

SCHEDULE N: SERVICE DEFINITION FOR SMART HANDS

1. Smart Hands Service Description

Exponential-e’s Smart Hands service allows the Customer to request that Exponential-e carry out manual work at the Data Centre Site via the Exponential-e Service Desk.

The Smart Hands Service is available in two variants summarised as follows:

- Standard Smart Hands (no Annual Charge and no SLA applies)
- Premium Smart Hands (Annual Charge and SLA applies)

Each as defined below.

1.1 Standard Smart Hands

The Standard Smart Hands service is carried out by Exponential-e’s on-site technical team and it includes*:

- Visual Checks
- Recording of Serial Numbers
- Re-booting of Devices
- Rack audits
- Testing/Re-seating Cables
- Minor Patching activities (1 or 2 connections)
- Drive swaps (If confirmed by the Customer)
- Minor Assisted Troubleshooting

**If assistance is required from our Data Centre technicians for any other services, projects, installations or equipment maintenances this can be arranged with the Customer’s Account Manager and will be chargeable under Professional Services.*

The Standard Smart Hands service is available during Normal Working Hours. This service does not have an Annual Charge and shall be charged for in accordance with Exponential-e’s then-standard engineering rates. Subject to notice, work can be completed outside of Normal Working Hours at the applicable overtime rate. Exponential-e will endeavour to respond to critical P1 incidents within 4 hours. Standard Smart Hands is supplied in 30 minutes increment, with a minimum charge of 1 hour during Normal Working Hours, and a minimum charge of 4 hours for any activity outside of Normal Working Hours.

1.2 Premium Smart Hands

Premium Smart Hands is as per Standard Smart Hands above, save that an Annual Charge shall be payable and it also provide the Customer with an SLA as per section 4 in lieu of the 4 hour P1 response above. If a bespoke SLA is applicable, it will be included as an Appendix to the Order Form.

2. Customer Obligations

When the service is not provided as part of a Colocation Service, the Customer shall be responsible for:

- Ensuring Exponential-e site staff are on their Whitelist or an appropriate Visitor Access Form is organised;
- Providing Exponential-e operatives with access to the data room, aisle, and rack;
- Providing clear accurate written instructions to the Exponential-e on-site team for all tasks, the time of request in the form of a Service Request. The Service Request template can be found in Attachment 2 to this Service Definition;
- Completing a Point Of Works Risk Assessment (Attachment 1 to this Service Definition) that highlights any location or task-specific hazard, to be sent together with the Service Request; and
- Providing any spares/miscellaneous materials that might fall into scope.

3. Incident Management

Incidents and Customer requests’ priority is defined as per table below:

Priority Level	Description*
P1	<p>A critical business service is:</p> <ul style="list-style-type: none"> - non-operational, thus impacting the Customer organisation, multiple users or multiple sites; or - subject to severe functional error or degradation affecting production, demanding immediate attention. <p>Business impact is high, with immediate financial, legal or reputational impact.</p>
P2	The Customer or Customer Equipment is experiencing:

Priority Level	Description*
	<ul style="list-style-type: none"> - failure or performance degradation that severely impairs operation of a critical business service; or - failure or degradation although a workaround may exist; or - degradation or loss of functionality; or - degradation that impacts significant number of users or a whole site. Business impact is high.
P3	The Customer is experiencing a problem that causes moderate business impact. The impact is: <ul style="list-style-type: none"> - limited to a single user or a small group of users; or - moderate, not widespread; or - non-existent. Business impact is low.
P4	Standard service request (e.g. User Guidance); or updating documentation. Low or minor localised impact.

* The incident priority consists of a combination of two items that are detailed for each incident in the Exponential-e’s management platform:

- **Impact.** The importance of the incident to the infrastructure at a technical level.
- **Urgency.** The importance of the incident to the Customer.

4. Service Level Agreement – Premium Smart Hands*

Incident Priority	Response time
P1	Up to 2 hours
P2/P3	Up to 8 hours
P4	Up to 3 days

* from acknowledgement of the incident (i.e. a ticket has been raised).

In the event that the SLAs set out in the table above are not met other than due to Excused Reasons, the Customer shall be entitled to claim a Service Credit calculated in accordance with the following table:

Time to Respond - Critical (P1)	Time to Respond - High (P2)	Total Number of Incidents per Month Where Time to Respond Exceeded	Service Credit
2 hr 15 minutes or less	8 hr 30 minutes or less	0 – 9%	No Service Credit
2 hr 15 minutes or more	8 hr 30 minutes or more	10% – 19%	5% of the Monthly Service Charge
2 hr 15 minutes or more	8 hr 30 minutes or more	20% - 25%	10% of the Monthly Service Charge
2 hr 15 minutes or more	8 hr 30 minutes or more	Greater than 25%	15% of the Monthly Service Charge

Monthly Service Charge is the Annual Charge divided by 12.

Excused Reasons

In addition to the Excused Reasons set out in the main body of this Service Document, the following shall constitute an Excused Reason for this particular Service:

- the Customer not being contactable via the contact details provided by the Customer

5. Additional Terms applicable to Smart Hands Services

The following terms apply to the provision of Smart Hands Services by Exponential-e in addition to Exponential-e’s General Terms.

5.1 Where Exponential-e provides Smart Hands services, Exponential-e shall provide such services with all due care and skill expected of a competent provider of “hands and eyes” services. Exponential-e shall not be considered to have any technical knowledge or expertise.

6. Definitions

In this Service Definition, the following terms shall have the meanings assigned to them below:

“Colocation Service” Exponential-e’s Colocation Service set out in Schedule D to this Service Document;



- “Customer Equipment”** the equipment or wiring, or other tangible items belonging to, leased to or delivered by the Customer and installed, stored or located in or on the Data Centre Site together with the software installed on or with such equipment and together with all wiring and cables connecting the same;
- “Data Centre Site”** the Data Centre site, as set out on the Order Form;
- “Smart Hands”** Exponential-e’s Smart Hands Service as set out in this Service Definition;
- “Visitor Access Form”** A form provided by the Customer highlighting the engineer details, granting them access to the Customer’s rack and equipment;
- “Whitelist”** A list of people who are explicitly allowed to access the Customer’s rack and equipment, to carry out legitimate business functions.

ATTACHMENT 1: Point Of Works Risk Assessment (POWRA)

This document is to be completed on site prior to any commencement of works, when the service is not provided as part of our Colocation services. This is to ensure that any site location or task specific hazards – that may not have been included, known of or not present at the time of the overarching Risk Assessment Matrix (RAM) being produced – are highlighted, detailed and recorded below, identifying the risk and control measure to mitigate any possible hazard.

This is in addition to the existing RAM and should form part of the daily toolbox talk/briefing that all other staff involved in the task must sign onto. This does not replace and is not a substitute to the DC specific RAMs.

Examples of specific hazards, may be, but not limited to; other workers/contractors on site, work at height, manual handling, and exposure to electrical power, etc;

Location: (building, room, aisle, rack)

Date:

	Hazard	Risk	Control Measure
1			
2			
3			
4			
5			

POWRA undertaken by;

Name:

Sign:

Date:

POWRA Briefing given to:

Name:

Sign:

Date:

Name:

Sign:

Date:

Name:

Sign:

Date:

ATTACHMENT 2: Service Request Template

Please complete the attached request for information and return to support@exponential-e.com.

Please be aware using the Smart Hands service will incur charges (where applicable) at the prevailing rate.

Smart Hands Request for Information			
Caller Name		Company Name	
Contract Reference Site		Contact Name	
Telephone Number/s		Email address	
Location e.g. Spring Park or Cody Park		Building	
Data Room		Aisle	
Cabinet or Rack Number		U position/server ID (if applicable)	
Cable (if applicable)		Ports (if applicable)	
Rack combination code (if applicable)		Key holder (if applicable)	
Date Required		Time required	
Impact		Urgency	
Has the access been authorised by an approved whitelisted member?		Supply Name/Names of whitelisted approval	
Description of issue/request Add any attachments (if available)			