

Welcome

Welcome to **NorthernColo** from Melbourne Network Solutions. We'd like to thank you for signing up with us for co-location and/or rack space.

This document lists important information you may need as part of our service, including details of emergency procedures. Please read it fully.

Sending your equipment to us

As part of our setup fees, we will accompany you during the installation of your equipment at the data centre, offering assistance if required. Alternatively, if you prefer, you can have your equipment couriered to our office address and we will take the equipment to the data centre on your behalf. For your convenience, we will give you details of IP addresses beforehand so you can correctly configure your equipment.

If you need support

If, after the initial installation you need support from us, there are a variety of options depending on the exact nature of your request.

For basic requests, including asking us to check network connections to your machine(s), you can submit a support e-mail to support@northerncolo.co.uk, or call us on 0800 915 8771. We will respond to this in a timely manner within office hours.

“Remote Hands” service during office hours is free of charge; this includes occasional re-boots and an engineer checking your server(s) by attaching a KVM cable. Frequent use of this system (i.e. more than one call per month on a regular basis) will result in charges being levied. The remote hands service is available during office hours. Please be advised that this service relies on data centre staff and not our own.

Should you need to gain access to your server, we will need to arrange an appointment so we can accompany you. We usually need 24 hours notice. A charge will be levied for this, according to the current price-list rates.

However, if your appointment can be worked into our schedule when we have staff present at the data centre, we may, at our discretion, waive this charge. To book a server visit, please e-mail us at support@northerncolo.co.uk or call us on 0800 915 8771.

Emergency Support

Should you need emergency support, out of hours, you will need to call our 24 hour helpline. Please be aware that this service is only for emergencies. We define “emergency” as a downed server or loss of network connectivity. Misuse of the system will result in a charge of £55 being raised to cover the inconvenience to our engineers. For this reason we recommend you check connectivity from multiple locations before reporting it to us as a network issue. Our network status page at www.melbournstatus.co.uk usually lists current network and service issues.

The emergency contact numbers are **07010 xxx 456** or **07010 xxx 456**. Try both numbers as they are given to different engineers. (numbers obscured on this version of the document for security reasons – customers obviously get the full numbers!)

If we need to visit your servers to resolve the issue, or if we need to accompany you to resolve the issue, a charge will be levied, according to our current price list. The only exception to this is if the issue is related to our network or infrastructure and not your machine(s), in which case the issue will be resolved without charge.

Machine Names

You will be given a name for each machine co-located with us. This enables us to identify it and you. Please keep the details of this, we will ask for the machine name if you call for support. The machine name will also be printed onto a label which will be affixed to the server for the duration of the co-location, to aid “helping hands” in locating the machine.

Any Other Queries

If you have any other queries which have not been covered by this document, please get in touch with us by e-mail or phone and we’ll do our best to assist. Once again, thank you for choosing NorthernColo from Melbourne Network Solutions Ltd.