cologix
Remote Hands Service

Local Expert Technicians **Extend Your Team's Capabilities** on the Data Center Floor

While we meet growing demand for network interconnection and geographic diversity, Cologix fundamentally believes customers are best supported locally across our 21 data centers. We provide customers with direct access to local operations teams, which results in strong partnerships backed by exceptional customer support and superior customer service. For your convenience and peace of mind, Cologix's local data center engineers are available for ongoing or one-time Remote Hands service to provide the following responsive, on-demand services:

- On-site technical assistance
- Visual verification for remote troubleshooting including circuits, loops & fiber
- Racking & stacking equipment
- Swapping removable media
- Wiring services including moving, securing & terminating cables
- Ladder rack build-outs
- Rebooting, pushing a button, toggling a switch & power cycling equipment
- Relaying equipment status & typing commands onto a pre-installed console
- Labelling equipment or providing digital photos
- Diagnostic & signal testing for cross connect circuits
- Additional services on request

Customizable Options

PACKAGES
2-5 hours/month: $100/hourly rate
6-10 hours/month: $75/hourly rate
11+ hours/month: $50/hourly rate

ONE-TIME
$100 hourly rate
During normal business hours
(Mon.-Fri. 7 a.m. – 7 p.m. local time)
Excludes holidays

$175 hourly rate
After hours, weekends & holidays

To set up your Remote Hands service:
Contact support@cologix.com or 1.855.499.4537. You can also request service via Cologix's Online Customer Portal:
http://www.cologix.com/customer-portal

Where Networks Connect:
Columbus | Dallas | Jacksonville | Lakeland | Minneapolis | Montreal | New Jersey | Toronto | Vancouver

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