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BT LatAM

BT operates in **22 countries in Latin America** with integrated commercial and operating capacities and more than one thousand employees around the region, besides offering a wide range of network IT services that include professional services, IP infrastructure, applications services, outsourcing solutions and corporate transformation

With a wide network infrastructure that is constantly evolving, the clients of BT in Latin America are supported by two independent security and network operations centers in Brazil and Argentina with recovery capacities to ensure the continuity of the business and which are fully integrated with other operations centers of BT around the world in order

to ensure a really global operations management. Other network operations centers located in **El Salvador, Colombia, Mexico, Peru and Venezuela** offer proactive and network supervision diagnosis services **24 hours, 7 days a week**, for the operations of clients around the region.

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ASSISTANCE AND SCALING PROCESSES
NAOS DATACENTER SERVICES

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1. PERIMETRAL ZONA FRANCA TOCANCIPÁ ACCESS AND SAFETY

BT LATAM COLOMBIA'S Datacenter is located inside the Tocancipá Free Trade Zone:

1.5Km via Briceño – Zipaquirá

Vda Verganzo S. Tibitoc

Tocancipá – Cundinamarca

Manzana 3, Lote 24-25

The Tocancipá Free Trade Zone is an industrial park with the most modern computer technology for control of inventories, merchandise entry and exit control, entry and exit control of cargo vehicles and persons and control and entry of visitors.

The Free Trade Zone offers operation services 7 x 24 x 365; business hours are Monday to Friday from 07:00 am to 7:00 pm and Saturdays from 07:00 am to 12:00 m. However, by agreement of the traders extraordinary services are rendered during different hours, on Sundays and holidays.

In order to ensure the quality and continuous improvement of the operations and processes mentioned above, the park fulfills frequent processes of external auditing, which are primarily addressed to confirm the reliability of the operation before national and international public and private entities.

Likewise, the security system through cameras, guards 7x24 at the doors and guards around the park's facilities, and the different access controls and personnel exit, ensure a first ring of security for the Datacenter.

The entry of visiting personnel to the park is controlled under a scheme of permits that will be described later in this document.

2. DATACENTER SECURITY POLICY

A Datacenter is an area considered to be of Maximum Security, thus access is completely controlled; the security measures and provisions specified below seek to minimize any risk against the safety of personnel, the services offered and the mission-critical applications hosted within the Datacenter.

- When any customer activity requires the presence of officials and technicians responsible, to cover the proper functioning of its equipment, they must apply for an entry permit.
- No entry of optical, magnetic or similar reading, writing or reading/writing information devices is allowed in the raised floor area and in case those information processing means are needed for your activity, you must previously inform the security supervisor (Datacenter Surveillance Supervisor), who will report to the NOC engineer who will in turn assess the request and approve or deny its entry.
- Entry permits must be requested considering the relevant type of category.
- Each visitor entering the Datacenter facilities will need to sign in at reception, specifying their name, time, date and person they are visiting. He/she must present his/her identification document, which will be kept in reception during his/her visit, receiving an adhesive label that he/she will need to wear in a visible place.
- The visitor must be led and accompanied inside the Datacenter by Datacenter personnel, prior verification of the authorization.
- Any entry or removal of equipment or materials from the Datacenter must be previously arranged and duly authorized by the Datacenter logistics personnel. The relevant procedure mentioned later in this document must be followed.
- The Security personnel may prevent the entry of a certain visitor if they see suspicious activity or any sign of being under the effects of alcohol or psychotropic substances, even if he or she has authorization to enter. In these cases, the incident will be registered and reported immediately to the entity's responsible officials.
- It is absolutely forbidden to eat, smoke, consume alcohol or use hallucinogenic substances inside the Datacenter. While the visitor remains inside the Datacenter, all the general considerations specified above must be followed. In case any of them is not followed, the Datacenter personnel reserves the right to allow that person to remain and the personnel in charge of the Datacenter shall be informed immediately, who will analyze the case and will take the corrective measures necessary.

3. PROCEDURES TO REQUEST PERSONNEL ENTRY PERMITS

For the entry of visitor personnel there are specific criteria that will indicate the viability of assigning a permit. The approval of each permit request is validated by the Operations Engineers.

Visitor Personnel are those persons who need to visit the Datacenter, whether or not of a technical nature. The permit granted to these personnel may be valid to enter the Datacenter once and will be removed when the personnel leaves the Datacenter, or may be active for up to one month to enter as many times as necessary.

These entries may only be processed by the client's authorized personnel.

Therefore, the client must inform its project manager at BT LatAm the only persons authorized to request entry permits to the Datacenter using form OPE-FOR-17 that will be provided at the beginning of the project.

The protocol below must be followed to request entry permits for *Visitor Personnel* to a BT LatAm Colombia Datacenter:

- A. Complete an entry request form: ***Single Form Datacenter Personnel Entry Request OPE-FOR-25***
- B. Send an entry request to ingresos@bt.com
- C. In case of emergency, after sending the request you will need to call the Service Desk to confirm receipt of the request and request that the same be handled as an emergency:

Tel. Service Desk: + (57) 1 578 2888 Ext.8452 / + (57) 321 648 4276

The Service Desk will validate the request and immediately process it within no more than one hour.

- D. Once the permits have been obtained, BT will send confirmation in response to the request sent.

The following should be considered regarding this procedure:

- The response time for permits will be no more than 5 hours for requests sent during business and non-business hours.

- The procedure that must be followed when arriving at the Free Trade Zone is:
 - ✓ Come to the reception area of the Free Trade Zone at the visitors' entrance and identify yourself with a photo ID.

 - ✓ Once reception has validated the permit, access will be granted.

 - ✓ Any equipment that will enter the Free Trade Zone must be registered through a form to be delivered to Industrial Park security; this form will be requested by the same personnel when exiting. In case the elements are not removed on the same day of entry, this must be informed when arriving at the Datacenter since their removal will require a letter and the form that was completed when entering the facilities.

 - ✓ After entering the FTZ park, you must go to the Datacenter BT NAOS located in Block 3, Lots 24 and 25, where reception will validate the entrance authorization and an Engineer will be assigned to accompany you during the visit according to the purpose of the same.

4. MODALITIES AND CONDITIONS TO ENTER EQUIPMENT

4.1. *Entrance of equipment under normal conditions (Non-emergency)*

It is specified that in any of the modalities detailed below, the presence of a client representative is indispensable when receiving the equipment.

The client must safely keep a copy of these documents, plus the FMM merchandise movement form, which will be necessarily demanded to process any subsequent movement before the Free Trade Zone operations department.

4.1.1 ENTRY OF MERCHANDISE COMING FROM ABROAD	
Hours for process request:	Monday to Friday and Saturday from 8:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 17:00 hours and Saturday from 07:00 to 12:00 hours
Documents:	a. Transport document (Airway Bill or BL) consigned to: Cotel IT Services/ Company acquiring the equipment Zona Franca de Tocanacipa Manzana 3, Lote 24-25
	b. Foreign Purchase Invoice with the relevant negotiation term, freight certificate or costs at the origin according to INCOTERM
	c. Form for entry and inspection of equipment LOG-FOR-03
	d. DIAN sending form
	e. Packing list
Document delivered by BT Latam:	Merchandise movement form (FMM) number
Time to notify arrival:	Twenty-four (24) hours
Confirmation email	logistica.zfbt@bt.com

4.1.2 ENTRY OF MERCHANDISE COMING FROM THE NATIONAL CUSTOMS TERRITORY TAN	
Hours for process request:	Monday to Friday and Saturday from 8:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 17:00 hours and Saturday from 07:00 to 12:00 hours
Documents:	a. Proforma Invoice F-P4-28ZF
	b. Purchase Invoice If domestic origin: National purchase invoice evidencing VAT payment or proforma invoice evidencing VAT payment If foreign origin: Purchase invoice of origin evidencing the unit value of the asset and the Import Declaration, highlighting the serial number of the equipment to enter
	c. Form for entry and inspection of equipment LOG-FOR-03
Document delivered by BT Latam:	Merchandise movement form (FMM) number
Time to notify arrival:	Twenty-four (24) hours
Confirmation email	logistica.zfbt@bt.com

4.1.3 ENTRY OF COMPUTER EQUIPMENT FOR TESTS, CAMERAS, TOOLS AND/OR MATERIALS THAT WILL LATER LEAVE THE FREE TRADE ZONE	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours permitted for movement:	7x24x365
Documents:	<ul style="list-style-type: none"> Request at least 24 hours before entry. ZFT-PR-OP-02-FO-01 – Materials entry and exit control form
	<ul style="list-style-type: none"> Request no more than 24 hours before entry. Free Trade Zone Form Entry and Exit of Consumables
Response time	30 minutes
Confirmation email	logistica.zfbt@bt.com
Documents delivered by BT Latam	Entry request number before the Free Trade Zone to mention at the reception area of the Free Trade Zone

4.2. Entry of equipment under emergency conditions

The client must safely keep a copy of these documents submitted for any type of entry, plus the FMM merchandise movement form, which will be necessarily demanded to process any subsequent movement before the Free Trade Zone operations department.

4.2.1. ENTRY AND RECEIPT OF EQUIPMENT DURING WORKING HOURS TO ADDRESS CORRECTIVES	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours and Saturday from 8:00 to 12:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 17:00 hours and Saturday from 8:00 to 12:00 hours
Documents:	a. Proforma Invoice F-P4-28ZF
	b. Purchase Invoice If domestic origin: National purchase invoice evidencing VAT payment or proforma invoice evidencing VAT payment If foreign origin: Purchase invoice of origin evidencing the unit value of the asset and the Import Declaration, highlighting the serial number of the equipment to enter
	c. Form for entry and inspection of equipment LOG-FOR-03
Document delivered by BT Latam:	Merchandise movement form (FMM) number
Service time	One (1) hour
Request email	logistica.zfbt@bt.com , ingresos@bt.com , datacentercol@bt.com

4.2.2. ENTRY AND RECEIPT OF EQUIPMENT DURING NON-WORKING HOURS TO ADDRESS CORRECTIVES	
Hours for process request:	Monday to Friday from 19:00 to 08:00 hours Saturday from 12:00 to 08:00 hours of the next business day
Hours for permitted entry:	Monday to Friday from 19:00 to 08:00 hours Saturday from 12:00 to 08:00 hours of the next business day
Initial document to request entry:	FP3-24ZF Form of entry and exit of equipment in extraordinary hours or for correctives to the free trade zone
Legalization documents:	They must be delivered before 4 hours of the next business day:
	a. Proforma Invoice F-P4-28ZF
	b. If domestic origin: National purchase invoice evidencing VAT payment or proforma invoice evidencing VAT payment c. If foreign origin: Purchase invoice of origin evidencing the unit value of the asset and the Import Declaration, highlighting the serial number of the equipment to enter
Document delivered by BT Latam:	Merchandise movement form (FMM) number
Service time:	One (1) hour
Request email	logistica.zfbt@bt.com , ingresos@bt.com , datacentercol@bt.com

4.3. Modalities for exit of equipment

The modality of exit of equipment can occur in two cases:

4.3.1. EXIT OF MERCHANDISE OF THE FREE TRADE ZONE ABROAD FOR SALE	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 17:00 hours
Documents:	a. Request Form for Exit of Equipment from warehouse LOG-FOR-04
	b. Purchase Invoice and Merchandise Movement Form (FMM) Number for entry
	c. Transportation document (Airway Bill or BL) for entry
	d. Sale invoice and packing list
	e. Ownership document, compulsory insurance of the vehicle authorized to be removed, vehicle plate, transportation company, Identification of the driver and name of the driver
	f. Letter of the owner of the merchandise authorizing the exit abroad
Time for request:	Twenty-four (24) hours
Response time:	Five (5) days per request
Request email	logistica.zfbt@bt.com
Document delivered by Logistics:	Merchandise movement form (FMM) number, transfer template approved by DIAN Document "Notice of Exit"

4.3.2. EXIT OF MERCHANDISE OF THE FREE TRADE ZONE ABROAD BY GUARANTEE	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 17:00 hours
Documents:	a. Request Form for Exit of Equipment from warehouse LOG-FOR-04
	b. Purchase Invoice and Merchandise Movement Form (FMM) Number for entry
	c. Transportation document (Airway Bill or BL) for entry
	d. Packing list and number of RMA, if applicable
	e. Ownership document, compulsory insurance of the vehicle authorized to be removed, vehicle plate, transportation company, Identification of the driver and name of the driver
	Letter of the owner of the merchandise authorizing the exit abroad
Time for request:	Twenty-four (48) hours [sic]
Response time:	Five (5) days per request
Request email	logistica.zfbt@bt.com
Document delivered by Logistics:	Merchandise movement form (FMM) number, transfer template approved by DIAN Document "Notice of Exit"

4.3.3. EXIT TO TAN FOR IMPORT	
Hours for process request:	Monday to Friday from 7:30 to 17:00 hours
Hours for permitted exit:	Monday to Friday from 7:30 to 19:00 hours
Documents:	Request form for exit of equipment from warehouse LOG-FOR-04
	Import Declaration with its respective clearance and seal of payment
Time for request:	Twenty-four (24) hours
Response time:	Twenty-four (24) hours
Request email	logistica.zfbt@bt.com
Document delivered by Logistics:	Merchandise movement form (FMM) number for exit
	Document "Notice of Exit"

4.3.4. EXIT OF ASSETS ENTERED COMING FROM THE NATIONAL CUSTOMS TERRITORY TAN	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours for permitted exit:	Monday to Friday from 8:00 to 17:00 hours
Documents:	Merchandise movement form (FMM) number
	<ul style="list-style-type: none"> a. Proforma Invoice F-P4-28ZF b. If domestic origin: National purchase invoice evidencing VAT payment or proforma invoice evidencing VAT payment c. If foreign origin: Purchase invoice of origin evidencing the unit value of the asset and the Import Declaration, highlighting the serial number of the equipment to enter
	Request form of exit of equipment from warehouse LOG-FOR-04
Time for request:	Twenty-four (24) hours
Response time:	Twenty-four (24) hours
Request email	logistica.zfbt@bt.com
Document delivered by Logistics:	Document "Notice of Exit"

4.3.5. EXIT OF PARTS NOT RELATED TO THE NATIONAL ENTRY AS INTERNAL PARTS OF THE DECLARED EQUIPMENT		
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours	
Hours for permitted exit:	Monday to Friday from 8:00 to 17:00 hours	
Documents:	<ul style="list-style-type: none"> a. Merchandise movement form (FMM) number with which the equipment that contains the part to be removed entered b. Supporting documents with which the equipment that contains the part to be removed entered c. Request form for exit of equipment from warehouse LOG-FOR-04 	
	Time for request:	Twenty-four (24) hours

Response time:	Two (2) business days, time of approval of the Free Trade Zone
Request email	logistica.zfbt@bt.com
Document delivered by	Authorization letter for exit to Free Trade Zone
Logistics:	Exit form

4.3.6. EXIT OF EQUIPMENT, TOOLS AND EXCESS WORK MATERIALS AND/OR DEBRIS	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours for permitted exit:	Monday to Friday from 8:00 to 17:00 hours
Documents:	<ul style="list-style-type: none"> Request at least 24 hours before entry. ZFT-PR-OP-02-FO-01 – Materials entry and exit control form Request no more than 24 hours before entry. Free Trade Zone Form “Entry and exit of consumables”
Service time	Thirty minutes
Request email	logistica.zfbt@bt.com
Document delivered by	Exit letter or request for approval of the Free Trade Zone
Logistics:	

4.4. Internal movements

The client must safely keep a copy of these documents, plus the FMM merchandise movement form, which will be necessarily demanded to process any subsequent movement before the Free Trade Zone operations department.

4.4.1. INTERNAL MOVEMENTS OF PARTS AND EQUIPMENT BETWEEN THE WHITE AREA AND THE WAREHOUSE	
Hours for process request:	7*24
Hours for permitted movement:	7*24
Documents:	REQUEST FORM FOR EXIT OF EQUIPMENT FROM WAREHOUSE LOG-FOR-04
Service time	30 minutes
Request email	logistica.zfbt@bt.com , datacentercol@bt.com

4.4.2 ASSIGNMENT OF RIGHTS	
Hours for process request:	Monday to Friday from 8:00 to 17:00 hours
Hours permitted for movement:	Monday to Friday from 7:30 to 17:00 hours
Documents:	<ul style="list-style-type: none"> a. Request form for exit of equipment from warehouse LOG-FOR-04 b. Entry form, airway bill or BL (maritime), endorsement as required, foreign purchase invoice

	c. Letter from the owner of merchandise authorizing the assignment
	d. Certificate of chamber and commerce issued within 45 days
Time for request	Twenty-four (24) hours
Response time	Five (5) business days per each element to be assigned
Request email	logistica.zfbt@bt.com
Documents delivered by Logistics	Form No., request and Minutes of Assignment

4.4.3 INTERNAL MOVEMENTS BETWEEN WAREHOUSE AND DATACENTER	
Hours for process request:	7x24
Hours permitted for movement:	7x24
Documents:	Request form for exit of equipment from warehouse LOG-FOR-04
Response time	One (1) hour
Request email	logistica.zfbt@bt.com datacentercol@bt.com

5. REQUESTS AND INCIDENT MANAGEMENT

The incident notifications of the clients, the requests for technical information and in general any kind of operating requirement are received in the Operations Center of BT LatAm.

The assistance of the Operations center is provided in a scheme of 24 hours a day, 365 days a year (7x24x365).

Contact	Phone Number / Email
Operations Center	+ (57) 1 578 2880
	noc.colombia@bt.com
	contactcenterlatam@bt.com



The minimum requirements to report incidents or make any request to the Operations Center are:

Corporate Name (Client)

Reporting Person

- ✓ Name of the person reporting the Incident
- ✓ Company for which he works
- ✓ Landline and contact mobile
- ✓ Email of the reporting person
- ✓ Additional contact details to report progress on the case

Description

The incident or request associated to infrastructure must be clearly indicated to Datacenter or Connectivity.

- ✓ *INFRASTRUCTURE*: indicate affected infrastructure element.
- ✓ *CONNECTIVITY*: Indicate link affected.

After opening a record, the operations center will inform the clients the actions to be followed and the estimated assistance and/or resolution time.

The assistance process follows the steps below:

- a) The request or notification via phone or email is received by the Operations center
- b) The engineer of the Operations Center receiving it assigns a record number.
- c) The record is assigned to an engineer depending on the type of notification or request
- d) The on-site engineer addresses the incident or request.
- e) The Engineer of the Operations Center notifies the client.

If it is necessary for the NOC engineer to communicate with the client, the Datacenter shall have the contact details.

5.1. Remote Hands Service

For an optimal support of the remote hands service, BT LatAm Colombia offers basic remote support; these activities are performed by an on-site operator. This service provides for the activities mentioned below:

- Pushing a button, commuting a switch or a device that can be easily accessed from the exterior.
- Restarting equipment.
- Providing device information such as models, serial numbers and condition of the device.
- Providing visual verification (Remote eyes).
- Informing about the condition of the equipment and its indicators.
- Adding, removing or verifying identification labels of devices or wiring.
- Providers' accompaniment.
- Management of Tapes (Client: Banco Agrario)

This service does not mainly include:

- Entering and writing commands on the management console of any equipment.
- Making electrical installations or wiring.

The requests for remote hands must be addressed to the Service Desk of BT LatAm

5.2. HIERARCHICAL/FUNCTIONAL ESCALATION LEVELS

Escalation offered by the Operations Management of BT LatAm Colombia to be used by the client if it deems it necessary, is as follows:

BT LATAM - Services Escalation List - Colombia						
Escalation Level		1st Level	2nd Level	3rd Level	4th Level	5th Level
Severity 1		1 Hour	2 Hours	4 Hours	8 Hours	
Severity 2		6 Hours	9 Hours	12 Hours	24 Hours	
Severity 3		12 Hours	18 Hours	24 Hours	30 Hours	
Severity 4		24 Hours	36 Hours	48 Hours	60 Hours	
BT Service Desk Related to incidents and support for problems of production services	Colombia Service Desk +571 5782880 +571 8375420 noc.colombia@bt.com contactoenterlatam@bt.com	Cesar Espino Escalation Leader +571- 5978551 +51 957-609047 cesar.espino@bt.com	Enrique Valdivia Team Leader +571- 5978552 +51 945-034106 enrique.valdivia@bt.com	Johana M. Cadenillas Operations Manager +571- 5979553 +51 950-477784 johana.cadenillas@bt.com	Eduardo Filippi Service Assurance Director +55 11 4700-9971 eduardo.filippi@bt.com	Estevam Viragh Client Service Director LATAM +55 19 2118-3725 (Com) +55 19 992-862-688 (Cell) +52 55 52831809 estevam.viragh@bt.com
BT Regional Operations Local / Regional contact channel for escalation of a claim in order to be used by the Client if deemed necessary				Alex Goncalves NCH Manager + 55 19 3031 9698 (Com) +55 19 9 9124 6104 (Cel) alex.sandrogoncalves@bt.com	Marcio Dall Agnol Head of LatAm Operations On Duty +55 19 30319745 (com) +55 99 91189344 (Cell) marcio.dallagnol@bt.com	
BT Service Management Contact points for questions related to services and operation (SLA, ensure the incident flow, changes)			Giovanny Melo Service Relationship Coord-Us +571-6292262 Ext. 8207 (Com) +57-3184514051 (Cell) giovanny.melo@bt.com	Andrea Correa Client Service Manager +571-6292263 Ext. 8229 (Com) +57-3153589757 (Cell) andrea.correa@bt.com	Alexandre Zingra Andean Region Senior Client Service Management +55 19 2118-3844 (Com) +55 19 99287-2668 (Cell) alexandre.zingra@bt.com	
BT Business Op Management Contact points for strategic management and executive escalation of Services and operations					Jaime Porras Business Operation Manager +571-6292262 Ext. 8240 +57-3153589437 (Celular) jaime.porras@bt.com	

This escalation can also be consulted in the link:

<http://www.globalservices.bt.com/latam/es/campaign/noc>

Note: Since it is an “escalation”, an instance must be exhausted before turning to the superior. This scheme is valid 24 hours a day, 365 days a year.

6. PREVENTIVE MAINTENANCE

BT LatAm shall perform preventive maintenance, which shall be performed under the scheduling of the parties in order to prevent failures or to introduce improvements. This type of maintenance shall be notified to the CLIENT at least 72 hours in advance.

Likewise, these maintenances must be performed in maintenance windows preferably scheduled from 4:00 am to 5:00 am, Monday to Saturday and from 1:00 am to 5:00 am on Sundays.

In any case, the total number of preventive maintenance hours for a calendar month cannot exceed 6 hours, which will not make part of the accounting for the calculation of the service unavailability, if used.

7. SERVICE LEVEL AGREEMENTS (SLA)

A key part of the service offered by BT LatAm Colombia is compliance with the service agreements previously established; by which the service levels committed are determined along with the CLIENT.

In order to achieve compliance with the SLAs established, BT LatAm Colombia is in charge of having a continuous monitoring and assessment of the objectives set.

The following service level agreements will be considered:

- **By Availability:**

BT LatAm Colombia offers for the Colocation service in the Datacenter Naos of BT an availability of service of ninety-nine point ninety-nine percent (99.995%) of the duration time of a PERIOD; where PERIOD means one (1) calendar month, beginning the first day of each month. If the beginning date of any service does not match the day provided here, then the rest of the month will be considered as the period, up to the beginning date of the following PERIOD.

The level of availability offered is supported by the systems mentioned below:

- ELECTRIC AND ENERGY GENERATION SYSTEMS¹
- COOLING SYSTEM
- PHYSICAL AND ELECTRONIC SECURITY SYSTEM

¹ Electricity availability is ensured as long as the client keeps the equipment plugged to the two power buses of the Datacenter (A and B).

The calculation of availability will be done with the formula below:

$$\text{Availability} = \frac{\text{Hoursmonth} - \text{UnavailabilityHours}}{\text{Hours Month}} \times 100\%$$

In the event that the minimum level of availability provided it is not complied, the conciliation of the penalty will be done in the billing due to breach of contracted SLAs and BT LatAm Colombia will grant a percentage credit in the monthly billing for the following month, pursuant to the table below:

Colocation Colombia						
Availability		MAX		MIN		% to be discounted
Max	Min	Minutes	Hours	Minutes	Hours	
100.00%	99.995%	0	0	2	0.07	0%
99.9949%	99.97%	3	0.08	13	0.22	5%
99.9699%	99.93%	13	0.23	30	0.5	10%
99.9299%	99.90%	31	0.51	43	0.72	15%
99.8999%	98.50%	44	0.73	648	10.8	20%
98.4900%	98.00%	649	10.81	864	14.4	30%
97.9999%	97.00%	865	14.41	1296	21.6	40%
96.9990%	0.00%	1297	21.61	43200	720	100%

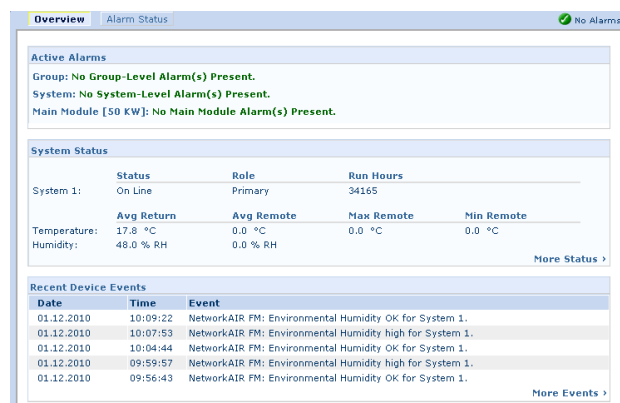
NOTE 1: These availability indicators will refer to the monthly out of service time, with responsibility of BT LatAm Colombia, in other words, in these times, unavailability of service referring to the following topics will not be included:

- Preventive Maintenance Windows, which must be scheduled and approved by the CLIENT.
- When the service must be modified upon requirement by the CLIENT.
- Unavailability due to causes directly related to the equipment, applications provided by the CLIENT.

8. MANAGEMENT TOOLS

All Management and Monitoring services and tools that BT LATAM will make available for the client to ensure the minimum requirements of quality and availability of the network are described below.

- The Datacenter has a management and automation platform of buildings, which is in charge of monitoring the electric and environmental system (substations, electrical switchboards, UMAs, transfers and generators), access control and CCTV, which enables monitoring in real time all variables and incidents which may arise in each subsystem of the Datacenter.
 - Air Conditioning Units operation Monitoring



Overview | Alarm Status No Alarms

Active Alarms
 Group: No Group-Level Alarm(s) Present.
 System: No System-Level Alarm(s) Present.
 Main Module [50 KW]: No Main Module Alarm(s) Present.

System Status

Status	Role	Run Hours
On Line	Primary	34165

Temperature: 17.8 °C Avg Remote: 0.0 °C Max Remote: 0.0 °C Min Remote: 0.0 °C
 Humidity: 48.0 % RH 0.0 % RH

[More Status >](#)

Recent Device Events

Date	Time	Event
01.12.2010	10:09:22	NetworkAIR FM: Environmental Humidity OK for System 1.
01.12.2010	10:07:53	NetworkAIR FM: Environmental Humidity high for System 1.
01.12.2010	10:04:44	NetworkAIR FM: Environmental Humidity OK for System 1.
01.12.2010	09:59:57	NetworkAIR FM: Environmental Humidity high for System 1.
01.12.2010	09:56:43	NetworkAIR FM: Environmental Humidity OK for System 1.

[More Events >](#)



Overview | Alarm Status No Alarms

Clear Active Alarms

Clear System and Module Alarms
 Clear Group Alarms

Group Alarm Status
 No Group-Level Alarms Present.

System Alarm Status
 No System-Level Alarms Present.

Module Alarm Status
 Main Module
 No Module-Level Alarms Present.

- NetBotz Advanced view

Sensor	Reading	Status
Dew Point (4)	4.5 °C	OK
Dew Point R...	4.3 °C	OK
Dew Point R...	3.9 °C	OK
Humidity (4)	40 %	OK
Humidity Ra...	50 %	OK
Humidity Ra...	50 %	OK
Temp Rack A6	16.5 °C	OK
Temp Rack...	14.7 °C	OK
Temp Rack...	19.4 °C	OK
Temp Rack...	13.8 °C	OK
Temp Rack...	14.2 °C	OK
Temperature...	18.4 °C	OK

- Energy Storage Units

Overview

Symmetra 80K: PX CUART

Status Good Online

Quick Status

Load in Watts

55.4 %

Battery Capacity

100.0 %

Input Voltage: 115.8 | 115.2 | 116.3 VAC [Phase L1 | L2 | L3]
 Output Voltage: 121.1 | 121.1 | 121.0 VAC [Phase L1 | L2 | L3]
 Runtime Remaining: 37 minutes
 Last Battery Transfer: Detection of low utility voltage

Java Log ELog

- Control MENU
 - UPS Monitoring
 - Comprehensive View
 - UPS Identification
 - Battery Parameters
 - Input Parameters
 - Output Parameters
 - Alarm Table
 - Client Table
 - UPS Management
 - WebPower Management
 - UPS History
 - Language Selection

Comprehensive View

UPS Status	On-Line
Current Utility Line Voltage (Volt)	204.0
Output Voltage (Volt)	221.0
Output Load (%)	18
Battery Capacity Remaining (%)	100
Current Battery Voltage (Volt)	273.6
UPS Temperature (°C)	38.5
Input Frequency (Hertz)	60.0
UPS Next Off Time (hh:mm dd/mm/yyyy)	
UPS Next On Time (hh:mm dd/mm/yyyy)	
WebPower System Date (dd/mm/yyyy)	06/12/2010
WebPower System Time (hh:mm:ss)	11:49:22
WebPower Up Time (days hh:mm:ss)	67 days 00:06:46

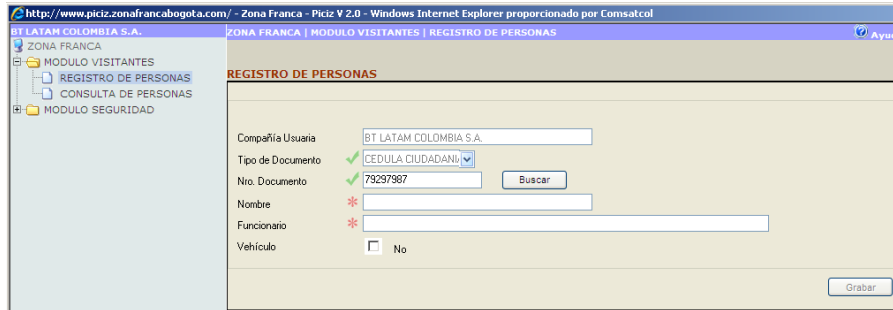
Alarm Table

Number of Active Alarms	0
Last Alarm	07/10/2010 16:33:52 Input voltage out of tolerance

Alarm ID	Alarm Time	Alarm Description
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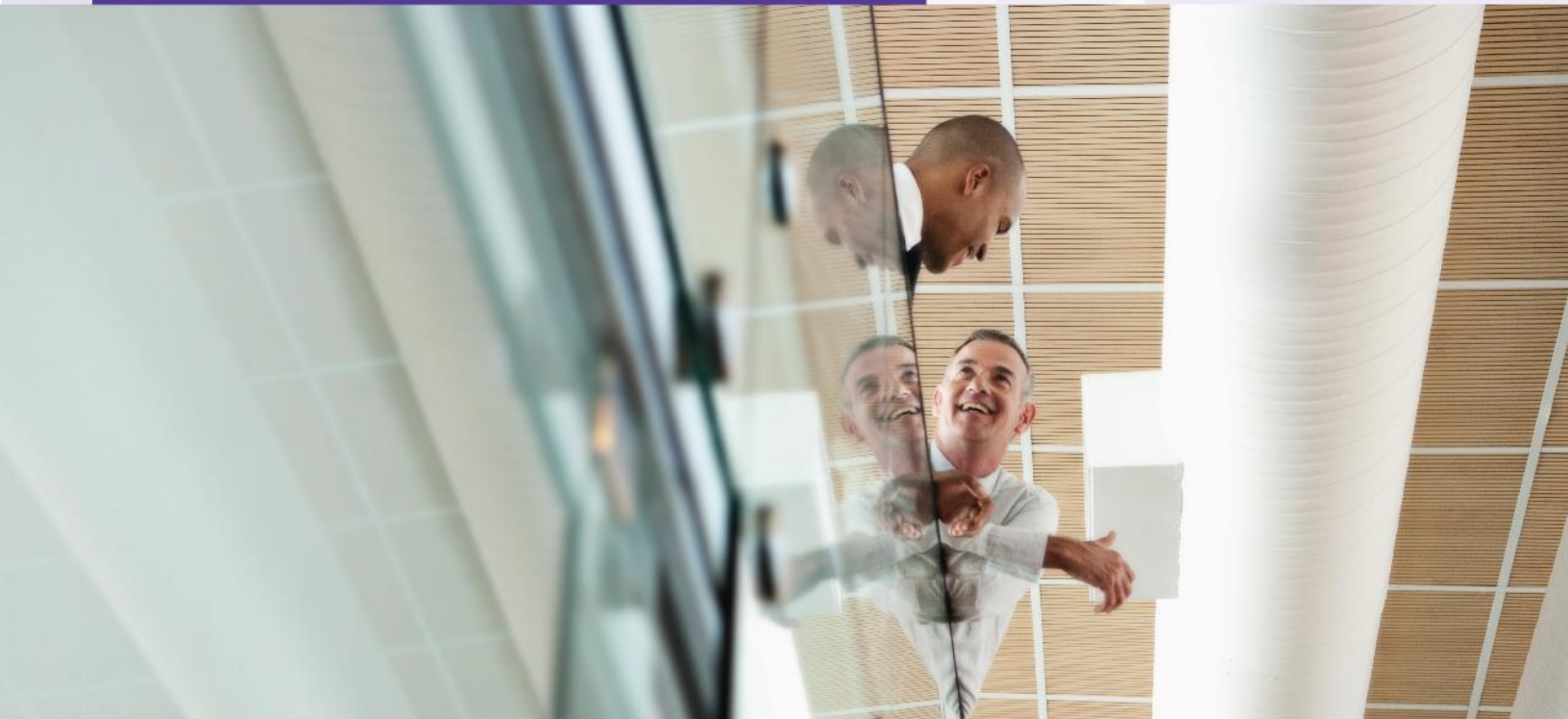
- Access control and security system



The screenshot shows a web browser window with the URL <http://www.piciz.zonafrancabogota.com/>. The page title is "Zona Franca - Piciz V 2.0 - Windows Internet Explorer proporcionado por Comsatcol". The main content area is titled "REGISTRO DE PERSONAS" and contains a form with the following fields:

Compañía Usuaría	<input type="text" value="BT LATAM COLOMBIA S.A."/>
Tipo de Documento	<input checked="" type="checkbox"/> CEDULA CIUDADANA <input type="text" value=""/>
Nro. Documento	<input checked="" type="checkbox"/> <input type="text" value="79297987"/> <input type="button" value="Buscar"/>
Nombre	<input type="text" value=""/>
Funcionario	<input type="text" value=""/>
Vehículo	<input type="checkbox"/> No

A "Grabar" button is located at the bottom right of the form.



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