



General

- Designed for server mirroring, off-site storage, disaster recovery.
- 2,000 sq. ft. raised floor facility owned and operated by NYSErNet.
- Close to Hancock International Airport and the Syracuse Amtrak station.
- Accessible by authorized personnel 24/7/365.
- NYSErNet-provided 19" lockable cabinets standard. Other sizes and customer-provided cabinets may be substituted with prior approval.
- Three and five-year contract terms.

Security and Prevention

- Card access controlled.
- Video surveillance with 30-day archive.
- Early warning fire detection system.
- Smoke and high-temperature detectors.
- Pre-action and FM-200 fire suppression system.
- 24/7/365 monitoring of critical infrastructure.

Power

- A variety of single and dual-feed AC power options (120V and 208V) available up to 10kW per cabinet.
- Centralized UPS with N+1 redundancy.
- Diesel generator sized to run entire facility with fuel storage sufficient for 24 hours operation at peak capacity.

Environment

- Data-grade HVAC system with N+1 redundancy.
- 72-degree ambient room temperature (+/- 2 degrees).
- 45% humidity (+/- 5%), non-condensing.

Network

- Customer-provided LAN.
- Commercial Internet.
- NYSErNet R&E Network.
- NYSErNet DWDM Network.
- DS1 and POTS facilities available.

Remote Hands Services

- Provided by NYSErNet staff; scheduled with the NYSErNet NOC.
- Emergency services available within (2) hours on a 24/7/365 basis.
- Standard service available with (1) business day's notice.
- Four hour allowance for standard remote hands service per calendar year per customer; allowance does not rollover. Hourly rates apply for services provided beyond allowance. Different rates for business-day versus non-business-day service.
- Remote hands services offered: DR environment testing support, equipment mounting, equipment testing and diagnostic work, preventative maintenance, AC power installation, reseating interface cards, inspecting and power-cycling equipment, reading indicator lights.
- Routine services such as backups or media handling are not offered with the remote hands service.
- Equipment receiving services available.

Fee Structure

- NRC and ARC based upon rack size, type, and power requirements.
- NRC and ARC based upon WAN requirements.