

SPECIFICATIONS

Given Miami's unique geographical location, it has been ranked as one of the top telecommunications infrastructures in the Western Hemisphere, facilitating excellent interconnectivity with Latin America, the Caribbean and Europe. ColoHouse's robust Meet-Me-Room provides direct access to over 20 Tier-1 and Tier-2 carriers, ensuring diversity for our global client base. When combined with our 24/7 support, security and redundant N+1 environment - as well as our iron-clad 100% uptime Service Level Agreement (SLA) - our colocation solution stands above the rest.

SPACE

Configuration

- Inclusive of half, full cabinet & custom cage environments

Facility

- 250 lbs./sq. ft. floor load capacity
- Carrier-grade 18" raised floor
- Roof-access available
- Data center floor 70 ft. above sea level

ENVIRONMENT & RELIABILITY

Uptime

- 100% uptime SLA

Environmental Control

- Hot & cold aisle delivery designed for optimum airflow
- N+1 cooling
- TotalPac, dual-alarmed dry pipe suppression system - multi zone pre-action

Power Distribution

- Diverse utility feeds (3)
- N+1 UPS; N+1 generator, branch breaker monitoring
- AC & DC power (A+B availability)

INTERCONNECTIVITY

Carrier Diversity

- Carrier-neutral
- On-net access to over 20 tier-1 carriers and blended, tier-2 providers

Exchanges

- Peering Exchange Connectivity FL-IX

Subfloor Cross Connects

- Fiber, copper & coaxial

SECURITY

Around the Clock

- 24/7 on-site security officers
- CCTV Surveillance, with digital storage – perimeter & interior
- Key card access & biometric fingerprint scanners – multiple layers

Additional Measures

- Recorded "in and out" logs
- Man-traps
- Secure loading dock space for customers
- Password-protected access to both physical locations and web portals

COMPLIANCE

Annual Auditing Standards

- SSAE 16 Compliant
- SOC 2 Compliant
- PCI DSS Compliant

STAFF SUPPORT

SLA

- Remote Hands
- 5-minute ticket acknowledgement

General Support

- Support contact options - on-site, phone, email or web-based Customer Portal
- Receiving, inventory and inspection of customer-shipped equipment
- Managed Installation Services

AMENITIES

- Office, technical workspace & Wi-Fi
- Customer lounge & conference room
- Validated parking