FACTS

Corporate Headquarters

12712 Park Central Drive
Suite 200
Dallas, Texas 75251
www.h5colo.com
972.GET.COLO (972.438.2656)

Company Overview

H5 COLO, launched in May 2008, is a purpose-built facility designed to provide a secure location for a fault-tolerant IT infrastructure for mission-critical data and staff.

H5 COLO is in a hardened SSAE 18 (SAS 70 Type II) compliant Data Center established to provide high-quality Data Center and Colocation solutions. The facility management is onsite and monitored by the Network Operations Center Staff and in house 24/7/365.

H5 COLO has assembled a team of professionals with years of experience in providing "World-Class" customer service to organizations, ranging from small business to the Fortune 500s. H5 COLO's ongoing investment in state-of-the-art equipment incorporates the latest in power efficiencies to offer reduced operating costs and a 100% Customer uptime. H5 COLO is committed to protecting, connecting and powering your most critical information assets. The team at H5 COLO understands business needs as well as technology.

H5 COLO is located just blocks from the "High Five" interchange near Central Expressway (75) and LBJ Freeway (635), yet centrally situated from downtown Dallas, Love Field Airport, Richardson, McKinney, Mesquite, the "Mid-Cities," and DFW International Airport.

Our mission is to provide "SERVICE BEYOND EXPECTATIONS" for each and every client In a timely and efficient manner. We handle every case with accountability and responsiveness. Each of our team members is dedicated to focusing on the success of our relationship and the guardianship of your data.

Data Center Specifications

The 2nd floor of the building is dedicated to H5 Colo. 20,000 SF of the 55,000 SF has been developed as Data Center so far. An additional 20,000 SF can be developed as needed.

Compliance

- ▶ SSAE 18 Type 2 Compliant SOC2
- ▶ AICPA Service Organization Control Reports
- ▶ PCI physical
- ▶ HIPPA physical

Services

HIGHLY-MANAGED COLOCATION

H5 treats Colocation as a true service with our managed, highly customizable and adaptable solutions. Not just a set of generic products that you place your critical infrastructure in.

BUSINESS CONTINUITY AND DISASTER RECOVERY

Not all Data Centers have dedicated Disaster and Business Continuity environments. H5 does. With over 70 seats in open area and 3 private offices (Capable of 4-8 in each) with a common break area.

NETWORK SERVICES

100% Uptime is just a starting point. The physical and logical HUB of the Dallas Data Center market, H5 is uniquely located to "connect to everywhere".

FACTS

Network Operations Center (NOC)

With H5 COLO you can enjoy the peace of mind that comes from knowing your critical systems, equipment and data are protected 24/7/365.

Our restricted access Network Operations Center (NOC) is staffed 24/7/365 by on-site technicians. In addition to our team of technical experts, the NOC's automated systems constantly monitor network performance, power, cooling, and security to identify and report even the slightest irregularities, preventing potential problems before they happen. Using these advanced monitoring tools, management systems, and processes, our experts continually safeguard the Data Center environment.

Our technicians make regular rounds of the Data Center to do physical inspections of customer's areas and equipment. Also to verify the automated system readings. They monitor for alarms and use state-of-the-art Hand held infrared temperature guns to alert customers of potential issues. There is also annual infrared scanning of all electrical breakers, panels, and electrical connections.

H5 COLO can provide:
- ▶ Tailored remote hands support for just about any need
- ▶ Tape / Disk Exchanges with offsite storage at facilities like Iron Mountain
- ▶ Shipping and receiving of customer equipment

Our Team

With more than 100 years of experience serving data center clients, our team is dedicated to provide the highest-touch service in the industry.

- ▶ **Walt Chambers,** PRESIDENT
- ▶ **Clayton Holland,** OPERATIONS SECURITY MANAGER
- ▶ **Laura Cook,** NOC MANAGER
- ▶ **Cory Miller,** NOC ASSISTANT MANAGER

Select Customers

Associa

DG Delek Group

Foursquare HEALTHCARE

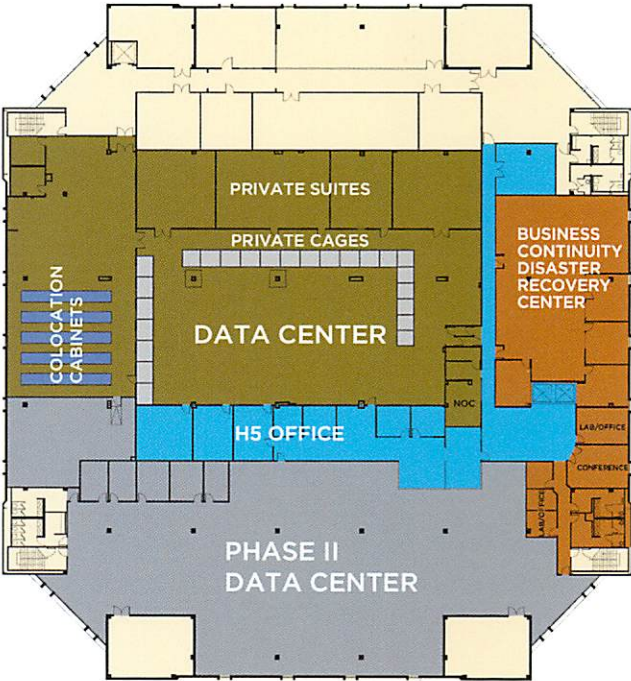**JERICHO SYSTEMS**

TBK BANK

FACILITY

H5 COLO, launched in May 2008, is a purpose-built facility designed to provide a secure location for a fault-tolerant IT infrastructure for mission-critical data and staff.

H5 COLO is in a hardened SSAE 18 (SAS 70 Type II) compliant Data Center established to provide high-quality Data Center and Colocation solutions. The facility management is onsite and monitored by the Network Operations Center Staff 24/7/365.

Building Features

- 4-level purpose-built Data and Technology Center provides a secure location for critical infrastructure and personnel
- 55,000 RSF floor plates
- 20,000 SF hardened Data Center with 5,199 RSF of developed Business Continuity space; 20,000 sf yet to be developed
- Poured in place concrete slab
- Pre-cast 18" thick steel reinforced concrete walls
- 15' slab to slab floor height
- 250 PSF floor loading in Data Center
- Roof rated to withstand 200 mph winds

SPECIFICATIONS

Built To Be a Data Center

- 4-story purpose-built Data Center
- 55,000 RSF floor plates
- 20,000 SF hardened Data Center halls
- Over 5,000 SF developed Business Continuity space
- Poured-in-place concrete slab
- Pre-cast 18" thick steel reinforced concrete walls
- 15' slab-to-slab floor height
- 250 PSF floor loading in the Data Center
- Roof rated to withstand 200 mph winds
- On-site 24/7/365 Network Operations Center with remote hands support

Security/Monitoring

- Multiple layers of security with 24/7/365 on-site personnel and building and elevator access to the 2nd floor controlled by Proximity Card System
- Data Center access requires government issued photo identification, documented credentials and access levels on file
- Data Center access controlled by a combination of Proximity Card System and Biometric Access Control
- Mantrap configuration to enter Data Center floor
- All entrances/exits to the 2nd floor remain locked at all times and every door has a security alarm.
- Dual layers of surveillance and recording throughout facility. Combination of Analog and I/P camera systems connect to separate recording devices at various locations.
- Lockable cabinets and cages, Proximity Card System is available on cages
- Centralized network infrastructure and environmental monitoring
- Systems are operated and managed by in-house Network Operations Center

Power

- Three 17 MW separate path utility feeds provide redundancy from Texas Instruments DOD grid. This is a priority grid which feeds multiple hospitals in the area.
- Two utility feeds run into a ONCOR ATO in a on-site secured underground ONCOR VAULT
- A main feed comes from this ATO in the secured ONCOR vault in the Data Center building to an ONCOR Utility Room within the building. The third feed comes directly into the secured ONCOR vault in the Data Center building.
- Separate Utility Switch Gears which allows concurrent maintenance without affecting Data Center power
- Multiple ATS's built in scalable configuration
- Dual Independent N+1 redundant UPS systems with both Lead Acid and Gel Pack battery sets
- 250 W/SF diverse power connections standard, power to cabinets up to 21 kW (17 KW usable)
- Power metered at breaker level is monitored by H5 NOC
- Electrical architecture allows field upgrades from 5kw standard to 10 kw while equipment is in service using dual power sources.
- Swing Gear to allow multiple generator configuration with additional Rollup generator connection point
- New core electrical system installed 2013
- Separate Battery Room in basement next to UPS room
- 4 MW expandable of dedicated utility power
- Backup power generation provided by 2.5 MW Cummins generator
- Comprehensive Liebert electrical system monitoring

H5 COLO

SPECIFICATIONS

Cooling

- 24 independent Liebert HVAC units with roof-mounted condensers cool the Data Center and provide N+1 redundancy
- Temperature management (75 degrees +/-5 degrees)
- In order to avoid condensation or the possibility of electrostatic discharge, a relative humidity of 45% +/-5% is maintained
- The building air handlers have been engineered to automatically adjust to their lowest temperature to cool the Data Center should the temperature exceed normal operating parameters, thus providing 2N redundancy
- Sealed Cabinet Architecture providing the most efficient cooling available. All cabinets heat output is electronically monitored 24/7/365 with automated alerts to in-house Network Operations Center
- Professional maintenance and inspection of all HVAC units is performed quarterly

Connectivity

- A multitude of connectivity options from carriers: On Net with AT&T, Lumen/CenturyLink/Level 3 Communications, XO/Verizon, UPN, Zayo/AboveNet, FiberLight
- Diverse, dedicated fiber optic pathways from street delivered to secure, diverse POEs
- Careful cable management with separation from power cabling
- All forms of copper and fiber connections available
- Our network infrastructure provides optimal performance and guaranteed availability
- A Cisco-powered network including redundant Cisco routers configured with diverse carriers provide a completely fault tolerant network configuration to internet
- Customers are connected to the network via Cat5e, Cat6 or Fiber
- H5 COLO's carrier neutral policy and proximity to fiber from multiple carriers allows customers to choose the connectivity solution that best fits their requirements
- Port level bandwidth utilization monitoring and health status
- On-site 24/7/365 environmental and bandwidth monitoring
- 100% Customer uptime

Safety

- Dry Pipe Double Interlock Pre-action Sprinkler System fire suppression with heat and smoke detection
- Battery Leak containment and detection systems
- All components electronically monitored 24/7/365 with automated alerts to the Network Operations Center
- Professional quarterly maintenance and inspection
- Annual fire prevention training
- On-site 24/7/365 Network Operations Center with remote hands

Cabinets, Cages, Suite Options

- Standard Full Cabinets – 44 U high by 24" wide by 43" deep locking cabinets with chimney attachments to increase energy efficiency and protect the health of your equipment and data. Optional 44 U high by 24" wide x 48" deep and 44 U high by 36" wide x 48" deep cabinets can be ordered.
- Closed Loop Chimney Attachments serve as a green element to the Data Center environment and produce cooling energy efficiencies up to 15% or more
- Customized Private Cages with locking doors for clients who need a cost-effective solution for segregating their environment in a shared Colocation space
- Suites – A completely separate environment behind walls. Proximity Card Access is available on Suites and Cages.

Business Continuity Workspace

- 5,199 RSF of developed Business Continuity space
- 7,682 RSF available for custom configurations
- Hot, Warm, Cold site configurations
- Available bandwidth scalable to 10 Gbps
- 70+ dedicated workstations that can be expanded to 300
- PCs and/or VoIP handsets
- WiFi and VoIP enabled conference rooms and private furnished offices

Amenities

- Oversize dedicated freight elevator capacity 9,000 lbs
- Staging area for customer shipment storage
- Lodging and numerous amenities nearby
- On-site 24/7/365 Network Operations Center
- On-site conference facilities
- On-site fitness center
- Corner Bakery Grab and Go next door

Compliance

- SSAE 18 Type 2 Compliant SOC2
- AICPA Service Organization Control Reports
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"SERVICE BEYOND EXPECTATIONS"

TOP TEN FEATURES

1. THREE POWER FEEDS

Three 17 MW separate path utility feeds provide redundancy from Texas Instruments DOD grid. This is a priority Medical Grid which was not subject to any rolling power outages during the recent Texas Ice Storm. H5 COLO currently operates three service entrances, providing 17 MW of power capacity, from ONCOR.

2. ENVIRONMENTAL CONTROL

Most Data Centers in the market today, approach Environmental Control through a combination of AirFlow, Temperature, Rack Hygiene and Aisle Air Containment. H5 COLO uses a total containment approach to Environmental Control by using sealed cabinets with a vertical exhaust duct (aka chimney). This is the most efficient and green way to control heat containment.

3. CABINET DENSITY

H5 offers diverse dual path 110v, 208v, and three phase 208v circuits from the diverse electrical service rooms with 17 kW power to cabinets.

4. CIRCUIT UPGRADES WITHOUT DOWNTIME

Existing circuits can be field upgraded to 78 Amps 110 Volt (62 Amp Usable) or 41 Amps 208 Volt (33 Amp Usable A) while keeping your equipment running. Unlike other data centers, circuit billing is based on incremental usage.

5. CARRIER-NEUTRAL FACILITY

Although H5 COLO provides an optimized premium blended network to our customers, H5 is a carrier neutral facility. Our Meet Me Room provides access to 6 different providers. H5 COLO always makes it easy to complete cross connects to all carriers.

6. MULTI-LAYER SECURITY

Multiple layers of security with 24/7/365 on-site personnel with controlled access to all areas using a DSS proximity card system (electromagnetic & electric strike). Dual layers of surveillance and recording throughout facility. Combination of Analog and I/P camera systems connect to separate recording protect your mission-critical information assets. 24/7/365 Building security for outside and inside the building.

7. SAFETY

H5 COLO features a Dry Pipe Double Interlock Pre-action Sprinkler System fire suppression with heat and smoke detection. And Battery Leak containment and detection systems.

8. NETWORK OPERATIONS CENTER

Our on-site Network Operations Center provides 24/7/365 Network Infrastructure, Environmental and Bandwidth Monitoring, Helping Hands, Rack and Stack and technical assistance. It's the assurance you need with the personalized service you can count on.

9. DISASTER RECOVERY AND BUSINESS CONTINUITY WORKSPACE

These services are your company's first line of defense in the wake of a catastrophic event. H5 offers on-demand Hot, Warm and Cold site configurations, PCs and/or VOIP handsets and 70 dedicated workstations that can be expanded to 300.

10. SERVICE BEYOND EXPECTATIONS

For over a decade, H5 COLO has offered high performance Colocation, Disaster Recovery and Business Continuity solutions that require diversity, redundancy, connectivity, growth and 100% Customer uptime. We own the building, our customers know our names and value our consistency and high-touch service.

H5 COLO

BUSINESS CONTINUITY SOLUTIONS

Our Space Is Your Space

SPACE
- 5,199 SF of developed space
- Move-in ready
- 70+ dedicated workstations, scalable to 300
- Hot, Warm, Cold site configurations.

AMENITIES
- Conference rooms
- Private furnished labeled offices
- Fitness center/showers
- Adjacent hotels and restaurants
- Corner Bakery Grab and Go on-site

COMMUNICATE
- Scalable bandwidth up to 10 Gbps
- Direct connect to other Data Centers available through existing carriers
- WiFi and VoIP enabled conference rooms and private furnished offices
- PCs/ workstations available
- 100% Customer uptime.

SECURITY
- Access list is separate from the Data Center
- Controlled Floor Access and Proximity card access to Continuity Space
- Security Cameras to monitor client space are available as an upgrade

"SERVICE BEYOND EXPECTATIONS"
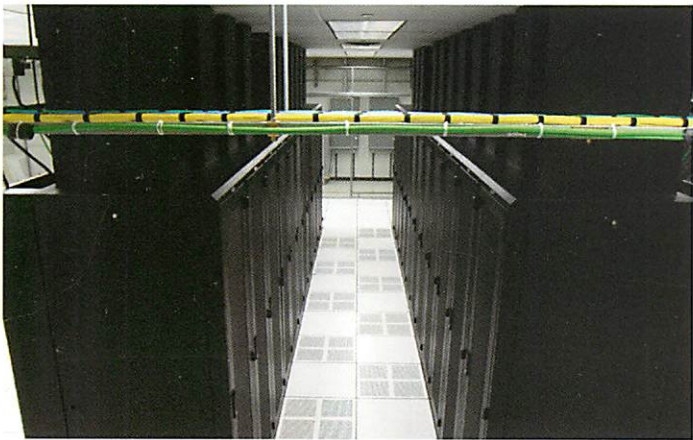
H5 COLO

DATA CENTER

20,000 SF hardened Data Center

Colocation Cabinets

Suites and Private Cages

Closed Loop Chimney Attachments produce cooling efficiencies
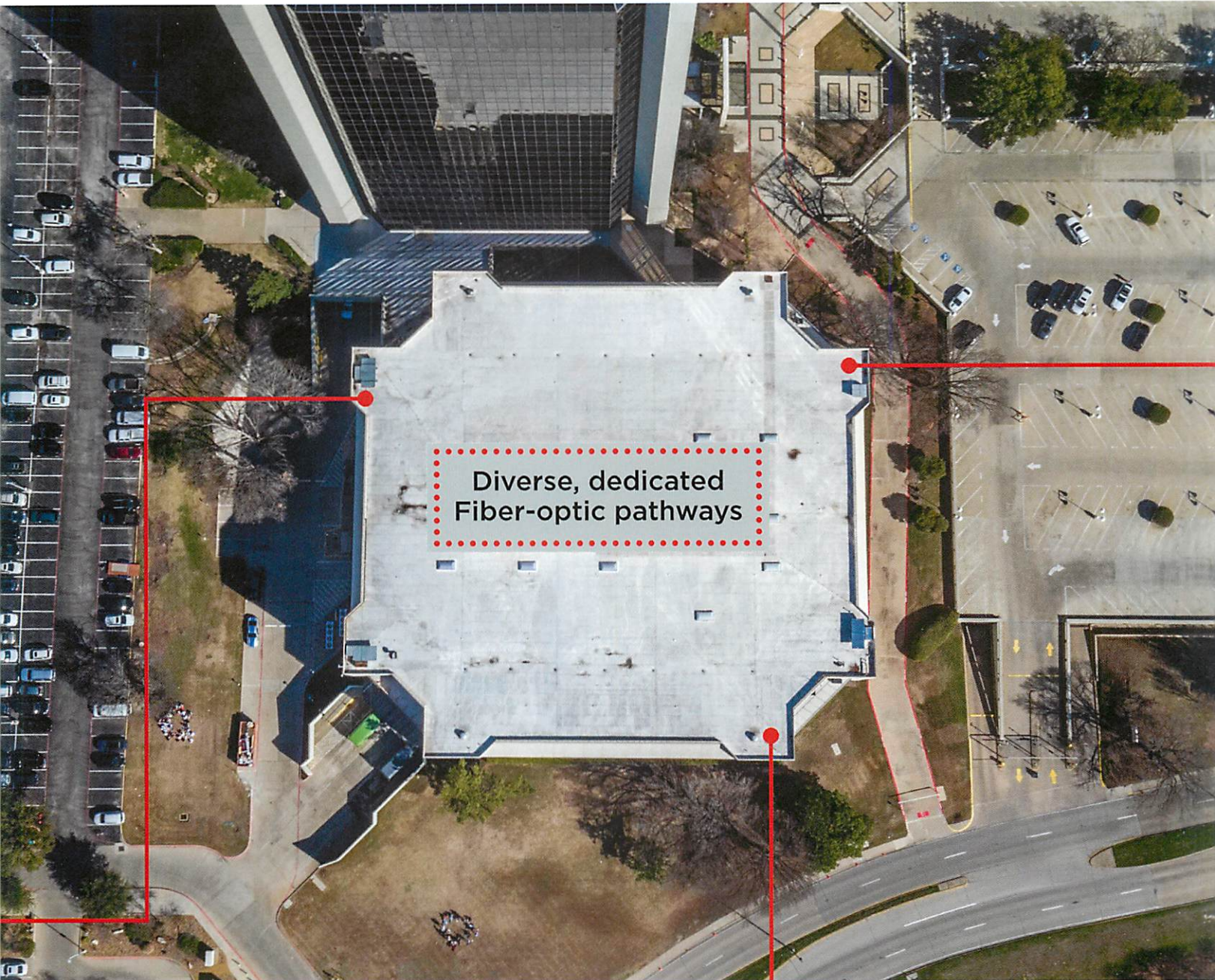

4-Level Purpose-Built Data and Technology Center

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"SERVICE BEYOND EXPECTATIONS"

H5 COLO

FIBER ACCESS POINTS

Diverse, dedicated
Fiber-optic pathways

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"SERVICE BEYOND EXPECTATIONS"