

# Nasdaq Remote Hands

Nasdaq offers through its professional and highly skilled data center engineers remote hand services 24 hours a day, 7 days a week, 365 days a year. Whether you require technical assistance with installing or replacing equipment, troubleshoot connections or returning defective parts to the manufacturer we are there to assist your business.

Using the remote hands service customers will be able the following on-site technical support functions:

- Power cycling of equipment;
- Patching and plugging in cabling and circuits;
- Observing, describing or reporting on display indicators;
- Configuration of hardware components instructed by the Customer;
- Diagnosis and repairs as instructed by the Customer;
- Swapping hardware components with customer-supplied spares or upgrades;
- Troubleshooting heat related issues as instructed by the Customer;
- Returning defective equipment to the manufacturer or customer (Customer is responsible for shipping and handling charges).

## Service programs

Nasdaq provides the customer the possibility to subscribe to different service programs; Silver and Gold. Each program provides a set of services at a fixed price.

SERVICE	SILVER	GOLD
Free Emergency Remote hands*	During support hours	During support hours extended to 21:00
Free Remote hands Non-emergency*		✓
Free rack & stack of new hardware including patch and power cables		✓
Weekly amber light inspection on co-located equipment		✓
Total hours per month non-transferable	12	24

\* Remote Hands according to service levels set forth in the Co-location Service Guide and the amount of total hours set in the above table.

## How to Order

The customer subscribes to the service beforehand, using an order form with the same contract term as the other Co-location Services. An order for Remote Hands subscription shall be sent to your Technical representative and will be in effect within one week after being ordered. The service programs are subject to 30 days termination notice from the Customer.

## More Information

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