



EQUINIX SERVICES CUSTOMER GUIDE



EQUINIX

Welcome

Dear Valued Customer,

Thank you for choosing Equinix and welcome to the family! At Equinix, we strive to simplify your experience with us, and this Services guide ensures your onboarding to Equinix goes well. Please carefully review the information about Equinix Smart Hands®, Trouble Tickets and Scheduled Services contained in this guide, and contact your Equinix Customer Success Manager if you have any questions.

For more in-depth information on the different Smart Hands tasks you can request, operational coverage and turnaround times, visit the [Equinix Customer Portal](#). Scheduled services and trouble tickets can be placed using the Equinix Customer Portal (ECP) or by calling the [Global Service Desk](#) at +1.866.378.4649.

We look forward to providing you with the highest levels of service and responsiveness. We appreciate that you have selected Equinix to protect and connect your most valued asset—your information—and we are committed to your success.

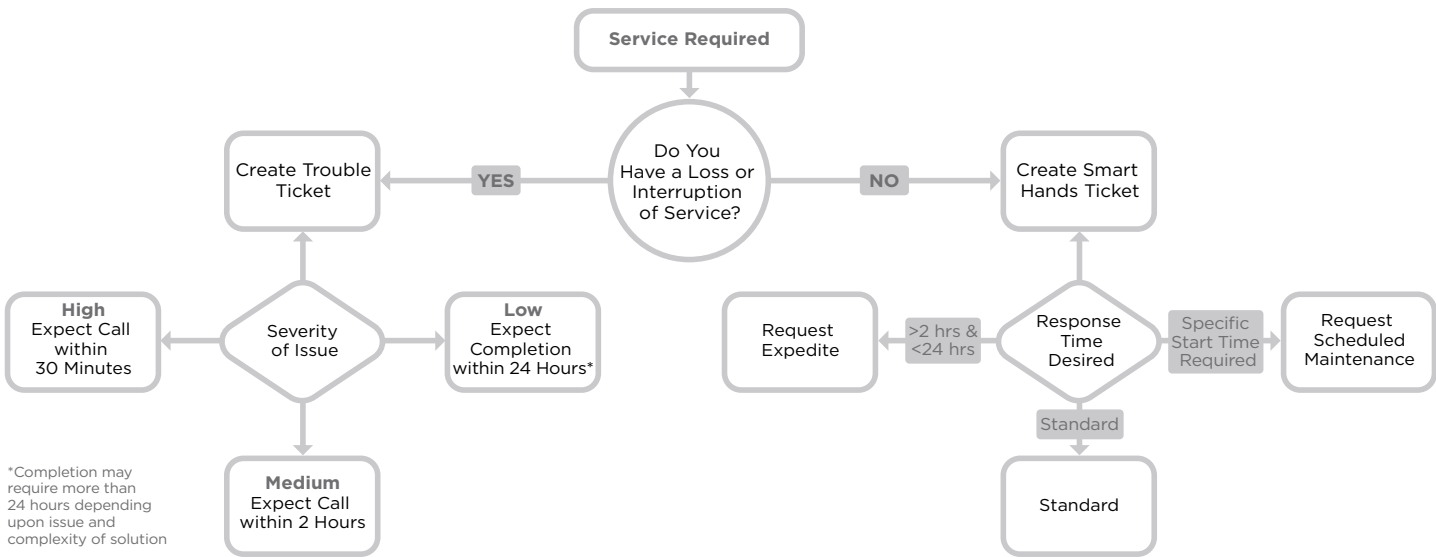
Best regards,

Ron Koskinen, Principal Product Manager, Services
on behalf of the entire Equinix Services Team

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Which Do I Use? Deciding Whether to Create a Smart Hands or Trouble Ticket



PRODUCTS & SERVICES

HOW TO ORDER SMART HANDS®

- 1. Orders & Tickets**—After logging in to the Equinix Customer Portal, select Orders & Tickets to create a new Smart Hands ticket.
- 2. Request Type**—From this page, select the type of request you need. This will help streamline the order process and ensure your request is processed correctly.
- 3. Location Details**—All requests start with defining the intended IBX data center, cage and cabinet. Once your location is selected, the portal provides details about the location, including street address, hours of operation and a link to a map of the surrounding area.
- 4. Request Details**—Each request type has different details available to select or enter manually. Certain fields will auto-populate with information based on earlier selections.
- 5. Attachments**—You can add up to five attachments to any request including Word, Excel, PDF, Visio and JPEG files with a file size limit of 2MB. Your attachments will be sent to on-site technicians to ensure your installation goes smoothly.
- 6. Scheduling Options**—The portal offers three options for orders that require scheduling: Standard Scheduling completes the request within the standard Equinix turnaround time. Expedite Scheduling allows you to prioritize your request. Scheduled Maintenance allows you to select a specific date and time for your request to be completed.
- 7. Customer Internal Reference**—Many customers have an internal ticketing system to track items ordered from Equinix. This field provides a place to enter your internal reference information, including P.O. numbers, ticket numbers or descriptive text. This information can be searched for on the Submitted Request page and will appear on your invoice.
- 8. Contact Information**—You may specify a technical/alternate contact for your requests. If questions arise Equinix will contact this person as the primary technical contact. Technical contacts do not receive booking or completion notices.

PRODUCTS & SERVICES

SHIPPING AND RECEIVING

Procedures at a Glance

Scheduling a shipment to or from the IBX

All inbound and outbound shipments must be scheduled in advance by opening a ticket through the [Equinix Customer Portal \(ECP\)](#) or by calling +1.866.EQUINIX (378.4649). Failure to open a ticket may result in your shipment being rejected.

Inbound shipments

Shipment tickets should be scheduled at least 24 hours in advance. Identify any oversized shipments (cabinets, large crates) in your shipping ticket.

Additional charges

Deliveries during non-standard business hours (after hours or weekend deliveries) require prior approval and will be billed to your account as an Equinix Smart Hands charge.

Special instructions

You must communicate in writing any special shipping or packing instructions and if special packaging material is required.

Storage process limitations

Equinix shipping areas are designed for "just-in-time shipping arrangements." This means there is limited space for storage.

Large shipments

Equinix will refuse incoming shipments into storage if the shipment exceeds the following: 60 lbs. (27.2 kg), the girth exceeds 108 inches (274 cm) or if the shipment exceeds more than five packages without a ticket.

Delivery equipment available on-site

A list of tools and delivery equipment is available in the "On-site Tools, Internet Access and Facilities" section of the online Welcome Guide.

Moving equipment to your cage

You may request help with a delivery via the Equinix Smart Hands billable service. Check the box in your inbound shipment request that says "Deliver to Cage."

Outbound shipments

You are responsible for scheduling the shipment with a carrier, completing all necessary paperwork for your shipment and providing shipment materials. You must also open an outbound shipment ticket through the [Equinix Customer Portal \(ECP\)](#) or by calling +1.866.EQUINIX (378.4649).

International shipments

Equinix recommends that you hire a U.S. Customs Broker before shipping your equipment to and from our facilities. It is your responsibility to arrange for delivery to and from our facilities and customs clearance at the port of entry. See "International shipments" for more details.

Aging shipment policy

Customer must move a shipment to its space within five days of delivery of the shipment to the IBX data center. Equinix will consider a shipment as "aging" if it is not collected within five days. Upon thirty days' prior written notice to Customer, Equinix will treat an aging shipment as abandoned equipment and dispose of it accordingly.

Questions

[Equinix Global Service Desk](#): +1.866.EQUINIX (378.4649)

Inbound shipments

Requirements

Inbound shipments must be scheduled in advance at customerportal.equinix.com or by calling +1.866.EQUINIX (378.4649).

Moving tips

Flatbed carts and flat wooden dollies are available to move your equipment.

Policies

- When creating your shipping tickets, you are required to provide the following information:
 - Carrier name.
 - Shipment tracking number.
 - Scheduled shipment delivery date.
 - Company name of party receiving shipment.
 - Shipment description (size, weight, # of boxes or # of pallets).
 - Special handling instructions (oversized package?).
 - Cage number.
 - Correct address label.
- To assist the IBX, please label the package in the following manner:
Company Name
Cage Number
C/O Equinix
Order Number
- Please do not have customer equipment delivered to a site prior to your service start date. Equinix will refuse shipments related to uninstalled customers.
- All inbound and outbound shipments must be scheduled 24 hours in advance by opening a ticket through the [Equinix Customer Portal](#) (ECP) or by submitting a shipping form to the Global Service Desk.
 - If a shipment arrives without a ticket, a ticket must be opened within five (5) days of Equinix receiving the shipment.
- Equinix will store your shipment for a maximum of five (5) days after delivery. If you have not retrieved your shipment after the fifth business day, the shipment will be returned to sender, with all charges billed to the customer.
- Shipments without a ticket will be rejected for any of the following conditions:
 - Weight exceeds 60 lbs. (27.2 kg) unless a ticket has been opened.
 - Girth exceeds 108 inches (274 cm); 2x(L)+2x(W) +2x(H) unless a ticket has been opened.
 - Exceeds more than five packages unless a ticket has been opened.
 - Does not have a "shipped from" address displayed.
- Sent as cash on delivery (COD). Equinix will not accept COD shipments on the customer's behalf.
- Unidentified packages or packages containing hazardous materials.
- If customer does not have space at the IBX data center to which the shipment was sent.
- Each inbound shipment request will remain active for a period of 14 days from the expected delivery date, OR until the number of packages specified in the request has been received.
- Expired inbound shipment service requests will be canceled or closed and an email notification will be sent to the original customer requesting the ticket.
- Visibly damaged shipments will be accepted. Site staff will photograph damaged shipment, and Service Desk staff will notify your shipping contact of the damaged shipment.
- Equinix is not responsible or liable for any missing equipment or damage that may occur during packaging and shipping. Photographs provided upon request.
- USPS standard mail is delivered ONLY to IBXflex® customers.
- USPS package deliveries are accepted at IBX data centers with a valid Inbound Shipment ticket that includes a tracking number and a shipping label that includes: "Deliver to Loading Dock." When all details are complete, the shipment is delivered to the loading dock.
- Hand-carried items that are not able to fit in the front door and mantrap must have an inbound shipping activity to bring the item in through the loading dock.

When your shipment arrives on-site

- You will receive an automated notification via email.
- You are responsible for moving your shipment to and from the shipping/receiving area and your cage. You may request help with a delivery via the Equinix Smart Hands billable service. Check the box in your inbound shipment ticket that says "Deliver to Cage."
- You can open an Equinix Smart Hands ticket and request Equinix to unpack your shipment and dispose of packing materials.
- Please do not leave items unattended at loading docks and areas outside the IBX data center. Equinix reserves the right to remove unattended items.

Aging shipment policy

Customer must move a shipment to its space within five days of delivery of the shipment to the IBX data center. Equinix will consider a shipment as "aging" if it is not collected within five days. Upon thirty days' prior written notice to Customer, Equinix will treat an aging shipment as abandoned equipment and dispose of it accordingly.

Outbound shipments

Requirements

For security purposes and proper handling of equipment, all outgoing shipments from an IBX data center must be scheduled 24 hours in advance through the [Equinix Customer Portal](#), Equinix.com or by calling +1.866.EQUINIX (+1.866.378.4649). An outbound shipment activity is required if an authorized individual intends to hand-carry an item out from the loading dock.

Policies

1. You are responsible for:
 - Communicating in writing special packaging instructions.
 - Scheduling outbound shipments with your designated carrier.
 - Paying for all associated shipping fees including retrieval.
 - Completing all necessary paperwork.
 - Notifying the carrier that all packages will be shipped to or retrieved from the IBX loading dock area.
 - Providing special packing material if it is required.
2. Equinix reserves the right to visually and/or physically inspect shipments at the IBX loading dock area.
 - At the time of Equinix inspection of any shipments to or from IBX data centers, Equinix may record serial numbers for equipment valued at US\$1,000 or more.
 - When packing equipment for shipment, each customer should be aware that Equinix personnel will need access to the serial numbers on the equipment being shipped, and should seal boxes after serial numbers are recorded.
3. You are responsible for moving your shipments to and from the shipping/receiving area and your cage. If you need assistance, you can open an Equinix Smart Hands ticket.
4. You can open an Equinix Smart Hands ticket to request that Equinix pack your shipments and dispose of packing materials.
5. Equinix is not responsible or liable for any missing equipment or damage that may occur during the packaging or shipment of your equipment.
6. Upon request, the IBX staff will complete shipping paperwork for customers. You must provide the Equinix Service Desk with the following:
 - Company shipping account number.
 - Company address associated with the account number—this will be used as the “ship from” address.
 - Correct “ship to” address.
 - Declared value of shipment.
 - Instructions and any special packing material, if needed.
7. In the case of a Smart Hands request to prepare an outbound shipment, you are expected to provide containers and packing materials for the equipment to be shipped.
 - IBX warehouse specialists can provide waybills and apply packing tape to close and stabilize the package.
 - Packing materials (such as small to medium boxes, foam padding and pallets) may be saved and offered to you at no extra charge. These supplies vary by IBX facility.
8. All carriers (Federal Express, UPS, etc.) must retrieve all packages from the designated shipping/receiving area.
9. After-hours loading dock/freight elevator use is an extra charge and will be billed to your account.

International shipments

Since many of our customers source equipment from outside of the United States and Canada, it is important to note special requirements related to inbound/outbound shipments that pass through U.S. Customs. Equinix recommends that you hire a U.S. Customs broker before shipping your equipment. A list of such brokers can be found on the [U.S. Customs and Border Protection \(CBP\)](#) website. For a list of Canadian Customs brokers, visit the [Canada Border Services Agency](#) website.

U.S. and Canada Policies

1. It is your responsibility to arrange for delivery to our facilities and customs clearance at the port of entry. Please plan ahead to avoid any problems and delays that can arise when your equipment arrives at a U.S. port without prior arrangements.
2. It is your responsibility to pay any and all applicable duties, harbor maintenance fees and merchandise processing fees.
3. Equinix will not act as the importer of record for your merchandise.
4. Equinix will not be responsible for the entry, valuation or classification of this merchandise.
5. Equinix will not sign a power of attorney for you or on your behalf with a customs broker.
6. Shipments originating internationally must be shipped as "Free Domicile." Equinix is not responsible for any shipping costs or customs obligations for international shipments, and Equinix does not operate as an "importer."

Brazil & Colombia Policies

Brazil: Per Brazilian law, customers are required to show invoices for proof of shipments (Nota Fiscal).

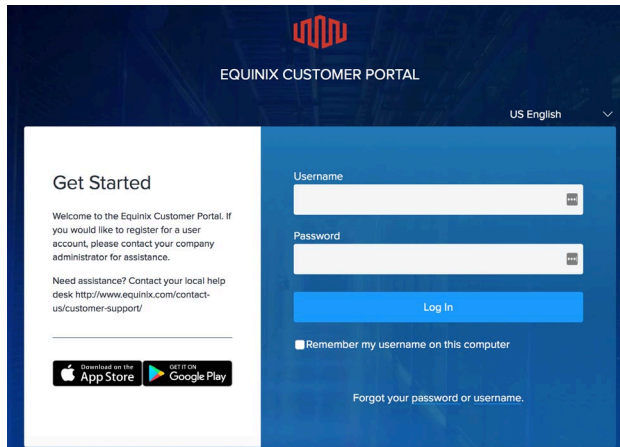
Colombia: To learn more about shipping and receiving procedures in Bogotá, please refer to the documentation on the [Equinix Customer Portal](#).

EQUINIX CUSTOMER PORTAL GUIDE TO SUBMIT A TROUBLE TICKET

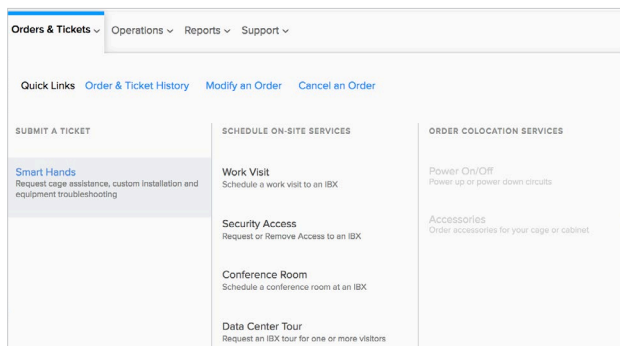
Submit a trouble ticket for any IBX issues you may be experiencing

The following information lists step-by-step procedures to create an Equinix trouble ticket. This type of request is used if you are experiencing an issue that is impacting your service.

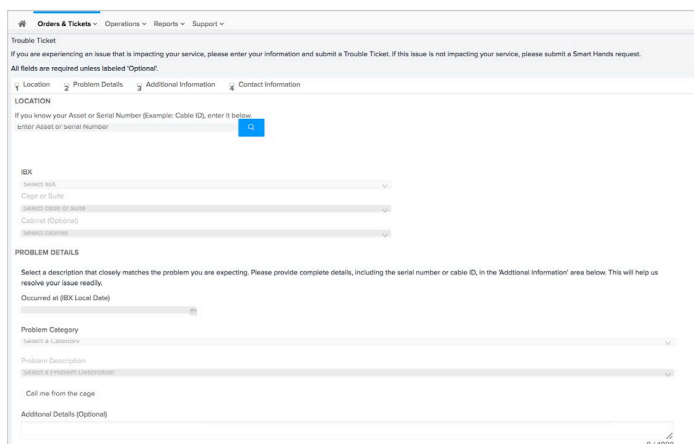
1. Log in at [Equinix Customer Portal \(ECP\)](#).

The image shows the Equinix Customer Portal login page. It has a dark blue header with the Equinix logo and the text "EQUINIX CUSTOMER PORTAL". Below the header, there's a "Get Started" section on the left with a welcome message and a "Log In" button. On the right, there's a login form with fields for "Username" and "Password", a "Log In" button, and a checkbox for "Remember my username on this computer". There's also a link for "Forgot your password or username.".

2. From the dashboard, click **Orders & Tickets > Trouble Ticket**.

The image shows the Equinix Customer Portal dashboard. It has a top navigation bar with "Orders & Tickets", "Operations", "Reports", and "Support". Below the navigation bar, there's a "Quick Links" section with "Order & Ticket History", "Modify an Order", and "Cancel an Order". The main content area is divided into three columns: "SUBMIT A TICKET", "SCHEDULE ON-SITE SERVICES", and "ORDER COLOCATION SERVICES". Under "SUBMIT A TICKET", there's a "Smart Hands" section with a description. Under "SCHEDULE ON-SITE SERVICES", there's a "Work Visit" section with a description. Under "ORDER COLOCATION SERVICES", there's a "Power On/Off" section with a description.

3. Complete all required information.

The image shows the Equinix Customer Portal "Trouble Ticket" form. It has a top navigation bar with "Orders & Tickets", "Operations", "Reports", and "Support". Below the navigation bar, there's a "Trouble Ticket" section with a description. The form is divided into three tabs: "Location", "Problem Details", and "Contact Information". The "Location" tab is active and shows fields for "IBX", "Cage or Suite", "Cabinet (Optional)", and "Server (Optional)". The "Problem Details" tab is also visible and shows fields for "Problem Category", "Problem Description", "Call me from the cage", and "Additional Details (Optional)".

EQUINIX CUSTOMER PORTAL

GUIDE TO SUBMIT A TROUBLE TICKET



4. Enter the location details including your IBX, cage/suite and cabinet.
5. Complete the information below "Trouble Ticket Details." Use the following table to determine which category to select based on the description.

PROBLEM CATEGORY	PROBLEM DESCRIPTION
Hardware	Issue impacting your service Note: If the issue is not impacting your service, please submit a Smart Hands® request
IBX SmartView™	Problem with electrical sensor Problem with the power draw, electrical system, mechanical system or the environment
Power	Total power outage Partial power outage
Environment	Rising temperature Decreasing temperature Water leak Structure damage
Cross connect	Live cross connect circuit stopped working Live Metro Connect® circuit stopped working New cross connect circuit was not successfully installed
Network	Total network outage Partial network outage
Security	Security issue with cage or cabinet Cage door is not working

6. Complete the remaining information and click Submit Request.

Submit

Cancel

If your ticket was successfully submitted, you will get the following notice:

Order Confirmation

Your order has been submitted successfully.

Order Number - 1-186016429413

Trouble Ticket

Account Name

Account Number

IBX

Cage

Incident Date & Time

Problem Category

Problem Code

EQUINIX

1

SV9

01P0P000EQUINIX1

04Mar2019 11:02

IBX SmartView

IBX SmartView Environmental

7. For complete details, go back to the home screen and click the ticket order number under Recent Submitted Requests.

Orders Dashboard

Quick Links

Last 200 Orders

Ordering Contacts

IBXs

TOTAL

1

Trouble Ticket

1

ORDER RECEIVED

0

IN PROGRESS

0

PENDING ACTION REQUIRED

0

COMPLETED

Order Number	Product or Ticket Type	IBX(s)	Ordering Contact	Status	Created C
1-186016429413	Trouble Ticket	SV9	Angeline Pan	Order Received	10/Mar/20

PRODUCTS & SERVICES

EQUINIX SERVICE REQUEST GUIDE

Streamline your Equinix service request process with this guide that helps you determine which service request type you need to submit

Most post-installation services can be requested by opening a Smart Hands™ ticket. However, larger, more complex requests, or requests that require a firm quote, should be requested as a Custom Service Order.

Whether you require a Smart Hands request or Custom Service Order, our experienced technicians will be there to support your infrastructure operations. Refer to the guide below for recommended order types for commonly submitted requests.

CUSTOM REQUEST

Custom work can be ordered only through a Custom Sales Order. Orders for custom work cannot be made through the Equinix Service Desk. The price for custom work is unique to the job in question and will be broken into two parts on the Sales Order and invoice—"Custom Parts" and "Custom Labor."

EQUINIX SMART HANDS

All Smart Hands activities are ordered and approved through an authorized customer contact.

Customers are charged the Equinix materials rate for all parts or equipment utilized while performing Smart Hands work. Charges will be billed upon the Equinix completion date. Customers are charged a Smart Hands after-hours rate in IBX data centers that do not have 24/7 on-site technical support.

How to submit a request

Smart Hands

- Log in to [Equinix Customer Portal](#).
- Mouse over "Services" > click "Smart Hands".

Custom order

- Phone: +1.866.378.4649.
- Email: support@equinix.com.

REQUEST TYPE	SMART HANDS	CUSTOM ORDER
Pre-loaded cabinet move	<ul style="list-style-type: none">• Moving fewer than 20 cabinets and within the same IBX data center.• Select Smart Hands Type "Pre-Loaded Cabinet Move".	<ul style="list-style-type: none">• Moving from one IBX to another or 20+ cabinets.
Empty cabinet move	<ul style="list-style-type: none">• Moving empty cabinets from cage to cage or loading dock to cage.• Select Smart Hands Type "Move/uncrate equipment".	<ul style="list-style-type: none">• N/A.
Wire managers	<ul style="list-style-type: none">• If Wire Manager is available to purchase under Equinix Accessory List.• Select Smart Hands Type "Install or mount equipment".• If you are unsure of placement of wire managers or if it will fit with your current implementation, please contact your SE and proceed with a custom order.	<ul style="list-style-type: none">• When specific part is required and not listed under Accessory List.
Cage modifications and accessories (door, mesh, camera, etc.)	<ul style="list-style-type: none">• N/A.	<ul style="list-style-type: none">• All Cage modifications and accessories should be submitted as Custom Sales Orders.
Camera	<ul style="list-style-type: none">• Customer-provided camera: Contact your Customer Success Manager (CSM) to enter a feasibility review. If approved, this will turn into a Smart Hands request.	<ul style="list-style-type: none">• Equinix-provided camera: Submit request via Custom Sales Order.
Private patch panel (Meet Me Room)	<ul style="list-style-type: none">• N/A.	<ul style="list-style-type: none">• Standard Equinix Patch Panels should be submitted via a regular Sales Order. Non-standard patch panels should be entered via a Custom Sales Order.

PRODUCTS & SERVICES

EQUINIX SERVICE REQUEST GUIDE

REQUEST TYPE	SMART HANDS	CUSTOM ORDER
Pre-wire	<ul style="list-style-type: none"> Small scope of work (under 24 pair - 48 strands) and using standard parts with wire schematic. Note: IBX standard 24 hour SLO is not applicable for pre-wire. Customers will receive notification of an alternative resolution date (ARD) once the technician has reviewed the request. Select Smart Hands Type "Install cables". 	<ul style="list-style-type: none"> Medium to large builds (greater than 24 pair - 48 strands) and for any custom parts.
Fiber tray	<ul style="list-style-type: none"> Simple add-on to an existing build (less than 6 ft.). Select Smart Hands Type "Install or mount equipment". 	<ul style="list-style-type: none"> Custom Sales Order required for all new installs or add-ons more than 6 ft.
Power Distribution Units (PDUs)	<ul style="list-style-type: none"> N/A. 	<ul style="list-style-type: none"> PDUs should be requested via Custom Sales Orders.
Copper tray	<ul style="list-style-type: none"> Simple installs to an existing build (less than 10 ft.) or to adding accessories to an existing build. Select Smart Hands Type "Install or mount equipment". 	<ul style="list-style-type: none"> Custom Sales Order required for all new installs or add-ons more than 10 ft.
Cabinet	<ul style="list-style-type: none"> N/A. 	<ul style="list-style-type: none"> Custom cabinets.
Cabinet accessories	<ul style="list-style-type: none"> Parts listed in accessory list. Order through Smart Hands Accessories. 	<ul style="list-style-type: none"> Parts not listed in accessory list.
Equinix camera	<ul style="list-style-type: none"> Work with your Equinix Sales Representative and go through standard ordering process. 	
Patch cables	<ul style="list-style-type: none"> Patch cables listed in accessory list. Select Smart Hands Type "Install Patch Cable". 	<ul style="list-style-type: none"> Patch cables not listed in accessory list or for bundled pricing.
Rack and stack	<ul style="list-style-type: none"> Small builds up to 100 RU in total equipment size can be completed via Smart Hands. Select Smart Hands Type "Install or mount equipment". <p>Note: IBX standard 24 hour SLO is not applicable for Rack and Stack. Customers will receive notification of an alternative resolution date (ARD) once the technician has reviewed the request.</p>	<ul style="list-style-type: none"> Rack and stack builds greater than 100RU in total equipment size should be requested via a custom order.
Security systems	<ul style="list-style-type: none"> N/A. 	<ul style="list-style-type: none"> Custom Sales Order required for all security system orders and changes.
Innerduct	<ul style="list-style-type: none"> N/A. 	<ul style="list-style-type: none"> When Equinix is responsible for installing/supplying the cable. <p>Note: Innerduct install order required in addition to custom order.</p>
Audit	<ul style="list-style-type: none"> Select Smart Hands Type "Physical Audit". 	<ul style="list-style-type: none"> N/A.
In-mesh demarcation panels	<ul style="list-style-type: none"> N/A. 	<ul style="list-style-type: none"> Custom Sales Order required.
Dedicated racks and panels for Intra Customer Cross Connects (ICCCs)		
Flex-space demarcation		

PRODUCTS & SERVICES

SMART HANDS® INVOICE REFERENCE GUIDE

This reference guide provides specific details about Smart Hands activity on your Equinix invoice. It details new and recurring activity, allowing you to quickly identify the Smart Hands charges within your Equinix IBX data center deployments.

New Activity				Charges relate to services provided in New York IBX - NY8								USD
LN#	Order #	IBX	Product	Product Description and Details	Reference	Item #	Quantity	Unit Price	Recurring	Non Recurring	Tax	Total
SO#:	1-123456789012		Booked by Jane Smith, 09-Jun-17									
14	249611	NY8	Professional Services	Smart Hands – Normal Working Hours – Cust Equip/Trouble Shooting		CHARGES	2.5	200.00	0.00	500.00	50.00	550.00
1	2	3	4	5	6	7	8	9	10	11	12	13

The invoice includes the following fields:

1. LN#—Line number.
2. Order #—Order number that the services reference for terms and conditions.
3. IBX—The data center that accrued the charges for the invoice.
4. Product—Details a product by group: space, power, interconnection, professional services or business continuity.
5. Product Description and Details—Description of the specific service.
6. Reference—Used to display the customer reference number.
7. Item #—Number that will also be referenced on quotes.
8. Quantity—Number of hours billed for Smart Hands activity.
9. Unit Price—Hourly rate for Smart Hands activity.
10. Recurring—Charges that will occur on a monthly basis.
11. Non Recurring—Charges that will only happen during this invoice.
12. Tax—Taxes on Smart Hands Support Plan in the U.S. are collected in arrears. In all other locations, taxes are collected in advance.
13. Total—Total cost for that line.

Contact Us

If you have questions about the invoice or need assistance, please call the [Global Service Desk \(GSD\)](#) or email billing@equinix.com.

PRODUCTS & SERVICES

SMART HANDS® INVOICE REFERENCE GUIDE



Normal and After Working Hours

New Activity			Charges relate to services provided in New York IBX - NY8									USD
LN#	Order #	IBX	Product	Product Description and Details	Reference	Item #	Quantity	Unit Price	Recurring	Non Recurring	Tax	Total
SO#:		1-123456789012		Booked by Jane Smith, 09-Jun-17								
1	249611	NY8	Professional Services	Smart Hands -- Normal Working Hours -- Cust Equip/Trouble Shooting		CHARGES	2.5	0.00	0.00	0.00	50.00	50.00
2	249611	NY8	Professional Services	Smart Hands -- After Working Hours -- Cust Equip/Trouble Shooting		CHARGESAH	2.5	225.00	0.00	562.50	60.00	622.50
3	249611	NY8	Professional Services	Smart Hands -- After Working Hours -- Overage -Cust Equip/Trouble Shooting		CHARGESAH	2.5	225	0.00	562.50	60.00	622.50

SMART HANDS USE CASE		COMMON SMART HANDS PRODUCT DESCRIPTION	DETAILS
1	Standard Smart Hands Troubleshooting request during normal business hours	Smart Hands—Normal Working Hours—Cust Equip/Troubleshooting	<p>Normal Working Hours describes activities that were completed during the normal business hours of the IBX data center.</p> <ul style="list-style-type: none"> Cust Equip/Troubleshooting is one of several Smart Hands Resolution Codes that you might see here. (This is a short description of the activity type.) Quantity will show the number of hours billed by technician. <p>Unit price will show 0.00 if pre-purchased Smart Hands Support Plan Hours were used.</p>
2	Standard Smart Hands Troubleshooting request after normal business hours	Smart Hands—After Working Hours—Cust Equip/Troubleshooting	<p>After Working Hours describes activities that were completed after the normal business hours of the IBX data center.</p> <ul style="list-style-type: none"> Cust Equip/Troubleshooting is one of several Smart Hands Resolution Codes that you might see here. (This is a short description of the activity type.)
3	Standard Smart Hands Troubleshooting request during after working hours when all Smart Hand Support Plan hours have been used in the month.	Smart Hands—After Working Hours—Overage—Cust Equip/Trouble Shooting	<p>After Working Hours describes activities that were completed after the normal business hours of the IBX data center.</p> <ul style="list-style-type: none"> Overage will show if all Support Plan hours were used after hours. Cust Equip/Troubleshooting is one of several Smart Hands Resolution Codes that you might see here. (This is a short description of the activity type.) <p>Note: Hours purchased with Support Plan can be used both during business hours and after business hours.</p>

PRODUCTS & SERVICES

SMART HANDS® INVOICE REFERENCE GUIDE



Annual and Monthly Support Plans

Charges relate to services provided in New York IBX - NY8												USD
LN#	Order #	IBX	Product	Product Description and Details	Reference	Item #	Quantity	Unit Price	Recurring	Non Recurring	Tax	Total
SO#: 1-123456789012 Booked by Jane Smith, 09-Jun-17												
1	249611	NY8	Professional Services	Annual Smart Hands Support Plan - Standard		PS00021	1.00	12,000.00	0.00	12,000.00	0.00	12,000.00
2	249611	NY8	Professional Services	Monthly Smart Hands Support Plan - Standard		PS00022	1.00	1,000.00	1,000.00	0.00	0.00	1,000.00
3	249611	NY8	Professional Services	Annual Smart Hands Support Plan - IBX Specific Plan		PS00021	1.00	12,000.00	0.00	12,000.00	0.00	12,000.00
4	249611	NY8	Professional Services	Monthly Smart Hands Support Plan - IBX Specific Plan		PS00021	1.00	1,000.00	1,000.00	0.00	0.00	1,000.00
5	249611	NY8	Professional Services	Monthly Smart Hands Support Plan - IBX Specific Plan -1-Month Rollover		PS00022	1.00	1,000.00	1,000.00	0.00	0.00	1,000.00

SMART HANDS USE CASE		COMMON SMART HANDS PRODUCT DESCRIPTION	DETAILS
1	Purchase of an Annual Smart Hands Support Plan with 60 hours	Annual Smart Hands Support Plan—Standard	<p>Hourly Bundles (Support Plans Pre-12/2017)</p> <ul style="list-style-type: none"> Standard is one of several Support Plans and describes the Bundle Purchased. Quantity will always show 1 (purchasing one (1) Annual Smart Hands Support Plan—Standard.)
2	Purchase of a Monthly Smart Hands Support Plan with 5 hours per month	Monthly Smart Hands Support Plan—Standard	<ul style="list-style-type: none"> Standard is one of several Support Plans and describes the Monthly Bundle Purchased. Quantity will always show 1 (purchasing one (1) Monthly Smart Hands Support Plan—Standard.)
3	Purchase of an Annual Smart Hands Support Plan only valid for a single IBX	Annual Smart Hands Support Plan—IBX-Specific	<p>IBX-Specific Plan—This will display if you requested the plan be valid for a single IBX only. If purchasing for all IBX data centers under an account number (country), it will not display.</p> <ul style="list-style-type: none"> Quantity will always show 1 (purchasing one (1) Annual Smart Hands Support Plan—IBX-Specific.)
4	Purchase of a Monthly Smart Hands Support Plan only valid for a single IBX	Monthly Smart Hands Support Plan—IBX-Specific	<p>IBX-Specific Plan—This will display if you requested the plan be valid for a single IBX only. If purchasing for all IBX data centers under an account number (country), it will not display.</p> <ul style="list-style-type: none"> Quantity will always show 1 (purchasing one (1) Monthly Smart Hands Support Plan—IBX-Specific.)
5	Purchase of a Monthly Smart Hands Support Plan only valid for a single IBX with 1-month rollover hours	Monthly Smart Hands Support Plan—IBX-Specific—1-Month Rollover	<p>IBX-Specific Plan—This will display if you requested the plan be valid for a single IBX only. If purchasing for all IBX data centers under an account number (country), it will not display.</p> <ul style="list-style-type: none"> 1-Month Rollover—This will display if the plan you purchased includes 1-month rollover hours. Quantity will always show 1 (purchasing one (1) Monthly Smart Hands Support Plan—IBX-Specific—1-Month Rollover.)

PRODUCTS & SERVICES

SMART HANDS® INVOICE REFERENCE GUIDE



One Time and Recurring Activity

Charges relate to services provided in New York IBX - NY8											USD	
LN#	Order #	IBX	Product	Product Description and Details	Reference	Item #	Quantity	Unit Price	Recurring	Non Recurring	Tax	Total
SO#: 1-123456789012 Booked by Jane Smith, 09-Jun-17												
1	249611	NY8	Professional Services	Smart Hands – Normal Working Hours – 1-987654321098 -04.Audit / Inspect / Inventory		CHARGES	2.5	200.00	0.00	500.00	50.00	550.00
2	249611	NY8	Professional Services	Smart Hands Recurring Activity -1-987654321098 -Recurring Smart Hands - Recurrence - Monthly		PS00040	1.00	0.00	0.00	0.00	0.00	0.00
3	249611	NY8	Professional Services	Smart Hands Recurring Activity -1-987654321098 -Cage Access Report - - UOM -Cage - Recurrence -Monthly		PS00040	1.00	200.00	0.00	200.00	50.00	250.00
4	249611	NY8	Professional Services	Smart Hands One-Time Fixed Price -Pre-Loaded Cabinet Move		PS00041	3.00	750.00	0.00	2,250.00	100.00	2,350.00

SMART HANDS USE CASE		COMMON SMART HANDS PRODUCT DESCRIPTION		DETAILS
1	Monthly Recurring Smart Hands for Cage Inspection Time and Materials based	Smart Hands—Normal Working Hours—1-987654321098 -04.Audit/Inspect/Inventory		<p>Normal Working Hours describes activities that were completed during the normal business hours of the IBX data center.</p> <ul style="list-style-type: none"> 1-987654321098 shows the Original Order number for a Recurring Smart Hands Activity. 04.Audit/Inspec/Inventory is one of several Smart Hands Resolution Codes that you might see here. (This is a short description of the activity type.) <p>Note: Unit price will show 0.00 if pre-purchased Smart Hands Support Plan Hours were used.</p>
2	Monthly Recurring Smart Hands for Cage Inspection Time and Materials	Smart Hands Recurring Activity—1-987654321098—Recurring Smart Hands—Recurrence—Monthly		<p>Recurring Smart Hands shows the name of the Recurring Smart Hands Activity.</p> <ul style="list-style-type: none"> Quantity will always show 1.00. Unit price will show 0.00 if T&M-based. Charges will appear on the CHARGES item above.
3	Monthly Smart Hands Cage Access Report (Fixed Price)	Smart Hands Recurring Activity—1-987654321098—Cage Access Report—UOM—Cage—Recurrence—Monthly		<p>Recurring Smart Hands shows the name of the Recurring Smart Hands Activity.</p> <ul style="list-style-type: none"> 1-987654321098 shows the Original Order number for a Recurring Smart Hands Activity. UOM—Cage shows the Unit of Measure (UOM) for the order. Recurrence—Monthly shows how often the Recurring Smart Hands with take place. For Fixed Price Smart Hands, quantity will always show 1.00. Unit Pricing will show the Fixed Price. <p>Note: Pricing will show if Service is a Fixed Price service and a CHARGES item will not show</p>
4	One-Time Fixed-Price Smart Hands for moving a pre-loaded cabinet from the loading dock to the customer cage	Smart Hands One-Time Fixed Price—Pre-Loaded Cabinet Move		<p>This is a one-time, non-recurring cost.</p> <ul style="list-style-type: none"> Pre-Loaded Cabinet Move is the name of the Fixed Price Service. Unit Pricing shows the Fixed Price. <p>Note: Pricing will show if Service is a Fixed Price service and a CHARGES item will not show</p>

PRODUCTS & SERVICES

SMART HANDS® INVOICE REFERENCE GUIDE



One-Time Fixed Price Debiting Support Plans

New Activity		Charges relate to Professional Services											USD
LN#	Billing Agreement	IBX	Product	Product Description and Details	Reference	Item #	Quantity	Unit Price	Recurring	Non Recurring	%	Tax	Total
SO#: 1-123456789012			Booked by Jane Smith, 09-Jun-17										
1	249611	LD9	Professional Services	Smart Hands One-Time Fixed – Power–Circuit Report – Hrs Eq – 0.5		PS00041	1.00	85.00	0.00	85.00	20.00	17.00	102.00
2	249611	LD9	Professional Services	Smart Hands Usage–Credit for Smart Hands Support Plan – Hrs Eq – 0.5		PS00043	1.00	(85.00)	0.00	(85.00)	20.00	(17.00)	(102.00)

SMART HANDS USE CASE		COMMON SMART HANDS PRODUCT DESCRIPTION	DETAILS
1	Fixed Price Recurring Smart Hands—Debiting Support Plan	Power Circuit Report (hours equivalent)	<p>The Fixed Price Recuring Smart Hands refers to the One-time Fixed Price Smart Hands for a power circuit report.</p> <p>The Hours equivalent refers to the number of hours debited from a support plan for the fixed price activity.</p> <ul style="list-style-type: none"> Quantity will equal 1.00. Unit Price refers to the fixed price for the activity.
2	Fixed Price Recurring Smart Hands—Credit Support Plan	Smart Hands Usage—Credit for Smart Hands—Support Plan—Hrs Eq Used—0.5	<p>The Fixed Price Recurring Smart Hands—Credit Support Plan shows the credit against the Fixed Price Smart Hands activity due to debiting the support plan.</p> <p>The Hours Equivalent Used (Hrs Eq Used) shows how many hours debited against the prepaid support plan.</p> <ul style="list-style-type: none"> The Quantity will equal 1.00. The Unit Price shows the debiting of the Fixed Price associated with the Smart Hands activity.

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