



Datacenter – Co Location Service Level Agreement

This Datacenter – Co Location SLA Service Level Agreement Applies to the KW Datacenter Kitchener DC4 Location.

➤ Datacenter AC Power System

Power System Specs.

Our facility is served by a permanent three phase, 600V, 600 kilowatt (kW) standby generator located internally for added security. The generator is powered by a three phase 1000A 1000v service and automatically provides power to the complete facility in case of normal power failure through the use of an automatic transfer switch (ATS). In addition there are provisions for the connection of a three phase, 600V, mobile generator for either planned or unplanned backup of the main generator.

AC Power Availability

AC power is to be available to the Customer's Data Center cabinet or cage 100% of the time.

AC Power Guidelines

To achieve the provided power availability the customer is required to use equipment that can support redundant power sources and must be plugged in to both power sources provided by KW DATACENTER. Customer must not over load (Greater than 75%) of the amp rated circuit or power distribution hardware. Customer must use certified/fire rated electrical cabling and power distribution beyond the provided power strip maintained by KW DATACENTER.

AC Power Loss

AC Power Loss is the time in minutes where AC power is not available on both redundant circuits provided to the customer at the same time. AC Power Loss is only tracked through a support ticket that needs to be opened by the customer regardless of power was restored in a short time.

AC Power Maintenance

AC Power maintenance performed to either redundant power feed will be communicated to the customer of the affecting cabinets/cages 7 days in advanced. Customers will be notified by the preferred method listed on the agreement to the designated user in the company. Maintenance will not be scheduled to both power feeds at the same time and will always be performed during the hours of 2AM to 6AM either day of the week. KW DATACENTER reserves the right to perform maintenance in an emergency situation at any time without prior notification to the affected customer.



➤ **Power Availability Issues**

For customers that experience power availability issues that affect both redundant power feeds at the same time will be calculated by the hour and the customer will receive a credit for 1 day per hour loss. This credit cannot exceed the monthly cost paid by the customer.

➤ **Network Connectivity**

Network Infrastructure Specs.

Our network is 100% Cisco powered using a pair of Cisco Nexus 7000's configured redundancy with HSRP and we can provide multi 1GB or 10GB connectivity in a redundant setup.

Our internet is provided using multiple redundant fiber connections from under the railroad in both directions with a total of 48 Fiber connections to accommodate future growth. Internet is accessed using multiple carriers where KW Datacenter announces it's networks via BGP Multi-home AS31798 and will peer downstream ipv4/6 if required.

Network Connectivity Guarantee

Network connectivity will be provided using a port channel. Each port will connect to a redundant Cisco switch and balanced with IPhash.

Network Connectivity Guidelines

To achieve the provided network connectivity guarantee provided by KW DATACENTER the customer must have switching equipment capable to terminate the provided port channel using Cisco vPC . KW DATACENTER is not responsible beyond the redundant port installed in the customers rack/cage and all configurations can either be handled/supported by the customer or through a KW DATACENTER Professional services offering.

Network Connectivity Maintenance

Network connectivity maintenance will be scheduled with 14 day prior notification sent to affecting customers. Customers will be notified by the preferred method listed on the agreement to the designated user in the company. Network maintenance will never be performed on redundant equipment at the same time and will be a 30 minute quiet window between redundant devices.



➤ **Data Center Ambiance**

Cooling Specs

Our facility is equipped with three 30-ton direct expansion “DX” cooling units with remote air-cooled condensers. The AC units are not located in the datacenter server rooms to reduce noise. All units are Liebert Delux System/3

Data Center Temperature and Humidity Commitment.

KW DATACENTER will provide an air temperature in the range of 65 to 76 degrees faring height and will maintain the datacenters humidity of 18-23%. These stats will be monitored using the Liebert chillers software and the customer is responsible for using equipment that’s capable of operating in these ambient conditions.

Data Center Temperature problems

Customer are urged to report temperature issues and KWDS will work diligently with the customer to resolve issues in the result of equipment not receiving the regulated air in front of the customers rack not meeting the KW DATACENTER temperature and humidity SLA.

Data Center Temperature Guidelines

Customers are responsible for using equipment that properly circulate the regulated air in front the rack provided by KW DATACENTER. This will maximize the servers running performance.

➤ **Data Continuity**

Data Backup and Recovery

KW DATACENTER is not responsible of data loss or corruption for any reason and the customer is responsible for scheduling and maintaining backups. KW DATACENTER will put an effort to assist the customer in any situation with no responsibility for anything when there is data loss or corruption.



➤ **Refunds for SLA Commitment**

The customer will be refunded as stated above where all outage problem data must be tracked through our ticketing system no later than 7 days. Refunds in a month cannot exceed the monthly cost to the customer for the services described this SLA.

For Questions regarding this SLA please contact your sales rep.