

COLOHOUSE FAQ

FACILITY & SPECIFICATIONS

Q. Is there parking available for clients?

A. Yes, there is free, available parking adjacent to ColoHouse. In addition to parking lots across the street (in which we offer validation), next door, and a parking garage a block away, there is street parking in front of the building.

Q. Does ColoHouse offer a loading/unloading dock area for clients? What are the policies and procedures that customers must adhere to before using it?

A. Yes, there is a loading area located on the side of the building. This area is for client use only. If a large delivery is anticipated, in order to better assist you – 24 hour notice should be provided to ColoHouse.

Q. What level of the building is ColoHouse located on? Are elevators available for customers to carry hardware and other equipment?

A. Both data centers, tech rooms, a customer conference room, lounge and offices are located on the 4th floor of the building, providing 24,000 square feet of space. There is a large freight elevator available to clients for hardware and additional equipment you would like to locate/use in your space.

Q. Is there a limit on how many people are allowed to visit our colocation area? What type of documentation must we show to security personnel before entering our colocation area (customer validation)?

A. There is no limit. Anyone on your submitted and approved Access List will have access to your colocation area provided that they show our security a valid Government issued ID.

Q. What are the procedures for our first visit?

A. Upon your first visit key cards, biometric scanning and approval of your Access List will be given. Our data center technicians will walk you through the entire entrance process and answer any questions you may have.

Q. Are there any required specifications for Power Strips? How many “electrical sockets” may we use at the same time?

A. In order to make setup easier on our clients, ColoHouse now offers a variety of Power Strips for a one-time fee. Sometimes these are even included in promotional packages. The amount of electrical sockets is relative to the amount of amperage. If you would like to purchase a Power Strip through another vendor, we are happy to answer any questions you may have.

Q. What is the SLA regarding electric power and stability?

A. 100% uptime is guaranteed to clients. Please see our SLA or your sales representative for additional details.

Q. What are the specifications of your cabinets, what type of fixed/sliding rails are compatible in your cabinets, and what type of rack mount accessories are available in your cabinets?

A. In order to make setup easier on our clients, ColoHouse now offers a variety of Power Strips for a one-time fee. Sometimes these are even included in promotional packages. The amount of electrical sockets is relative to the amount of amperage. If you would like to purchase a Power Strip through another vendor, we are happy to answer any questions you may have.

FACILITY & SPECIFICATIONS CONT.

Q. Is ColoHouse outside of the flood zone? Is it possible to access the data center during the occurrence of a flood or hurricane?

A. Yes, ColoHouse is in a Category 5 protected building, and is also outside of the FEMA 500-year-old flood zone. For additional information on our industry leading infrastructure, please see environment and security. ColoHouse is a year-round, 24/7 facility, which means you can visit the data center at any time – even during the occurrence of a natural disaster

Q. How far is Miami International Airport from your location?

A. MIA is approximately 7 miles/15 mins

SUPPORT

Q. What type of support services are available to clients?

A. ColoHouse provides move-in, setup, and ongoing assistance. We provide rack and stack, manual reboots and remote hands services. We also offer multiple 24/7 support services, please see our 24/7 support services page for additional details.

Q. Is there a specific cost for support services offered by ColoHouse?

A. If the support services requested is chargeable, the prices are \$100 per hour and \$100 after hours with a 2 hour minimum.

Q. Are all support services 24/7?

A. Yes, we offer 24/7 support availability to clients.

Q. If I need support, what is the procedure?

A. You may open a support ticket via our Online Customer Web Portal (found via our website). Equally, you can call or email support for assistance. ColoHouse guarantees 5 minute ticket acknowledgement in order to quickly assist our clients.

CONTRACT

Q. Are there contractual penalties in case of failure or service noncompliance by ColoHouse?

A. Yes. Many of our clients are internationally based.

Q. When can I visit my colocation area after the contract has been signed and payment has been submitted?

A. Once the contract is signed and payment has been confirmed, you will be granted access (same day).

ORDER & PAYMENT

Q. Does ColoHouse accept International debit or credit cards (Visa, Mastercard, etc.) as methods of payment?

A. Yes, we also accept payment through PayPal or wire transfer. Your account representative can provide you with additional information regarding payment options.

Q. Does ColoHouse offer secure payment options?

A. Yes, not only is ColoHouse PCI compliant, we also offer several secure payment options, including secure email payment. Please contact you account representative for additional information regarding secure payment options.

Q. Does ColoHouse require any financial documentation be provided prior to service order approval?

A. No. ColoHouse does not require financial information be provided from clients.

Q. When are invoices sent?

A. Invoices are sent at the beginning of the month for the following month (ex. March 2017 invoice will be sent on February 1, 2017).