

## Environment

- Multiple cooling zones with independent HVAC units
- Temperature controlled and maintained between 22°C and 24°C
- Relative humidity maintained between 40% and 60%
- Hot aisle containment
- Data centre positive pressure to ensure a dust-free environment
- Independent humidity and temperature monitoring in all plant rooms

## Service & Choice

- Teraco's core business is the provision of data centre facilities
- Colocation facilities are available in managed-client areas or a private cage for the client's use only
- The client can install any server hardware or networking equipment
- Clients have unrestricted choice of network operators or ISPs
- Routine daily, weekly and monthly maintenance is performed, without interruption to data centre services
- Remote technician services are available 24/7 (Remote Hands)
- An open market of internet connectivity is offered via network access points (NAPs/ISPs)
- Remote power management is available

## Connectivity

- All major network operators present in the Carrier Hotel
- There are interconnect cabinets on each row in the colocation area
- Any point within the data centre can be connected to any other via multiple routes
- Cabling for single and multimode fibre, Cat 6 UTP or 2 Coax, can be arranged
- All cabling vendors are certified
- All cabling is managed by structured cabling policies and is implemented by Teraco technicians to guarantee availability

## Fire Protection

- We have proactive fire monitoring systems and incorporate best practice fire protection and prevention procedures
- There is multi-zone monitoring within all plant rooms and the energy centres
- Diesel generators and tanks are physically separated
- All monitoring and fire protection equipment is fed via an independent power source

## Power

- Municipal power feed provides 6MVA to the data centre
- Redundant diesel backup generators are fuelled to provide 24/7 of power. Fuelled by gas or diesel. Diesel generator fuelled from local supply for 72 hours
- Power is calculated to multiple redundant distribution boards that enable the servicing of multiple zones
- UPS ensure frequency, voltage and surge stability
- Power Distribution Unit technology is able to manage the power down to circuit level within cabinets, in addition to remote management capabilities reducing the need to physically enter the site
- Power is supplied in 1.4MVA increments, from a 4MVA per cabinet upwards. Higher power configurations are available
- Detailed measurement and proactive notification of power usage are effected via a Secure Client Portal

## Infrastructure

- Cabinets comprise of either 43 or 47U racks
- An additional 200mm of depth is added per cabinet, making each cabinet customisable, allowing space for wiring, air flow and access
- Perforated front and back doors, allows for better air flow
- All cabinets have unique locks, ensuring that only approved personnel are able to gain access
- Site walls are 100mm thick

## Monitoring

- Warnings and early warning messages alert technicians on duty
- All areas have 24/7 intelligent monitoring and video surveillance with image and motion sensors
- A unified building management system logs all security and environment data

## Security

- Comprehensive perimeter and building security with zones within zones for multiple levels of security
- Pre-authorization required for data centre access according to Teraco's Access Policy
- A visitor's identity is visually confirmed against a picture and a named user list, with additional biometric confirmation through fingerprint imaging
- Service areas are physically separated from data centre areas
- Continuous video surveillance of all zones
- Comprehensive audit logs are maintained on all site access
- Additional tamper alarm policies can be implemented for private cage clients

