



TIER 1 SERVICES (NO CHARGE)

24X7X365 SUPPORT

Qualified onsite technicians are available by phone, email or in person 24x7x365.

SECURE KEY STORAGE

Keys are securely stored in the Customer Support Center (CSC) allowing for access to cages and cabinets 24x7x365.

CROSS CONNECT INFRASTRUCTURE

Technicians assist with telecommunication provider issues by installing temporary loopbacks to verify physical media continuity from the provider demarcation panel to the customer premise handoff.

BACKUP TAPE SWAPS

Tapes for backup systems are changed on request.

POWER CYCLING OF EQUIPMENT

Technicians perform hard-reboots (pressing the power button) or soft-reboots (entering the restart command).

PATCH CORD INSTALLATION

Technicians install patch cables based on customer direction.

ENERGIZING OF PDUS

Facility engineers or CSC staff are available to plug power cables into receptacles under the raised floor.

EQUIPMENT ASSISTANCE

Technicians are available to assist with transport of large pieces of equipment within the data center.

KVM AVAILABILITY

Technicians provide screen outputs before and after reboots.

TIER 2 SERVICES (BILLED HOURLY)

TIER 1 SERVICES EXCEEDING ONE HOUR

Tier 1 Services that exceed more than one hour will be billed at an hourly rate.

EQUIPMENT INSTALLATION

Staff is available to un-box, rack and inventory equipment based on customer specifications. Staff can also install data and power cables and provide as-built documents.

SOFTWARE INSTALLATION

Technicians are available to install customer-provided software.

INFRASTRUCTURE DATA CABLING

Technicians can perform intra-premise backbone cabling.

EQUIPMENT INVENTORY

Detailed rack elevation drawings can be provided.

HARDWARE REPLACEMENT

On-site staff can replace hard drives, memory, processors etc. with customer-provided replacements.

CIRCUIT TESTING

Technicians can provide circuit performance testing.

ONE TIME PRE-SCHEDULED EVENT

Technicians are available to participate in pre-scheduled events such as maintenance windows.

ROUTINE SCHEDULED EVENTS

Customers can avoid opening individual tickets by scheduling routine events such as daily/weekly/monthly tape swaps.

PREVENTATIVE MAINTENANCE

Maintenance services are available based on customer needs.

365 MAIN MATERIAL SUPPLY DEPOT

For the convenience of our customers, 365 Main stocks commonly requested items. These items are available through the Customer Support Center 24/7. On-site supplies include:

- Cat5E Patch cables (assorted lengths)
- Cat6 Patch cables (assorted lengths)
- Fiber Patch cables (Singlemode and Multimode)
- Rack shelves (Half and Full)
- Rack screws and rack nuts

Items such as custom length/color patch cords, patch panels and cable managers can also be ordered.



THE WORLD'S FINEST
DATA CENTERS