



Put Your Problems in Expert Hands

MULTI-SITE AVAILABILITY

Securely replicate your data between our Tier III data centers

STATE-OF-THE-ART SECURITY

With multi-factor access entry, video security and 24x7 on-site staff, the integrity of your business infrastructure is always our primary concern.

IMPROVED ROI

zColo offers the best total return on your IT infrastructure investment by reducing your own capital expenditures and offering advantageous costs and payment options.

ZERO DOWNTIME

You can be confident your business will always be up and running with our 100% network uptime SLA.

CUSTOM CAGE SOLUTIONS

Our floor-to-ceiling cage walls can be customized to fit your specific requirements, with access only given to your designated representatives.

With zColo's array of professional Remote Hands services, you get the 24x7 on-site support you need for remote hands and installation, priced according to the level of expertise and assistance required for the job.

REMOTE HANDS

Remote hands work includes tasks zColo can perform to be your hands and eyes when you can't be there, such as:

- Equipment power on and offs, and reboots
- Plugging in or unplugging peripheral cabinet devices
- Tape changes for a tape drive or library
- Moving network cables
- Hot-swappable hardware replacements (those not requiring system removal or shutdown)

Remote Hands time is conveniently billed in 15-minute increments at a rate of \$175/hour unless otherwise specified in your contract. Any overages that occur within a month's timeframe are billed at the end of your billing cycle.

SMART HANDS

Smart Hands work includes above and beyond tasks that zColo support specialists can perform, including:

- System administration tasks in a supported OS (Windows and Red Hat Linux variants)
- Hardware replacements (non hot-swappable)
- OS reload
- Data migration (within network)
- System component upgrades (php/mysql version upgrades and more)

Smart Hands time is conveniently billed in 15-minute increments at a rate of \$200/per hour unless otherwise specified in your contract. zColo support specialists are able to quickly review and confirm the supportability of your requests 24x7x365. Smart Hands tasks are subject to the availability of staff and subject matter expertise.

EXPERT HANDS

Expert Hands work is performed by, or in coordination with, zColo's Tier III Engineering staff. These expert-level tasks may include:

- Network infrastructure configuration
- Complex OS or application-level configurations or management
- Fiber or cable terminations
- Complex cabling projects

Expert Hands time is billed in 15-minute increments at a rate of \$250/hour unless otherwise specified in your contract - with a 1-hour minimum, including any travel time required. zColo support specialists are able to quickly review and confirm the supportability of your requests 24x7x365. Expert Hands tasks are subject to the availability of staff and subject matter expertise.

Location	Coverage	Remote Hands	Smart Hands	Expert Hands
1 Summer St., Boston	On-call 24/7 Staffed M-F	x		
10 Rue des Freres Peugeot, Balma, France	24/7	x	x	
1100 Empire Central Pl., Dallas	24/7	x	x	x
1100/1150 White St. SW, Atlanta	Business Hours only M-F 9am-5pm	x	x	x
111 8th Ave., NYC	24/7	x	x	x
114 Rue Ambroise Croizat, Saint-Denis, France	24/7	x		
12270 World Trade Dr., San Diego	On-call 24/7 Unstaffed	x	x	
143 Rue Emile Julien, Montpellier, France	24/7	x		
1500 Champa St., Denver	Staffed 24 hrs M-F/On Call Weekends	x	x	x
151 Front St. W, Toronto	24/7	x		
1525 Rockwell Ave., Cleveland	24/7	x		
16 Avenue de l'Europe, Velizy-Villacoublay, France	24/7	x	x	x
165 Halsey St., Newark	24/7	x	x	x
17222 Von Karman Ave., Irvine	Business Hours only 9-5pm	x	x	x
17400 Von Karman Ave., Irvine	24/7	x	x	x
1764A Old Meadow Ln., McLean	On-call 24/7 Unstaffed	x	x	
1808 Swift Dr., Chicago	On-call 24/7 Staffed M-F	x	x	x
19-21 Rue Poissonniere, Paris, France	24/7	x		
1950 N Stemmons Fwy., Dallas	24/7	x	x	x
2001 6th Ave., Seattle	24/7	x	x	x
209 10th Ave. S, Nashville	24/7	x		
21635 Red Rum Dr., Ashburn	On-call 24/7 Staffed M-F	x	x	x
25 Corporate Pl. S, Piscataway	24/7	x	x	x
3110 N Central Ave., Phoenix	24/7	x	x	x
3311 S 120th Pl., Tukwila	24/7	x	x	x
36 NE 2nd St., Miami	On-call 24/7 Staffed M-F	x	x	
393 Inverness Pkwy., Denver	24/7	x	x	x

866.364.6033 | zayo.com

Global HQ
1821 30th St, Unit A
Boulder, CO 80301
866.364.6033

France HQ
19-21 Rue Poissonnière
Paris, France 75002
+33 (0) 1 49 97 07 40

UK HQ
4th Fl. - Harmsworth House, 13-15 Bouverie St.
London, EC4Y 8DP
+44 (0) 20 7220 3800

Location	Coverage	Remote Hands	Smart Hands	Expert Hands
401 N Broad St., Philadelphia	On-call 24/7 Staffed M-F	x		
5101 Lafayette St., Santa Clara	24/7	x	x	
511 S 11th St., Minneapolis	On-call 24/7 Staffed M-F	x		
60 Hudson St., NYC	On-call 24/7 Staffed M-F	x	x	x
600/700 S Federal St., Chicago	On-call 24/7 Staffed M-F	x		
624 S Grand Ave., Los Angeles	24/7	x	x	x
6606 LBJ Frwy., Dallas	24/7	x	x	x
6900 S Peoria St., Denver	24/7	x	x	x
700 Austin Ave., Waco	24/7	x	x	x
7185 Pollock Dr., Las Vegas	24/7	x	x	x
7218 McNeil Dr., Austin	24/7	x	x	x
740 Rue Notre-Dame, Montreal	On-call 24/7 Unstaffed	x		
7579 W 103rd Ave., Westminster	On-call 24/7 Staffed M-F	x		
7620 Appling Center Dr., Memphis	On-call 24/7 Staffed M-F	x		
800 E Business Center Dr., Chicago	24/7	x	x	
840 S Canal St., Chicago	On-call 24/7 Staffed M-F	x		
8600 Harry Hines Blvd., Dallas	24/7	x	x	x
9606 Aero Dr., San Diego	24/7	x	x	
Schipluidenlaan 4, Amsterdam, Netherlands	On-call 24/7 Unstaffed			
Staines Rd, Westgate Estates, Unit 4, Feltham, UK	24/7	x		
Tollaen 99A B01932 St Stevens, Wollowe Park, Brussels, Belgium	On-call 24/7 Unstaffed			
Connecta Park 11, am Schoenenkamp, In Der Steele 25-37, Dusseldorf, Germany	On-call 24/7 Unstaffed			

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