuits for each rack	Yes (A+B)	Yes (A+B)
	Possibility of increasing the power input	Yes	Yes
	230/400V AC power supply	Yes	Yes
	48V DC power supply	Yes	Yes*
Security	24x7 security guard of the Data Centre	Yes	Yes
	Racks/cages are equipped with locks	Yes	Yes
	Electronic access control (access cards, biometrics)	Yes	Yes
	CCTV – camera system	Yes	Yes
Technical support	24x7 telephone customer support	Yes	Yes
	24x7 proactive Data Centre monitoring	Yes	Yes
	Support during installation of equipment	Yes	Yes
	Remote Hands (on-site support)	Yes (24x7)	Yes (24x7)
Guaranteed Service Level Agreement (SLA)	Power supply availability (in a calendar quarter)	99.982%	99.982%
	Guaranteed power supply and cooling (according to the industry standard)	Yes	Yes

* extended period of implementation

6 Guaranteed Service Level Agreement

Detailed conditions concerning the guaranteed service level agreement (SLA) for the Data Centres are specified in the document SLA – Guaranteed Service Level Agreement (which forms an annex to the Agreement).

7 Establishment and Handover of the Service

The handover of an established/changed service takes place upon the signing of the Handover Protocol by the Customer and the Provider. Further conditions concerning the establishment/change of the service and its handover are specified in the Agreement.

8 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 Centres and/or the provision of the Data Centre services. The Provider undertakes to inform the Customer of any amendments of this document in accordance with the Agreement in advance.