

# colocation services

## Tape Exchange Services

*Internap offers Tape Exchange services to customers collocated in Internap and certain colocation partner facilities. In general, as part of the services, Internap or its colocation partner will remove and replace pre-labeled removable media as specified by the customer. In addition, at the request of the customer, Internap or its partner will deliver exchanged media to a customer-designated area in the facility for subsequent scheduled pick-up or mailing.*

### Procedure

Tape Exchange services may be requested at the time of the customer's initial order. Requests for Tape Exchange services should be addressed to the Internap® Field Operations team. Customers must provide Internap with the following before any exchanges will be performed:

- Specific dates and preferred window (at least two hours) for desired exchanges or a specific recurring interval, e.g. every Thursday at 3:00-5:00 p.m. CST
- A signed waiver authorizing Internap or its partner to enter customer space to complete Tape Exchange services
- Detailed written documentation specifying the removable media exchange procedure
- A technical contact
- Brand and model number for the drive to be used
- Pre-labeled removable media
- If required, establish a courier pick-up schedule
- If necessary, add the customer courier to customer access list
- Pre-addressed labels for the shipping of the media tapes
- Package material required to ship the removable media

In addition, the customer is responsible for:

- Confirming pick-up and delivery of removable media
- Maintaining their inventory of the pre-labeled media, stickers, shipping labels and packing materials
- Storing all removable media, packaging material and pre-addressed labels within the customer's cabinet or cage

If these procedures are not followed, Internap reserves the right to bill the exchange of removable media as Remote Hands services, to reschedule completion of requested work until sufficient facility resources are available, or to deny service entirely.

### Service Description

- A tape exchange incident is defined as the exchange of a single removable media disk/tape, requiring no more than 15 minutes of work for an Internap or partner colocation technician to complete.
- All requests subject to facility approval (if Internap or partner facility is unable to fulfill a request for service, Internap will notify customer).
- Exchanges completed on designated days during a time window defined by customer and approved by Internap Field Operations Management or by individual/group so designated by Internap partner (subsequent changes by customer must be made in writing or electronic mail and provided to NOC at least seven (7) days in advance of a requested change).
- NOC uses existing procedure to open tickets for Field Operations. Field Operations will enable change by performing work change at zero time (i.e. it will not create any billable time).
- Internap works with partner facilities to accommodate customer needs (changes to services are subject to facility approval).

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Tape Exchange services are available to customers on a subscription basis. Customers may choose for daily, bi-weekly or weekly tape exchange bundles. Daily tape exchange will allow the customer one (1) media exchange per day. Bi-weekly will allow the customer two (2) exchanges per week. Weekly tape exchange will allow the customer one (1) media exchange per week. Customers who need custom solutions (5 exchanges per week, for example) are encouraged to purchase the daily exchange service.

In general, Tape Exchange services are separate from Technical Support and Remote Hands services. Service scheduled greater than seven (7) days in advance and expected to last less than 15 minutes in duration is charged as Tape Exchange services. All other Tape Exchange services – on-demand exchange for example – will be billed as Technical Support or Remote Hands services. Please see Remote Hands documentation for information on that service.

### Limitations

If Internap or its colocation partner is unable to complete an exchange because of actual or apparent customer equipment failure, Internap will cease Tape Exchange services work and notify the Internap NOC. The NOC will contact the designated customer technical contact concerning the problem per our standard operating procedure. Should the customer request that Internap or its partner assist in troubleshooting the equipment, the NOC will open a Remote Hands ticket for Field Operations. Any troubleshooting work performed by Field Operations will be billed as Remote Hands services. Internap does not warrant the proper functioning of the customer equipment, nor do they warrant that data is accurately transmitted to customer removable media.

Internap will make all reasonable efforts to ensure that the process of physically exchanging removable media is completed on schedule within the agreed upon window. If the customer provides stickers or other identifiers for removed media, Internap or its partner will affix those identifiers to the removed media. Internap will place the removed media in the location specified by the customer within their cabinet or cage or will prepare the media for shipping per customer instructions. Internap is not able to commit to the timely delivery of customer removable media. Internap will insert removed media into customer supplied, prepaid, labeled envelopes or other shipping containers (complete with packing material) as specified in the customer work instructions. Customers are required to contract separately for delivery services. If a courier takes delivery of the removable media, Internap or its partner will log the date and time of that pick-up and require the courier to sign the removable media out. Customers are responsible for tracking their inventory of exchange media, stickers, shipping labels and packing materials.

