

### EXTEND THE REACH OF YOUR OFFSITE IT STAFF THROUGH A REMOTE SMART HANDS SERVICE.

Smart Hands allows customers to manage or outsource their Internet business operations and maximize uptime within a Data Center by utilizing Datang Gaohong technical resources. Smart Hands provides a wide range of support, whether you require technical assistance within Data Center or from a remote location. Datang Gaohong's full array of services enables us to be there when you can't. Data Center technicians are fully trained to be the eyes and hands managing your infrastructure.

#### SMART HANDS TASKS:

- On-site technical assistance
- Install and remove interface cards
- Test carrier circuits
- Take inventory of equipment by taking digital pictures and recording serial numbers
- Power cycle a router, server or switch, and soft-boot a server
- Move equipment within your space and cabinets
- Ladder rack and pre-wire patch panels and equipment
- Assemble, install and maintain cabling
- Verify cable integrity on installed media
- Provide visual verifications
- Install, replace and remove equipment, such as a router, switch card, disk drive, memory, etc.
- Assist in setting up conference rooms and AV equipment
- Add, remove and verify a demarcation
- Assist with uncrating equipment from boxes and shipping replaced equipment
- Extend patch cables from the patch panel to equipment

#### SERVICE LEVEL OBJECTIVE:

- 24 clock hours
- More complex requests may take longer
- Scheduled maintenance available
- Rates: RMB2,125/hour (minimum charge is RMB1062.5)

### HOW TO ORDER SMART HANDS / TROUBLE TICKET

For the quickest processing, please use the Datang Gaohong Customer Portal

- Online via the Datang Gaohong Customer Portal <https://customerportal.gaohongidc.cn/>
- Call the Service Desk 400-120-9055
- Email the Service Desk at [servicedesk@gaohongidc.cn](mailto:servicedesk@gaohongidc.cn)
- Contact your Client Service Manager

Note: Smart Hands is designed to provide customers with on-site technical assistance and may include, for example, Datang Gaohong complying with a customer's simple instructions relating to remote management, installation or troubleshooting of its equipment within a Data Center or any other services Datang Gaohong deems to be Smart Hands. With respect to the Smart Hands service offered by Datang Gaohong, Datang Gaohong's only obligation is to carry out the express instructions of the customer. Datang Gaohong reserves the right to reject a customer's request if such rejection is reasonable or if such service is not offered as part of Smart Hands. In addition, Datang Gaohong reserves the right to require that a customer's instructions be given in additional detail and in writing (which may be by electronic mail). Notwithstanding the foregoing, Datang Gaohong has the right to perform Smart Hands services at the customer's expense when the customer fails to timely act or Datang Gaohong has the right to act in accordance with Datang Gaohong's Policies and Procedures (e.g., suite cleanliness, shipping, etc.).