

COLLOCATION DATA CENTERS

Company overview



CETIN Bulgaria was founded in 2020, as part of PPF Group, an international investment group founded in 1991 in the Czech Republic. PPF Group is present in 24 countries spanning Europe, the USA, and Asia. As of 30 June 2019, PPF Group owned assets worth over EUR 47 billion and globally employed almost 150 000 people (as of 31 December 2019).

CETIN Bulgaria is a provider of wholesale services, owning and operating one of the largest electronic communications networks in Bulgaria. Thanks to our cutting-edge communications infrastructure, best-in-class employees, and customer-driven approach, CETIN Bulgaria's objective is to provide a pleasant customer journey and outstanding performance by driving sustainable technology development and anticipating tomorrow's needs today. With more than 200 employees, 24/7 support, and extensive infrastructure deployment, CETIN Bulgaria intends to become one of Bulgaria's most preferred providers of wholesale services in the electronic communications domain.

Service description

CETIN Bulgaria operates collocation service in specifically constructed own buildings in Sofia and Plovdiv. Data Center Serdika situated in a modern complex of Business Park Sofia where most of the major corporate companies operate and is specifically designed modern carrier neutral facility constructed to meet the highest demands of MNO's Core & Transport equipment and in line with requirements of ISO 14001, ISO 20000-1 and ISO 27001, ISO 45001 certificates standards.

The building is stand-alone with clear perimeter securing operation of network, information and communication systems ensuring service availability of 99.99% - thanks to N+1 redundancy of complete mechanical, electric and connectivity infrastructure. Sofia and Plovdiv DCs are monitored by on-site Network Operation Center providing 24x7 support to building management of electric power supply, environmental-HVAC, site security and access, fire detection and fire suppression systems.

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Buildings collocation parameters:

- ▶ Floor height – 3 m
- ▶ Raised floor – 0.40 m
- ▶ Floor load capacity: up to 1000 kg/m²
- ▶ Redundant FO connectivity: 2 separate entries
- ▶ Redundant Power Sources: 2
- ▶ Redundant 230 AC and 48V DC power supply
- ▶ Site access & security systems in place
- ▶ Close control air conditioning
- ▶ Building management system
- ▶ Independent access control
- ▶ Unloading docks

Connectivity specifications:

- ▶ 2 independent FO connectivity entry points
- ▶ Redundant core network
- ▶ Structured cabling in fire resistant trays
- ▶ Meet-me rooms (MMR)
- ▶ Preinstalled cables from customer rack to MMR

Power supply and air conditioning:

- ▶ Two separate external power supplies
- ▶ Diesel generator backup (24h fuel reserve at full load of Data Centre)
- ▶ Centralized UPS system in 2N configuration (UPS battery supply backup at full load is 60 min)
- ▶ 48V DC power supply system in 2N configuration
- ▶ AC power supply connecting customer's equipment via two preinstalled power distribution units (PDUs)
- ▶ Redundant air-conditioning system in N+1 configuration

Security:

- ▶ 24x7 physical security for the whole building
- ▶ Physical Security Operation Center for centralized alarm monitoring and reaction
- ▶ New generation IP based systems and integrated into one smart system:
 - ▶ Smoke and fire detection system
 - ▶ Automatic fire extinguishing system
 - ▶ 24/7 video surveillance
 - ▶ Water detection system
 - ▶ Access control system
 - ▶ Anti-ram fence
 - ▶ Smart peripheral protection system
 - ▶ Building key management system

Collocation service specifications

CETIN Bulgaria uses its own communications networks to provide full variety of wholesale services – Dark Fiber, Ethernet leased lines, DWDM, Data Services (L2/L3), Business Internet, IP Transit and its portfolio includes Collocation of customer equipment in dedicated carrier neutral Data Centers in Sofia and Plovdiv with the following service options and specifications:

- ▶ Footprint: Collocation of customer's rack with 600mm x 800mm, 600mm x 1000mm or 600mm x 1200mm dimensions and 42 rack units (RU) space capacity
- ▶ Rack unit - collocation in provided by CETIN shared rack:
 - ▶ Collocation in with 600mm x 800mm, 600mm x 1000mm or 600mm x 1200mm rack with capacity of 42RU
 - ▶ Collocation in $\frac{1}{4}$ (10RU) or $\frac{1}{2}$ (21RU) of rack space
- ▶ Preinstalled FO network cabling and PDUs/Sockets
- ▶ Structured cabling: Power cabling under raised floor, data cabling overhead) in protected trays
- ▶ Power supply: 230 V AC, 48 V DC or both
- ▶ Cross-connect between DC collocated customers using MMR (meet-me rooms)
- ▶ Remote connectivity to collocated equipment from dedicated room within DC
- ▶ Connectivity options:
 - ▶ Fibers Multi-Mode
 - ▶ Fibers Single-Mode
 - ▶ UTP/FTP/STP/SFTP/coax
 - ▶ Other
 - ▶ Additional services:
- ▶ Traffic blackholing
- ▶ Protection against Denial of Service attacks
- ▶ 24x7x365 remote hands & eyes services:
 - ▶ Reboot/Power cycle of customer equipment
 - ▶ Toggle or cycle a switch or button push on customer equipment
 - ▶ Reading of indicators, status lights, displays on Partner or customer equipment
 - ▶ Visual inspection of cables and cable ports for proper and secure connection
 - ▶ Visual inspection and toggle/cycle of circuit breakers
 - ▶ Swap of network cables and plugs, including cable labeling
 - ▶ Simple replacement or installation of hardware modules
 - ▶ Changing media (e.g. hard disk, CD, USB flash drive, memory card)
 - ▶ Escort of third-party Partner's employees in service area as per customer request
- ▶ 24x7x365 support: On-site NOC engineers monitor all systems in the Data Centre (power, environmental-HVAC, security, intruder, access, fire detection and suppression)
- ▶ 24x7x365 video surveillance and physical security
- ▶ 24x7x365 access to collocated equipment for authorized customer's personnel
- ▶ Storage of spare parts on demand: Dedicated secured space for storing customer spare parts



Collocation service implementation & KPIs

Service provision and installation of collocated customer's equipment lead time is up to 3 weeks from Agreement signing.

CETIN guarantees annual Collocation service availability with regards to uninterrupted the continuity of AC/DC power and air conditioning systems power supply of 99,99% per rack/footprint. Service availability is defined as the time measured on a monthly basis that the customer equipment installed in customer's rack is supplied by uninterrupted power supply.

Collocation service 24/7 support and maintenance is provided by NOC (Network Operations Center) available to customers by phone and using ticket management system.



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