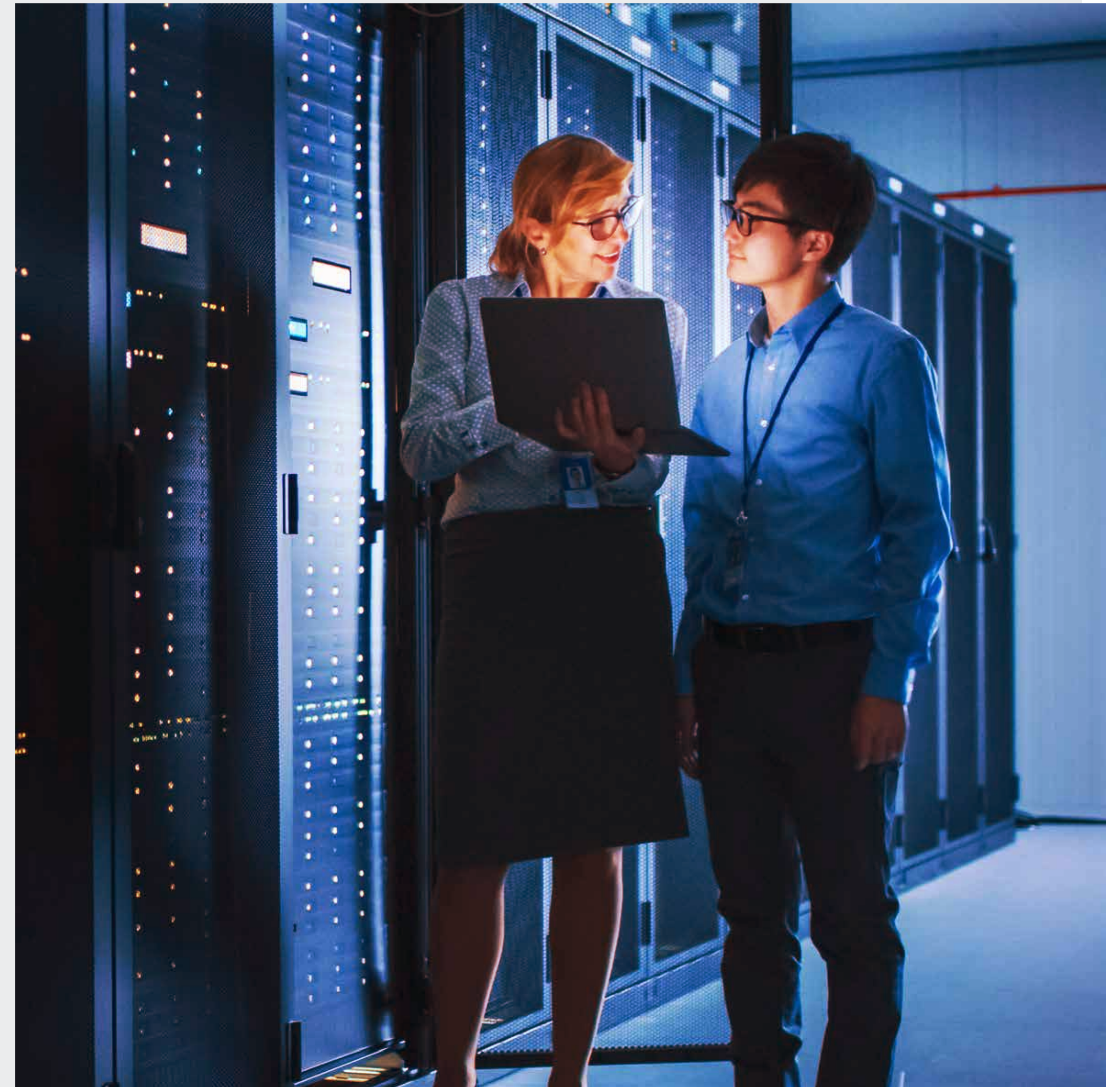




SmartHub Datacentres

Frequently Asked Questions



SmartHub Datacentres



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SmartHub Fujairah

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SmartHub Dubai

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SmartHub Kalba

Generic

Q: How many SmartHub Datacenters does e& have?

A: Carrier & Wholesale Services owns and operates, in three locations within the UAE, namely:

1. SmartHub Fujairah
2. SmartHub Dubai
3. SmartHub Kalba

Q: What is unique about SmartHub Datacenters?

A: SmartHub Datacenters are strategically located over many subsea and terrestrial cable landing stations in Middle East, supported by the diverse ecosystem of interconnected communities and offering connectivity for 2 billion people with the latency of 30 milliseconds.

Q: Is the datacenter carrier neutral?

A: Yes

Q: What is the facility tier level as defined by the Uptime Institute?

A: Tier 3

Q: What type of natural disasters pose a threat to SmartHub Datacenters?

A: SmartHub Datacenters is 95% immune to natural disasters.

Q: Are any SmartHub Datacenters on live fault zones?

A: No, SmartHub Datacenters are built on live fault zones.

Q: Is the SmartHub DC building designed specifically to be a datacenter?

A: Yes, the SmartHub is located over a cable landing station, which is the most conducive location for a datacenter.



Q: Is the building shared or dedicated to the Datacenter?

A: SmartHub DC buildings are dedicated resources made as per the Tier 3 DC infrastructure and fully owned by.

Q: What are the facility dimensions?

A: Refer to the detailed fact sheet for each datacenter.

Q: Is there any on-site storage space?

A: Yes, temporary storage is available for inbound/outbound shipment.

Q: Is there a staging area capable of holding up to 500 servers?

A: No

Q: Is there a freight elevator available on a 24/7 basis?

A: Yes

Q: How is the physical security of the DC handled?

A: SmartHub has security guards deployed 24/7 at the datacenter.

Q: Can we request to do a cage for our racks? How many racks are required to do a cage?

A: Four racks are required to do a cage.

Q: What is the procedure for notifying customers of any maintenance/operational changes/emergencies/etc.?

A: All communication is via emails.

Q: Are routine dry runs performed in case of emergencies?

A: Yes

Q: Are there any “dead angles” in the video monitoring of the server room?

A: No

Q: Are there hotels, restaurants and taxi services near the Datacenter?

A: Yes, at close proximity.

Q: What is prohibited/not allowed in DC hosting sites/colocation space?

A: The following is prohibited in SmartHub DC:

- Eating and drinking
- Food, beverages or liquids of any kind
- Plastic materials
- Smoking
- Empty boxes, wastes; packaging materials inside the datacenter should be properly disposed of
- Taking photographs/videos
- Hazardous, corrosive or combustible materials
- customers are prohibited from approaching, handling, using, inspecting or examining any equipment, cabinets, cages or spaces other than their cabinets
- It is not allowed to approach, handle, inspect, examine and use any equipment, cabinets or cage spaces other than one's own cabinets.
- It is prohibited to open tiles without the datacenter's on-site team knowledge
- Customer is prohibited from cutting the tile under his/her rack; customer should request the datacenter to cut tile

Q: What actions can violate the Datacenter rules and policies?

A: Any unsafe or unacceptable situation or practice, which leads to violating the rules and regulations the center, is termed as a violation. If on-site staff notifies the customer in writing of a violation of the Datacenter Rules then the customer should take action to clear the violation within 24 hours, or a longer time as agreed by the Datacenter.

Q: What can happen if the customer does not clear the violation charges within a specified timeline?

A: Upon receiving a violation notification, customers must visit the datacenter to clear their violation within 24 hours. Should they fail to visit the datacenter within this timeline, customers must respond with a later planned date, not exceeding one week. A reminder will be sent to the customer's account manager noting the same. Should customers fail to meet the extended deadline, their access to the datacenter will be revoked until such time the violations are cleared.

Q: When should I contact my account manager?

A: Your account manager can be contacted should you have any requirements or wish to subscribe to any of our services. This might include our Remote Hand Service or a requirement for additional racks, power or network. Should you require any service to be stopped or have any unrelated requests, please contact your account manager.

Q. What are the installation best practices that should be followed inside the datacenter?

- Customer should follow on-site staff instructions when installing new equipment inside the Datacenter premises
 - Open frame racks are not allowed for hosting IT equipment as they do not provide guarantee equipment security and offer very little control over airflow
 - Customer should mount his devices in the rack as per hot/cold aisles arrangement. Device front side should face cold aisle and rear side should face hot aisle
 - Customers are allowed to install rack-mounted equipment only. In case of non-standard equipment, customers should arrange rack shelves in line with respective account manager
 - All servers should be placed 4 to 6 inches from the front and rear cabinet doors to provide sufficient space for accessories, such as handles and cables, as well as airflow
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Q: Whom do I need to contact if I want to cease or terminate my service?

A: You need to contact your account manager to cease or terminate your service from the datacenter. Your account manager will guide you through the process.

Q: How should I place my access request to recover all equipment once my support portal user account is ceased?

A: You should place access request to the SmartHub Datacenter team through your account manager to approve it to cease your equipment.

Q: What are the procedures for site visit to remove the equipment?

A: The client should remove all his belongings from the datacenter site upon cessation of the services and fill out DCS installation checklist form with the details of the equipment that has been removed/ceased.

A woman wearing a dark hijab is looking at a tablet in a server room. The background shows server racks with blue lights and a dense network of cables.

Q: What is the PDU position inside the cabinet (vertical/horizontal installation)?

A: Vertical

Q: Provide a list of available internet service providers.

A: This info is given after joining the SmartHub Datacenter.

Q: How many teams exist for the power maintenance of the data?

A: There are multiple teams built based on bespoke requirements.

Q: What is the make-up of each power maintenance shift/team (how many engineers/testers)?

A: There are multiple teams based on bespoke requirement.

Q: Is there a strict personnel entry and exit management system?

A: Yes

Q: Is there strict access control for shipping/receiving?

A: Yes

Security & BMS Compliance

Q: Is the facility controlled and monitored by a physical security system?

A: Yes. The entrances into the facility and into the secured colocation area are fully monitored by cameras and controlled with card readers and alarms.

Q: Is there on-site security personnel coverage?

A: There is a trained security personnel on-site 24/7, 365.

Q: With the designated colocation area, are the individual customer areas secured from each other?

A: There are lockable cabinets, card readers, etc that segregate individual customers within same room.

Q: What types of security access systems are available?

A: Physical, main access control, ticket request, electronic – CCTV, biometric and card access.

Q: Does the facility maintain any security certifications such as PCI, SOC 2, ISO 27001?

A: ISO 27001

Q: Has the facility completed a physical security audit by an independent party within the last year?

A: Yes

Q: Does the facility require at least one form of government issued photo identification for visitor access?

A: Yes

Q: Does the facility maintain audit logs of who is accessing the facility that includes a time stamp and the person's name?

A: Yes

Q: Does the facility provide lockable casings to protect equipment from unauthorised access (e.g. lockable cage)?

A: Lockers are available at the security guard's office during visits only.

Q: Does the facility maintain contacts for external assistance including law enforcement?

A: Yes

Q: What type of BMS/EMS/EPMS/SCADA systems are installed in the facility?

A: SCADA system

Technical Capacity, Power & Fire Resistance

Q: What is the datacenter's fire resistance rating?

A: Download the SmartHub fact sheet from our website to know the fire resistance rating.

Q: What is the waterproof grade of the building roof?

A: Download the SmartHub fact sheet from our website for detailed information.

Q: How many utility power feeds are available and what is their capacity?

A: Two utility power feeds are available, 3MW and 4.5MW respectively.

Q: Is the utility power 2N?

A: Yes

Q: Are there any plans to upgrade the capacity?

A: Yes

Q: What is your standard Plug Type? (NEMA or IEC60309)?

A: IEC60309





Q: What is the voltage offered in the facility? (120/208/220/230/240/etc.)?

A: 230

Q: What are the UPS redundancy configurations, if any?

A: UPS source A and UPS source B are located in different rooms.

Q: What is the UPS output power factor and efficiency?

A: The UPS output power factor is 0.95 and its efficiency is 95%.

Q: What is the battery capacity? (Estimated transitional power that the batteries can provide while starting a generator or during other regular testing procedures.) What are the tolerances of the batteries before they are replaced?

A: Each UPS system is designed for backups with a minimum of 30 minutes and battery banks possessing 600AH of power.

Q: Describe the generator methodology (quantity of generators, quality of power [MW]).

A: N+1, 7.5MW

Q: Describe the power failure design when utility power is lost. What are the budgeted time windows for backup systems to come online? What is the configuration of the UPS in the equipment rooms? If the module configuration of each equipment room is different, describe each one.

A: The installed UPS system that feeds the datacenter operates in online mode and loads continuously. During utility power failures, there is no interruption between the connected load to the UPS as the backup battery takes over the load via the UPS inverter. When this happens, the standby generator starts immediately.



Q: Describe generator maintenance. What are the testing intervals?

A: Testing is done every two weeks.

Q: Is there a dual power supply for the A/C system?

A: Yes

Q: Is there an auto-switch for the A/C system?

A: Yes

Q: Is there a UPS supply for the A/C system?


A: No

Q: What is the UPS output power factor and efficiency?

A: The UPS output power factor is 0.95. The efficiency is 95%.

Q: Describe the UPS redundancy configurations.

A: UPS source A and UPS source B located in different rooms.



Q: Describe the battery capacity and estimated transitional power support they can provide for generator start up and regular testing. What are the tolerances of the batteries before they are replaced?

A: Each UPS system is designed for backups with a minimum of 30 minutes and battery banks possessing 600AH of power.

Q: Is there an alarm in case of liquid leaking or other water intrusion?

A: Yes

Q: Are there any pumps or drainage systems designed to handle liquid leaking or water intrusion?

A: Yes, these are available.

Q: Is there a professional maintenance plan in place for A/C system maintenance?

A: Yes

Q: Does the original manufacturer maintain the A/C system?

A: No, contractor support.

Q: What is the maximum power density of the cabinets?

A: 4 – 5 KW per cabinet. Customisation is available.

Q: What are the dimensions of a standard cabinet at the datacenter (i.e. 600x1200 x 42U)?

A: 600 mm x 1200 mm

A man wearing a white thobe and ghutra is standing in a server room, holding a tablet. He is looking at the tablet. The server room has rows of server racks with some green lights visible. The background is slightly blurred.

Q: What is the cabinet height (42U/45U/47U/52U)?

A: 42U

Q: What interconnection options are available?

A: Single-mode fibre, Multi-mode fibre, CAT3, CAT 5, CAT6. If multiple buildings in complex, accessible private path interduct.

Q: What is the lead-time for the following after a signed order is sent?

A: Activation of racks, cross connect – Within one week from the date of acceptance of feasibility report.

- Remote hand services – Immediate. Depending upon the level of support requested.

Support, Access & Portal

Q: How do I access the support portal (<https://managementservices.etisalat.ae>)?

A: If you are an authorised contact and don't have a support portal account, then please contact your account manager. Otherwise, any authorised contact from your organisation who has a support account can request to create a new user through the support portal.

Q: What should I do if I forget my password?

A: You can recover your password by clicking 'Forgot your password'. Follow the steps to send your password to a registered email address.

Q: How do I reset my password?

A: Reset your password by selecting 'Forgot your password'. Enter your username and a link to reset your password will be sent to the registered email address.

Q: How do I place my request if the support portal (<https://managementservices.etisalat.ae>) is down or not accessible due to errors?

A: You can also submit your request through support email (smarthub@dc.etisalat.ae). Include a screenshot of the error message on the support portal with your request.

Q: How to submit my request via the support portal?

A: You can submit your request via the support portal by selecting 'Incidents' under the tab 'Trouble Tickets,' and clicking on 'Submit a Request'. Enter the details and select 'Create Interaction' to place your request.

A woman and a man in a server room looking at a tablet together. The woman is on the left, wearing a dark blazer, and the man is on the right, wearing a light blue shirt. They are both looking at a tablet held by the man. The background shows server racks and a dimly lit room.

Q: How do I check the status of open tickets?

A: You can check the status of open tickets by clicking on the particular ticket in 'View Open Request' under 'Incidents' option in the 'Troubled Tickets' tab.

Q: How do I search for/find my requests?

A: You can find your requests based on the search criteria by selecting the option 'Find my Request' under 'Incidents' option in the 'Troubled Tickets' tab.

Q: How do I follow up on issued tickets?

A: You can follow up on issued tickets by contacting the support team (in case the support portal is down or facing issues). Send an email, through an authorised contact, to the support email – smarthub@dc.etisalat.ae

Q: How to add new users/remove existing users for accessing support portal from my organisation?

A: You can add/remove users by logging the ticket details on the support portal.

Q: How do I get access to the Datacenters?

A: You can access the datacenters by logging your ticket details on the support portal – <https://managementservices.etisalat.ae>. Please mention the date/time of your visit, visitor name and the purpose of your visit.

Q: Can I visit/access the datacenter any time?

A: Customers have 24/7 access to the datacenter once they log their ticket details on the support portal.



Q: What documents are required before visiting the datacenter?

A: You should have valid ticket no. and possess a valid government issued photo ID while visiting/accessing the datacenter.

Q: What will be the maximum period that I can get access to datacenter for each ticket?

A: For operational customers, access request will be raised for each day (each ticket is valid for one day). However, in case of provisioning/installation, access request can be raised for one week.

Q: What does the authorised contact list form mean?

A: The authorised contact list highlights the main contacts and authorised visitors from your organisation. This form needs to be updated every six months and submitted to the support team by logging the ticket on the support portal. This form must be signed by an authorised person from your organisation, stamped with a company stamp and sent to smarthub@dc.etisalat.ae.

Q: Where I can get the authorised contact list form?

A: You can download the authorised contact list form from the support portal (<https://managementservices.etisalat.ae>). It can be found in the list of documents available under 'e-hosting Solutions'.

Q. How do I add/remove/update main contacts and visitor lists from my organisation in the authorised contact list form?

A: You can add/remove/update main contacts and visitor lists from your organisation by logging your ticket details on the support portal and submitting the updated form, signed by an authorised person and stamped with a company stamp. The form should be sent to smarthub@dc.etisalat.ae.

Q: How do I submit my request for ports open/close?

A: You can submit your ports open/close request to us by logging your ticket on the support portal and sending the updated security policy form via mail to smarthub@dc.etisalat.ae. You can also follow up with the updates using the same ticket or by calling us on 8004181.

Q. What do you mean by security policy form?

A: The security policy form highlights access policies that need to be added/removed on customer-subscribed ports. This should be filled in during the provisional period. Customers must update this policy in order to implement security policy changes. The security policy form can be downloaded from the security portal - <https://managementservices.etisalat.ae>.

Q. What are the procedures for adding/removing/replacing equipment at the datacenter?

A: For the addition, removal or replacement of equipment in your designated area, please log a ticket on the support portal. A power feasibility sheet must be sent for approval to the support email - smarthub@dc.etisalat.ae.

Q. What do you mean by power feasibility sheet?

A. The power feasibility sheet highlights details relating to the power consumption and heat dissipation of your equipment being hosted at the datacenter. This sheet must be updated if any equipment is to be added, removed or replaced. In this case, a valid ticket is required and an email should be sent to smarthub@dc.etisalat.ae for approval.

Q: What is the solution if the equipment request (add/remove/replace) is not approved?

A: Contact the designated account manager.

A worker in a high-visibility vest is holding a clipboard and looking at it. The background shows a warehouse with a forklift and a truck.

Q: What is the procedure for delivery/installation/removal of equipment?

A: Once a valid and approved ticket number is received (for additional, removal and access), the client is permitted to deliver, install or remove equipment. Packing and unpacking are allowed only in the staging room. Support staff at the datacenter will provide a checklist on which the equipment details must be filled. Download the checklist from the support portal: <https://managementservices.etisalat.ae>.

Q: When I can deliver equipment to the datacenter?

A: You can deliver your equipment/items to the datacenter with a valid and approved ticket and only during business hours. In case of emergency or after working hours, approval is to be obtained from the datacenter's team.

Q: How can I take equipment from the loading area to inside the datacenter?

A: Trolleys are available at the datacenter. That can be used to transport equipment to the datacenter's hosting area. Trolleys must be returned to the designated trolley storage areas.

Q: Where can the delivered equipment be unpacked?

A: In the staging room.

Shipping Procedures

Q: What is the process for applying for inbound and outbound access? Is it via the portal or by email? Who is the POC?

A: Inbound and outbound access can be applied for via the portal. The main point of contact is Zakria Al Naqbi (smarthub@dc.etisalat.ae/+97192022207 Ext: 8). For further information and details regarding the procedure, please contact your account manager.

Q: What are the operating hours of the datacenter? Can shipments be received any time? Is there parking available?

A: Sunday – Thursday 9:00 am - 3:00 pm. Parking is available.

Q: Is there a lead time required to reserve the dock usage?

A: No

Q: Describe the shipping dock.

A: A raised platform with a ramp is available. A truck with a hydraulic lift gate is required for offloading shipments. The size of the dock's entrance is approximately 2.5m x 2.3m. Trucks are only allowed outside the loading dock.

Q: Are there any rules or restrictions regarding trash disposal?

A: Customer to dispose trash.

Q: Are there any special instructions for equipment delivery that the driver needs to be notified of, such as gate codes, time restrictions, or calling ahead prior to delivery?

A: Customers must request shipment delivery via the online portal. The details below should be mentioned when the ticket is logged.

<https://managementservices.etisalat.ae>.

- Shipment Tracking#/AWB#
 - BOQ (Attachment)
 - Name of shipping agent
-

Q: Are there forklifts, pallet jacks and pushcarts available?

A: Forklifts: Not available

B: Pushcarts: Available

C: Pallet jacks: Available

Remote Hands Support

Q. What is Remote Hands service?

A. The Remote Hands service includes on-site first-line operation and support that can be expanded to a specific scope, according to your requirements. This includes simple reboots to swapping out the hardware. Our Remote Hands service involves designated personnel physically touching your equipment to perform certain tasks such as restarting the server, changing the UTP cable, plugging and unplugging fibre/UTP cables to and from devices, login server inspections (checking parameters, availability of services and booting processes). Requests for the Remote Hands service can only be made by subscribed customers.

Q: Please specify the types of work that we can request through the Remote Hands service (onsite technical staff)

A: Standard, Level 0 and Level 1 RHS Support

Q: Please specify the SLA for Remote Hands service (24/7 or 8/5? Public holidays)?

A: Technicians are available 24/7.

Q: What is the process for requesting the Remote Hands service? Is it via portal or email?

A: Via portal <https://managementservices.etisalat.ae>.

Q: What is the response time for the remote hands technicians to start work upon receiving a request?

A: Four hours

Q: What is the process to apply for access for our own engineers? Are there any special requirements or policies (dress code, security procedures)?

A: Please apply via portal with a personal ID. Access approval to be obtained prior to visit to any SmartHub DC site.

Q. To whom do I need to report if I find a sharp rise in temperature/humidity in the datacenter?

A. In this case, you can report a high rise in temperature/humidity via the support portal (<https://managementservices.etisalat.ae>). You can also send an email to smarthub@dc.etisalat.ae or call us on 8004181. You are also eligible to receive a detailed incident report should any high rise in temperature/humidity occur.

Reporting Tools

Q: How do I generate the report of the list of tickets logged?

A: You can generate the report of the list of logged tickets by selecting the option 'Incident Reports' under the tab 'Trouble Tickets'. You can also export the generated report to various file formats (.docx, pdf, .xlsx etc).

Q: How do I generate the report of the list of network configuration items (ehosting devices & services)?

A: Steps to generate the list of configuration items (e-hosting devices & services)

- Select the option 'Incident Reports' under the tab 'Trouble Tickets'
 - Then select the option 'Network Configuration Items – e-Hosting Devices'
 - The list of devices and services associated with the client are displayed based on the type and status
 - Export the generated report to the various file formats (.docx, pdf, .xlsx etc)
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Q: How do I share feedback and ratings for the tickets logged?

A: Feedback and ratings for the logged tickets can be shared by selecting the option 'Ticket Feedback' under the tab 'Trouble Tickets'. The list of relevant closed tickets will appear. Select the ticket that you want to give feedback and rating for and then select the option 'Enter Feedback' to provide feedback and rating of your choice.

Q: How do I add the attachments to the tickets?

A: Add the attachments to the ticket by selecting the option 'Add Files' while submitting the ticket.

Q: How do I view the devices and services hosted in various locations in the GIS Map?

A: Once you've logged into the support portal, you will find a GIS map showing your hosted location. By clicking on the particular location, the list of devices and services associated with you will be displayed based on the type, sub type and status. You also have the option to filter the device/service by name, sub type and location name. The list of records can be exported to an Excel sheet.

