



Remote Hands Services Plans

March 2020

Because success is all about good connections



Remote Hands Services

Need access to your data center space
but don't want to go out?

Stay home and ***let the Bluebird
Underground Data Center be your
remote hands***



Below Ground. Above Standards.

Remote Hands Services

- Bluebird Underground Data Center Remote Hands Services provides professional technical support to customers for planned and emergency activities on their equipment within the Bluebird Underground Data Center facility.
- With Remote Hands Services, customers are able to more effectively plan installation and maintenance activities, react more efficiently to emergencies, reduce travel time to and from the data center, improve uptime, and reduce the cost of infrastructure management and maintenance.
- Process Overview:
 - Customer will initiate a scheduled, planned Remote Hands activity by completing the detailed **Remote Hands Request Form** on the Bluebird Network web site at bluebirdnetwork.com/remote-hands-request-form/
 - For Emergency requests, the customer will call the Bluebird NOC at 877-766-2662 in addition to completing the Remote Hands Request Form.



Below Ground. Above Standards.

Remote Hands Services Activities

SERVICE	DESCRIPTION
SERVER REBOOTS:	Simple restarts or resets of customer equipment for maintenance or troubleshooting purposes at the customer's request. Classified as a "15-minute Drill" activity.
SERVER REFRESH:	Customer server swap outs will be charged in 15-minute increments.
EQUIPMENT INSTALLATION:	Assistance in installation of equipment ("rack and stack") will be charged in 15-minute increments. A written request with detailed instructions must be provided for all equipment installation activities.
RECEIVING OF SMALL PACKAGES:	There will be no charge if the package weighs less than 5 pounds and only a signature is required to accept the item.
SHIPPING AND RECEIVING:	Shipping: Will be charged in 15-minute increments for the time it takes to pack the item. Additional charges may apply if materials have to be purchased to pack and ship items. Receiving: Will be charged in 15-minute increments for the time it takes to receive and store the item. An additional storage fee will be charged for items stored for more than 2 weeks.
CUSTOMER-REQUESTED AUDITS:	Audits requested by the customer will be charged in 15-minute increments. Typical audit requests include cross-connect audits, tracing cross-connects, port audits, power audits and equipment location verification.

NOTE: Bluebird Underground Remote Hands Service does NOT include Electronic access to a customer's router or equipment.



Below Ground. Above Standards.

Bluebird Underground Remote Hands

- Bluebird technicians are on call 7x24x365.
- All Remote Hands Services Plans are based upon Normal Business Hour activity:
 - 8:00 am to 5:00 pm, Monday through Friday. Extended Hours will be billed at the designated rate.
 - Remote Hands Service activity beyond the Service Plan hours is billed in 15-minute increments.
 - After-Hours rates are 1.5 times the standard hourly rate, billed in 15-minute increments under a Service Plan.
 - For customers without a Remote Hands Services Plan, Bluebird Underground Remote Hands services will be billed at \$200 per hour in 30-minute increments, with a 1-hour minimum per incident. No After-Hours activity is permitted without a Service Plan.
- Remote Hands Services are performed by Site Technicians.
 - All Remote Hands Services requests will be directed to the Bluebird Underground Support Team, allowing a single point of contact for all customer support incidents.
 - All requests are processed through a defined escalation path until resolved.
 - Remote Hands Services Plans include prepaid service hours and guaranteed response times.



Below Ground. Above Standards.

Remote Hands Services Summary

Bluebird Underground Data Center is pleased to offer Remote Hands Services to customers as a premium feature to enhance their collocation service at the Bluebird Underground Data Center.

Remote Hands Services offers an efficient and effective solution to deployment of services, as well as troubleshooting any issues that a collocation customer may be experiencing, without dispatching customer resources to physically diagnose the issue.

Bluebird Network and Bluebird Underground employ highly-trained technicians, and will work with your technical personnel to assist in deployment, diagnosis or resolution of issues upon your request.

NOTE: Bluebird Underground Remote Hands Service does NOT include:

- Electronic access to a customer's router or equipment.