



## SUPPORT GUIDELINE

This Support Guideline governs only the basic Data Center Level-1 and Level-2 support (aka smart hands or remote hands support) for equipment hosted in Provider's data center (i.e. servers, routers and switches) and does not apply to any other services (such as managed services and other professional services). All support request must be submitted to Provider's ticket system.

### **Data Center Level-1 Support (Complimentary, except as expressly noted below):**

1. Basic reboot; when all that is required is to simply turn a device off/on by pressing its power button or unplug and plug its power cable. Power button or cable must be easily accessible and simple to operate.
2. Connecting a pre-configured KVM over IP to Customer's device, placing a CD/DVD onto a drive tray or replacing a hot swappable module. Interface must be easily accessible and simple to operate.
3. Use of Provider's crash cart while in the facility on a first-come, first-served basis.
4. KVM over IP rental is available on a first-come, first-served basis and is free of charge for the first 2 hours. A \$30.00/hour rental fee will apply for usage longer than 2 hours billed in 15-minute increments.
5. Rack and mount a new and preconfigured up to 5U worth of servers or devices (maximum 35 lbs per item) per day. Rails and factory-supplied accessories are required and Customer's designated cabinet area and space must be easily accessible.
6. Inbound shipping. For a larger or heavier item that requires dock access, a lift gate may be required to unload the shipment to Provider's ground-level dock. Customer should coordinate each incoming shipping with the shipper and submit the necessary information in the Provider's ticket system. Once received, Provider will store Customer's incoming shipment for up to 30 days at no cost. After 30 days, a storage fee of \$20.00/week per item or \$15.00 per cubic foot for large items will apply.

### **Data Center Level-2 Support (billed hourly at 15-minute increments as defined in the Proposal or Service Order):**

1. Advanced reboot where monitoring, trouble shooting, or verification is required.
2. Hardware and software install, configuration, replacement, and troubleshooting such as custom PDU setup, CPU and RAM install, OS install, firewall configuration and other support where data entry, verification or monitoring is required.
3. De-rack and un-mount a server or a device, space and/or asset organization and custom cabling.
4. Support request that is not covered by Level-1 support.
5. Outbound shipping (please refer to outbound shipping policy below).

### **Outbound Shipping Policy**

Due to limited space, Provider can only keep a few and most common server boxes. If Provider does not have the proper material to be able to safely pack the part or equipment for shipment, Provider will notify Customer and will defer the shipping and handling to Customer or Customer's third party vendor of choice. Please follow the proper guidelines for equipment removal as described in the Master Service Terms and Conditions (<http://gipnetworks.com/MSTC.pdf>).

Provider will not ship any parts or equipment containing sensitive information (i.e. Protected Health Information or PHI, or other sensitive data) without proper procedure and clearance. Customer must notify Provider if the part or equipment that needs to be shipped contains sensitive information. Customer agrees that in no event shall Provider be liable for any loss or damage on Customer's equipment and/or data before, during and after shipping.