# Contents

# 1 Definitions

## 1.1 Dew Point

The dew point is the temperature to which the air must be cooled to become saturated (at equal amounts of water vapour and pressure). With further cooling below this temperature, condensation occurs. It was previously defined as relative humidity at a given temperature.

## 1.2 Service

Colocation in a designated space at location BIT-1 in Ede, including power and cooling facilities.

## 1.3 Incident

Unavailability of the service due to causes other than maintenance in a maintenance window, maintenance in consultation with the customer, or incorrect use by the customer himself.

# 2 SLA

This document is the addendum on the framework SLA for the service Colocation BIT-1.

# 3 Service Description

## 3.1 Access

During business hours, access to the data centre is free of charge. Outside office hours, access for customers taking the additional service 'independent access in BIT-1' is also free of charge. Customers without independent access can visit the data centre outside office hours under supervision at the applicable hourly rate.

Customers wishing to visit the data centre should report this visit to BIT at least one hour before arrival, this also applies to customers with independent access. When visiting the data centre, a visitor without independent access must present valid proof of identity. If the visitor has independent access, biometric access control will be applied.

Visits to the data centre are entirely at your own risk. Visitors are expected to comply with the BIT colocation house rules. These house rules can be read, inter alia, next to the entrance door of the server rooms at BIT-1.

## 3.2 Security

### 3.2.1 Burglary

The data center is electronically and structurally protected in compliance with VEB security class 4*. Two surveillance services monitor the premises outside of office hours and respond to alarms immediately and independently of each other.

Security cameras are located throughout the data center. The images used for alarm or fire signals are temporarily archived.

Only authorized employees and visitors receive access to the server rooms. Visitors who do not have autonomous access are obligated to carry ID. The access control system uses biometric verification for checking the identity of visitors with autonomous access and authorized employees.

### 3.2.2 Fire

The server rooms have an independent fire detection system: a system with conventional smoke alarms and an early warning system. Alarms are forwarded to the fire department's emergency center by means of a direct automatic connection. The fire department has a detailed plan of attack, tailored to the specific situation in our datacenter.

The server room is equipped with a certified automatic gas extinguishing system based on inert gases (nitrogen and argon).

### 3.2.3 Lightning

The building is equipped with a certified lightning protection system in compliance with NEN 1014 class LP4.

## 3.3 Climate

The air conditioning system is redundant (N+1). The atmospheric humidity is kept in check in order to prevent problems as a consequence of static electricity (ESD) and to guarantee an optimal warmth level. The temperature is guaranteed at the front of the rack at a height of 1.5 meters.

| | Default Value | Permitted Deviation |
|---|---|---|
| Guaranteed Temperature: | 27° Celsius | +/- 2° Celsius (25-29) |
| Dew Point: | 10° Celsius | -3° / +14° Celsius (7-24). Dew point may never be higher than temperature. |

## 3.4 Power Supply

BIT will provide a guaranteed power availability at BIT-1 of 99.99% per month. The power supply is redundant(A & B) and is secured with two sets of UPSes (2N) and an emergency power unit. Upon request, BIT provides two power feeds in each rack, an A+B-feed and a B-feed. The guaranteed availability only applies if the equipment is connected to both power feeds and no more power is taken than that which was agreed upon.

## 3.5 Backup Power Tests

A backup power test is conducted monthly by BIT. During this test the emergency power unit is started, both feeds are switched from grid to generator power. After some time the feeds are switched back to grid power. This test is conducted every month, except in June and December, on the first Tuesday of the month between 09:00 AM and 11:00 AM.

This test is not conducted in the months June and December. In these two months a black building test is conducted. During these tests an unexpected loss of grid power is simulated. After switching off the grid the generator will power up. Both feeds simultaneously switch to generator power. Between the loss of grid power and generator power data center equipment will be powered by the UPSes. The air conditioning system is not powered by the UPSes between the loss of grid power and generator power. It will therefore be unavailable during that time. This black building test is conducted on the first Tuesday of June and December between 05:00 AM and 07:00 AM. The black building tests are announced using the maintenance communication channels as described in the Framework SLA.

## 4 Incidents

Incidents are classified into four categories by BIT:

| Priority | Description |
|---|---|
| 1 | The service is fully unavailable:<br>• There is an interruption in the entire power supply.<br>• The temperature deviates more than 13° Celsius from the permitted temperature of 25-29° Celsius. |
| 2 | The service is available but degraded:<br>• The temperature deviates more than 8° Celsius from the permitted temperature of 25-29° Celsius. |
| 3 | The service is available but degraded:<br>• One of the two power feeds is not delivering any power.<br>• The temperature deviates more than 2° Celsius from the permitted temperature of 25-29° Celsius. |
| 4 | Incidents with little or no disruption to clients:<br>• Reduced cooling infrastructure redundancy. |

## 5 Non-performance Penalties

In the event of non-observance with the defined availability, the client is entitled to compensation according to the following table:

| Priority | Time the service was unavailable | Non-performance penalty |
|---|---|---|
| 1 | 4 minutes and 19 seconds or more (99,99% monthly availability) | 25% of the monthly sum |
| 1 & 2 | 2 hours or more | 50% of the monthly sum |
| 1 & 2 | 8 hours or more | 100% of the monthly sum |

The non-performance penalty is limited to 100% of the monthly sum of the service in question. The non-performance penalty is limited to one penalty for a single incident case, even if the incident spreads over two calendar months or more. The penalty will only be rewarded upon customers request.