

# "Helping Hands" Service

On-site help for colocation customers



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**melbourne**<sup>TM</sup>  
> the whole server thing. sorted.

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**Registered in England and Wales** | **Company Number** 4091836 | **VAT Number** 755 5694 86

## Introduction

Melbourne offers a “helping hands” service to dedicated server, colocation and rack space customers. It’s where we’re your hands, eyes and ears in the datacentre.

There’s a number of services we can perform for you, but at all times you can be sure that the work is being carried out by our trained, friendly technicians.

## Helping Hands Services

Our support technicians are available to perform the following tasks

- Manual reboots
- Cabling checks
- Attaching roaming Keyboard Video Mouse over IP (“KVMoIP”) to server
- Relaying diagnostic information remotely
- Swapping failed parts on servers
- Checking and amending network settings
- Other on-site administrative tasks
- Accompanying shared colocation customers to their machines

## Working Hours

Working Hours are defined as Monday – Friday 08:00 – 18:00, excluding public holidays.

All times outside these hours are considered “out-of-hours”

## Response Times

Customers are guaranteed the following response times to tickets submitted:

Ticket Priority	Office Hours	Outside Office Hours
Emergency	15 Minutes	1 Hour
High	1 Working Hour	N/A
Medium	4 Working Hours	N/A
Low	1 Working Day	N/A

In terms of Helping Hands, “Response” is defined as our technician being at your server.

## Booking a callout

Callouts can be booked by calling our support number, 0161 232 0125, 24 hours a day. Please note that you will need to back this up with a support ticket, for security purposes.

The same procedure applies both during working hours and out-of-hours.

## Inclusive “Helping Hands”

Customers in our main Reynolds House and Turing House datacentres are entitled to inclusive helping-hands subject to the following fair-use guidelines:

### **Shared Colocation**

2 x 15 minute incidents per year, per ‘U’ of space occupied

### **Dedicated Servers**

2 x 15 minute incidents per year, per server

### **Rackspace**

2 x 15 minute incidents per month, for quarter cabinet customers

4 x 15 minute incidents per month, for full cabinet customers

Multiple incidents can be combined, i.e. one 45 minute incident counts as 3 incidents.

**NOTE:** *These included helping-hands allowances apply during office hours (08:00 – 18:00 on working days) only, and do not apply to our Greenheys facility, as it is an un-manned DR facility.*

## Callout Charges

Callout charges vary according to the time at which the engineer is required to make the callout. The rates are shown below.

Accompanied access to your servers is charged at the same rates.

### **Monday – Friday (working days only) 08:00 - 18:00**

£25 per 30 minute block if not included as defined in the “included helping hands” section above.

### **Monday – Friday (working days only) 18:00 – 20:00**

£50 per 30 minute block

### **Outside of these hours, including bank holidays**

£75 per 30 minute block