

Statement of work

WITCOM DATACENTER 2

1. GENERAL

WITCOM, Wiesbadener Informations- und Telekommunikations GmbH (hereinafter referred to as WITCOM) offers its "WITCOM DATACENTER 1" service to business customers based on the "General Terms and Conditions of WITCOM GmbH".

2. STANDARD SERVICES

2.1 General

WITCOM DATACENTER 2 is located on the premises of ESWE Versorgungs AG, Weidenbornstrasse 1 in Wiesbaden. It consists of a complex of buildings to accommodate information technology.

The premises are conveniently situated and easily accessible via the motorways A3, A66 and A643. Parking is available on site. The property is delimited by a fence system to the neighbouring property including a wall with a roller shutter. The circulation areas within the building are monitored by video.

The customer rental areas are distributed over two buildings with 2 areas providing separate fire resistant sealing. WITCOM offers here the rental of space and network cabinets as well as individual computer centre services.

In addition, here are the rooms for the central and redundantly designed air conditioning system and uninterruptible power supply (UPS). Outside the building there is a diesel generator providing emergency power supply.

The spaces in the DATACENTER 2 have a height of 2.45 m (maximum usable cabinet height is 2.20 m).

2.2 Power Supply

The DATACENTER is connected to the public electricity grid via a transformer station on ESWE grounds housing two transformers. This connection ensures energy supply and bridges failures in the public electricity supply, in particular for excess voltage, undervoltage as well as loss of voltage with a downstream UPS system (n+1 redundancy).

In case of a failure in the public electricity supply, the diesel generator will begin to operate. It will maintain net voltage for the period of power failure.

In addition to the customer equipment, the power supply security concept includes cooling machines, auxiliary aggregates as well as further technically relevant security systems.

Power supply within the network cabinets is provided by CE approved multiple outlet strips with grounded or IEC sockets. One main potential equalization according to DIN VDE 0100, part 419/540 and one lightning protection potential equalization according to DIN EN 62305-3 (VDE 0185-305-3) will be provided. The mains consumption values are recorded for each customer by calibrated WITCOM energy meters and will be billed either by consumption or on a flat rate basis by servers.

2.3 Air conditioning

The spaces of the computer centre are actively supplied with cooling capacity by centrally run energy efficient air conditioning systems. The cooling capacity

of the usable spaces of the computer centre is about 600 watts / m². The average air supply temperature control is set to 22°C (+4°C / -2°C).

2.4 Fire protection

The premises are equipped with very early fire detection systems. All components comply with VdS Schadenverhuetungs GmbH requirements, fire protection authorities and appurtenant VDE and DIN guidelines.

The aspirating smoke system (RAS) serves to detect fire at a very early stage. Every area of the DATACENTER is provided with sensors detecting ultrafine particles which indicate fire at an early stage. The system automatically reports a triggering event to WITCOM Network Operations Center (NOC).

The central fire alarm system (BMZ), the core system, receives all reports send by the installed sensors and prompts pre-programmed actions. Alarms of the aspirating smoke system automatically alert Wiesbaden professional fire brigade.

2.5 Building control system

WITCOM DATACENTER is equipped with a building control system (GLT system). It permanently monitors the state of power supply, air conditioning as well as very early fire detection. The system automatically notifies WITCOM NOC of any defect in one of the monitored components. Same applies for a complete failure of the GLT system.

2.6 Other building protection (internal and external)

The buildings are secured by a lightning protection system meeting state-of-the-art standards, and are video monitored.

2.7 Access

Access to the premises is provided by an electronic locking system with transponder. Inside the building, camera systems control the circulation areas for security reasons. An external security service as well as own personnel cyclically inspect the premises.

Access details are laid down in the WITCOM DATACENTER organisational guidelines.

2.8 Telecommunications infrastructure

WITCOM DATACENTER provides a structured pre-wired copper and fibre optics infrastructure. High bit rate connections can be realised over the redundant optical fibre connections to the WITCOM backbone.

2.9 Availability

"Availability" means here the percentage share of a calendar year in which the infrastructure components described in this document and required for the operation of WITCOM DATACENTER will not be affected by failures impeding operation.

The availability is calculated according to the following formula:

$$\text{availability} = 100\% - \frac{\text{accumulated fault clearance times per calendar year in hours} \times 100\%}{\text{calendar year in hours}}$$

The availability (p.a.) of the above infrastructure components is

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99.90 % in the annual average.

The service levels for the services offered at this location are separately defined in the service specifications.

For relevant details please refer also to the notification of readiness.

3. MISCELLANEOUS

To ensure smooth operation of WITCOM DATACENTER, organisational guidelines as stipulated shall apply. These guidelines are mandatory. They include details on access control, accident and fire prevention rules as well as rules of conduct in case of emergency.