

HURRICANE SEASON

FREQUENTLY ASKED QUESTIONS

BUILDING

Q. Will I have access to my equipment?

A. Yes, you will have access to your equipment as long as the building permits access to customers.

Q. Could ColoHouse flood?

A. No, your equipment is located on the 4th floor, away from any possible flood damage.

Q. How secure is the building?

A. ColoHouse is structurally designed to withstand natural disasters. The Digital Realty Building is a category 5 safe building.

Q. What happens if the building floods?

A. The building is located outside of the FEMA 500-year flood zone and outside of the Miami-Dade hurricane evacuation zone.

COLOHOUSE SUPPORT

Q. Will anyone be on-site?

A. ColoHouse Operations and other Emergency Preparedness Staff will be on-site 24/7 throughout the storm.

POWER

Q. Are our generators up to date with maintenance?

A. Yes, we run maintenance weekly, monthly, and annually on all of our power systems and generators. We prepare all year in case of disasters like this.

Q. How many generators do we have?

A. Our SSAE 16 certified data center is prepared with N+1 Technology, UPS batteries, dual generators, and redundant power feeds.

Q. If you lose power, how soon will it be turned back on?

A. ColoHouse is located on the same dual power sub stations that service local hospitals, federal and state courthouses; which equates to priority turn-up for our facility.

Q. How long will the generators run?

A. ColoHouse has 2 separate fuel tanks located in geographically diverse regions. Our generator fuel capacity will run for approximately three days without refueling. ColoHouse has a 24-hour emergency fuel contract and as an added precaution, Digital Realty Trust has a 24-hour emergency fuel policy.

If you have any questions or concerns at any time, please contact support@colohouse.com or give us a call at **866-790-2656 Option 3**