

TECHSMART® SERVICES

Equinix's TechSmart® remote technical support service provides a reliable 24 x 7 resource for your technical support needs.

Access to a strong technical support team is often overlooked by those selecting premium colocation solutions. Yet, it is a key element of any customer's experience. Equinix's customer recognized technical support service is one of the most important aspects of our customer's colocation experience.

Whether your company is collocated in a single facility or multiple sites, your mission-critical equipment requires routine maintenance and timely problem resolution to assure maximum uptime. Having your support team available 24x7 for dispatching folks to remote locations is simply cost-prohibitive. With TechSmart® Services you have direct access to a solid provider to be there anytime you cannot be – a provider with the technical savvy and reputation of Equinix®.

Starting with your installation, Equinix TechSmart Services are the ideal solution for your technical support needs.

- Complete equipment installations
- Equipment reboots
- Tape swap
- Power on and off
- Remote hands services
- Equipment monitoring

TECHSMART SERVICE PLAN

Customers with the Plan pay less and get more!

Equinix's TechSmart Service Plan provides guaranteed response times 24x7x365 in all of its 34 locations. Equinix's technical support is billed in convenient half hour increments (not hourly) to more economically handle routine maintenance like tape swaps, rebooting and power cycling equipment. Equinix's TechSmart Service Plan provides two complimentary hours of technical support each month and decreasing hourly rates based on the total number of billed TechSmart hours each month.

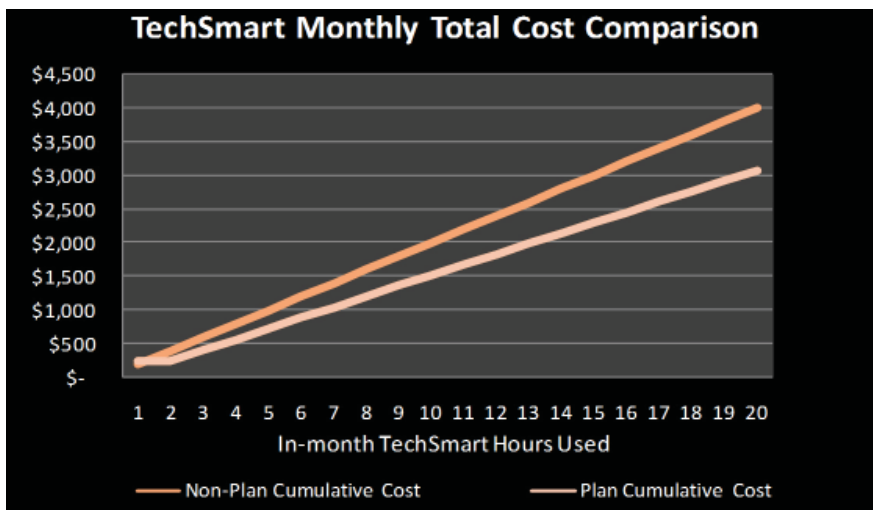
HELPING YOU STAY AHEAD

Equinix delivers comprehensive colocation, interconnection and peering solutions in a neutral marketplace built for your business. Additionally, our bundled solutions combine rack space, power, and other products at one price for easy ordering. We give clients access to more markets than any other service provider, and more networks for bandwidth abundance and network redundancy.

Let us bring you the products and services, stability, security, and know-how you require to be successful in today's challenging business environment.

CONTACT US

Talk to an Equinix representative to find out how your business can benefit from our experienced people and industry-leading resources. Contact us today at 888.892.0607 (USA or Canada) or 1.650.513.7600 (outside USA or Canada), or visit www.Equinix.com.



TECHSMART® SERVICES

Equinix's technical staff provides the highest level of support and operates as remote hands. They are your eyes and hands to handle major outages or equipment failures.

CUSTOMERS RELY ON THE TECHSMART SERVICE PLAN

Equinix customers are the best testimonial for the TechSmart Service Plan. For Lime-light, the TechSmart Service Plan is a true money saver as they rely heavily on Equinix's dependable site personnel to assist them with new installs and regular maintenance across their growing footprint. Telmex, an ILEC in Mexico, require the use of our "eyes, ears and fingers." Specifically, they use TechSmart to allow contractor access, equipment delivery receiving, racking equipment, and intercabinet cabling.

Syniverse takes full advantage of the TechSmart program in multiple sites. The Equinix team is able to build relationships on an engineering/site tech basis, and Syniverse finds they rely heavily on TechSmart for the daily operations of their network, saving them a salary or hourly wage for a Syniverse employee in cities where they have no personnel. In order to keep their network running seamlessly, they use TechSmart in assisting with circuit turn-ups, grooms and troubleshooting.

Cox Communications takes advantage of TechSmart primarily in our New York and Palo Alto locations. They look to the TechSmart team to assist in equipment installation, circuit turn-up, testing and troubleshooting. By not having to staff someone in these locations, or continually fly someone to each of these sites, Cox is able to operate more quickly and efficiently.

There are many more Equinix customers that regard the TechSmart Service Plan a vital part of their day-to-day operations. Companies such as InfoNXX, AOL, PPL, Message Labs, AT&T Global, Abovenet, DirecTV, PacWest and ChungWa Telecom. Go to www.Equinix.com to learn more about how these companies rely on TechSmart for efficient and reliable support for their equipment and services.

CLIENT BENEFITS

- 24x7x365 monitoring and guaranteed response times to minimize equipment down time
- Monthly fee of \$250 covers all Equinix locations in the US and Canada
- Prescheduled and Rapid-Response Service to handle periodic scheduled routine maintenance
- Equinix's technical staff provides the highest level of support and operates as remote hands. They are your eyes and hands to handle major outages or equipment failures.
- Proactive response time SLAs

