



# Remote Hands Service

Flexential Remote Hands offers basic onsite assistance to Colocation Customers that require physical help for ad-hoc or scheduled requests. Flexential technicians will use their eyes, ears, and hands to report and provide feedback to the customer.

Remote Hands includes basic phone assistance, verbal confirmations, and basic physical assistance as provided by Flexential's Service Support staff. Remote Hands is meant for Customer requests that do not take an extensive amount of time to complete. Typically, a Remote Hands request should take 60 minutes or less to complete.

## Subscription Options

| Remote Hands - Subscription Options |                                    |  |
|-------------------------------------|------------------------------------|--|
| Time Contracted Per Month           | Product Names (Product Code)       | Descriptions   |
| 1 Hour                              | Remote hands hour (SARH-HR)        | <p>The Subscribed quantity reflects a monthly hour allotment (minimum 1 hour per event and additional time used on the event in 15 minute increments) and unused hours do not carry over to subsequent months.</p> <p>Service requested over the subscribed quantity will be billed at the then-current non-contracted retail rate with a minimum of 1 hour per event, additional time used on the event will be billed in 15 minute increments.</p> |
| 5 Hour                              | Remote hands - 5 hour (SARH-5HR)   | <p>The Subscribed quantity (5) reflects a monthly hour allotment (minimum 1 hr per event and additional time used on the event in 15 minute increments) and unused hours do not carry over to subsequent months.</p> <p>Service requested over 5 hours/month will be billed at the then-current non-contracted retail rate with a minimum of 1 hour per event, additional time used on the event will be billed in 15 minute increments.</p>         |
| 10 Hour                             | Remote hands - 10 hour (SARH-10HR) | <p>The Subscribed quantity (10) reflects a monthly hour allotment (minimum 1 hr per event and additional time used on the event in 15 minute increments) and unused hours do not carry over to subsequent months.</p> <p>Service requested over 10 hours/month will be billed at the then-current non-contracted retail rate with a minimum of 1 hour per event, additional time used on the event will be billed in 15 minute increments.</p>       |
| Overage, Non-subscriber, Ad Hoc     | Remote hands overage (SARH-OVER)   | <p>Delivery of remote hands for customers on an ad hoc basis for customers who do not have contracted services or have exceed their monthly contracted amount of remote hands and will pay for usage as it occurs</p> <p>Service will be billed at the then-current non-contracted retail rate with a minimum of 1 hour per event, additional time used on the event will be billed in 15 minute increments.</p>                                     |



- **High Priority** - Remote Hand Requests are reserved for instances when service is unavailable, or performance is materially degraded.
- **Medium Priority** - Remote Hand Requests are for instances when service is available, but performance might be degraded.
- **Low Priority** - Remote Hand Requests are for instances when service is operational. This includes scheduled maintenance, installations and decommissions, rack and stack, visual inspections, escorting vendors, tape rotations, etc.

## Remote Hands Events

Remote Hands Service events include:

- Power cycle of customer-owned equipment
- Swapping or pulling media/hard drives
- Re-run or move of cables
- Cable tracing
- Providing a dedicated escort for a visitor
- Un-boxing and racking a server
- Un-racking a server and placing it on the loading dock

Contracted or ad hoc requests that take under 60 minutes to complete will be handled as soon as possible. If it is determined that the request will take longer than 60 minutes then we ask that the work be scheduled 2 weeks in advance to allow for appropriate scheduling and staffing.

## Event Time Calculation

Ad hoc events will be priced at a rate of \$200/hour (1 hr. minimum per event). Additional time required on the same event will be billed in 15-minute increments.

Upon receiving a request that falls under the category of **Remote Hands Services**, Flexential will inform the customer that charges may result. After being informed that charges may result, if a customer does not wish to proceed with the Remote Hands request, they should contact Flexential Support immediately to avoid charges.

Flexential also offers **Remote Hands Services** at a discount if added to contract and are available in 1, 5 or 10-hour blocks. Please reach out to your account team for pricing.

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| SLA                                    |  |
|--|--|
| Response Time - <b>High</b> Priority   | Flexential support staff will answer phone calls 24x7x365. Remote Hands requests are scheduled immediately based on resource availability  |
| Response Time - <b>Medium</b> Priority | Flexential support staff will respond within 4 hours to a ticket request to acknowledge receipt. Remote Hands requests are scheduled based on resource availability.             |
| Response Time - <b>Low</b> Priority    | Flexential support staff will respond by 4 the next business day to a ticket request to acknowledge receipt. Remote Hands requests are scheduled based on resource availability. |

| RACI                        |            |          |  |
|-----------------------------|------------|----------|--|
| Responsibility              | Flexential | Customer | Details  |
| Remote Hands Ticket Request | I          | R        | The customer is responsible for communicating their requirements for a Remote Hands event to Flexential Service Support through the customer portal or over the phone  |
| Ticket Response             | R          | I        | Flexential personnel will respond to Remote Hands requests according to the Priority level set by the Customer   |
| Remote Hand Solution        | R          | I        | Resolved immediately by Flexential personnel or scheduled as soon as resources are available. Customer will receive confirmation once the Remote Hands ticket is complete and the hours logged to support the Remote Hands request |