

## TECHNICAL SERVICES (TELCO COLLOCATION)

### A. Offer.

Upon Customer request, XO will: (1) visually inspect Equipment (e.g. check status lights, power lights and cabling); or (2) perform Equipment power reboots (or power re-cycles) pursuant to the written direction of Customer.

### B. Payment and Response Times.

XO will provide Technical Services at the following hourly rates, which may be modified by XO upon at least thirty (30) days notice to Customer, and will respond to Customer requests for Technical Services within the specified response times:

	Rate Per Hour	Minimum Charge Per Event	XO Response Time
XO Business Hours	\$160	1 hour	1 hour
XO Non-Business Hours	\$240	1 hour	2 hours

Work exceeding one (1) hour will be invoices in increments of fifteen (15) minutes or fraction thereof.

Business Hours are Monday – Friday, 8:00 a.m. to 5:00 p.m., except for XO Holidays.<sup>1</sup> Non-Business hours are all other days and times.

### C. Required Customer Information.

To receive Technical Services, Customer must furnish XO with the following information via fax or e-mail: Customer name; street address and specific location of Equipment Space; Technical Service(s) requested; Customer's technical contact person's name and number where such person can be reached on a 24 x 7 basis; Equipment description (manufacturer name and serial number); specific directions needed to perform the requested Technical Service(s); and the location of any critical buttons/switches/lights on the Equipment. In addition, the following information must be provided to XO, as applicable:

1. If Customer occupies cabinet(s):
  - (a) Cabinet number(s) and location(s) within the XO Premises;
  - (b) On a per cabinet basis:
    - (i) Description or Visio drawing including Equipment housed per cabinet and location within each cabinet; and
    - (ii) Physical labels attached to major pieces of Equipment to facilitate identification by XO technician.
2. If Customer occupies cage(s):
  - (a) Cage number(s) and location(s) within the XO Premises;
  - (b) Cabinet or Rack number(s) and location(s) within the Telco Collocation cage;
  - (c) On a per cabinet or rack basis:
    - (i) Description or Visio drawing including Equipment housed per cabinet/rack and location within each cabinet/rack; and
    - (ii) Physical labels attached to major pieces of Equipment to facilitate identification by XO technician.
3. If Customer occupies Shared Space:
  - (a) Space number(s) and location(s) within the XO Premises;
  - (b) On a per cabinet basis:
    - (i) Description or Visio drawing including Equipment housed per cabinet and location within each cabinet; and
    - (ii) Physical labels attached to major pieces of Equipment to facilitate identification by XO technicians.

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<sup>1</sup> XO Holidays are: New Years Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; Day after Thanksgiving; Christmas Eve; and Christmas Day.