



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 preinstalled console
- Labelling equipment or providing digital photos
- Diagnostic & signal testing for cross connect circuits
- Additional services on request



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

www.cologix.com
1.855.499.4537
support@cologix.com

