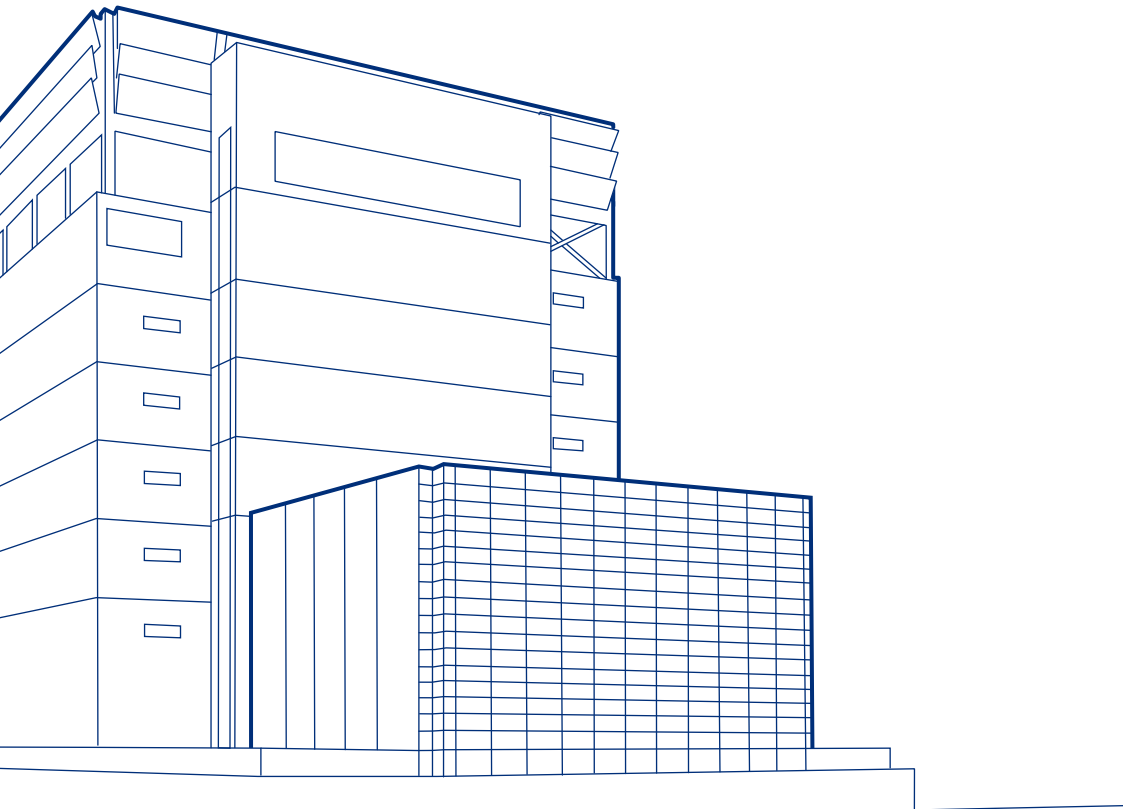


TELEHOUSE WEST



ABOUT TELEHOUSE

Telehouse Europe offers data centre facilities and connectivity, providing a secure and resilient platform for customer IT systems. Established in 1988, Telehouse became Europe's first purpose-built neutral colocation provider.

Today, the company is at the heart of the Internet and telecommunications infrastructure, serving over 800 customers worldwide; from small start-ups to multinationals across a wide range of industries. It is a subsidiary of Japanese corporation KDDI, a Global 300 company and, with its sister company Telehouse America, is able to offer a global network covering Europe, America and Asia.

In Europe, Telehouse operates colocation facilities across London and Paris, providing high quality data centre services with secure and resilient infrastructure.

Telehouse is the most financially robust colocation provider in the industry and has consistently increased its profitability, year on year since its inception. The combination of financial stability, state-of-the-art facilities, and ongoing investment in those facilities gives Telehouse customers their ultimate peace of mind.

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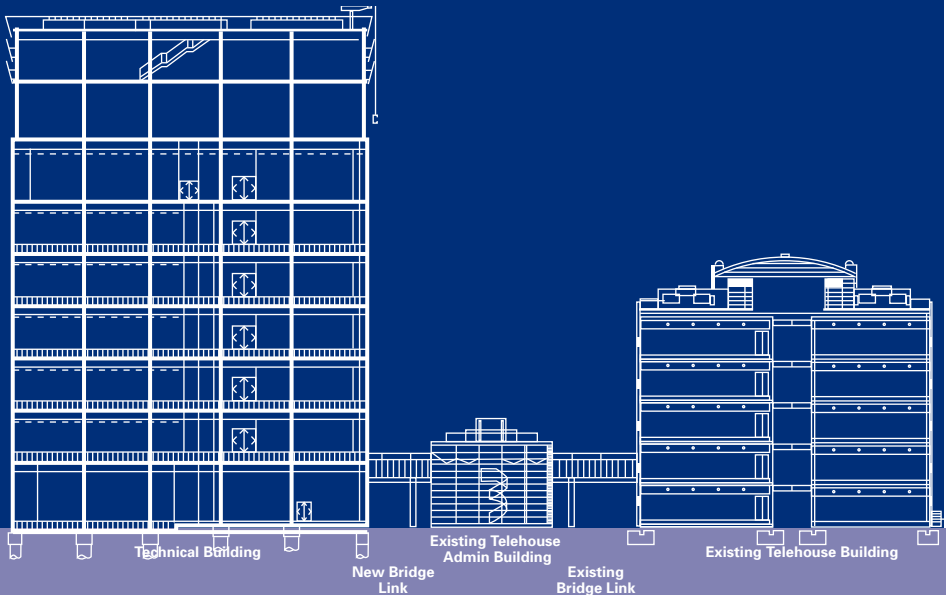
TELEHOUSE WEST

Telehouse West will be one of four Telehouse data centres within Central London and will sit adjacent to the existing sites in the heart of London's Docklands. It will be ideal for organisations that require secure, high quality data centre space and offers the ideal environment as a primary or secondary site.

Telehouse West is designed to be a state-of-the-art facility enjoying high levels of security, power, cooling and technical support to put your mind at ease and ensure business continuity.

Telehouse are investing £80 million into the West facility, with a target opening scheduled for early 2010.

A nine storey data centre with 19,000 m² of technical and customer space. The new facility is offering a 'localised data centre environment' for each of the five tenant floors; consisting of rackspace and its individual power/cooling provision, resulting in lower risk of failure to service. Each floor (consisting of a concrete subfloor) will be capable of loading 1.5 tonnes per sq/m, designed for heavy plant equipment.



KEY BENEFITS

Risk Mitigation

Housing your IT equipment in a secure resilient off-site environment makes your business less vulnerable to physical loss or damage to critical business systems. Delegating the task of risk mitigation to a colocation provider eases the pressure off internal resources and ensures that experienced data centre management is employed.

System Availability

Telehouse is synonymous with high quality data centre environments, with redundant cooling systems along with engineers on site 24 hours a day to deliver unrivalled system availability.

The Demands of New Technology

New server storage technology is demanding more and more power and air-conditioning in order to operate, and the costs of refurbishing and upgrading an IT environment can be prohibitive. Telehouse understands this and balances the need for an up-to-date IT environment with an obligation to the natural environment.

Neutral Carrier Connectivity

The ideal location of the Telehouse site provides customers with access to over 60 available carriers. A neutral point of interconnect and a major hub for businesses operating on a global scale. Our carrier neutrality allows access to a wide choice of network providers. Telehouse carries all major Telecom operators, ISP's and Internet Exchanges - over 200 in London alone and over 500 worldwide.

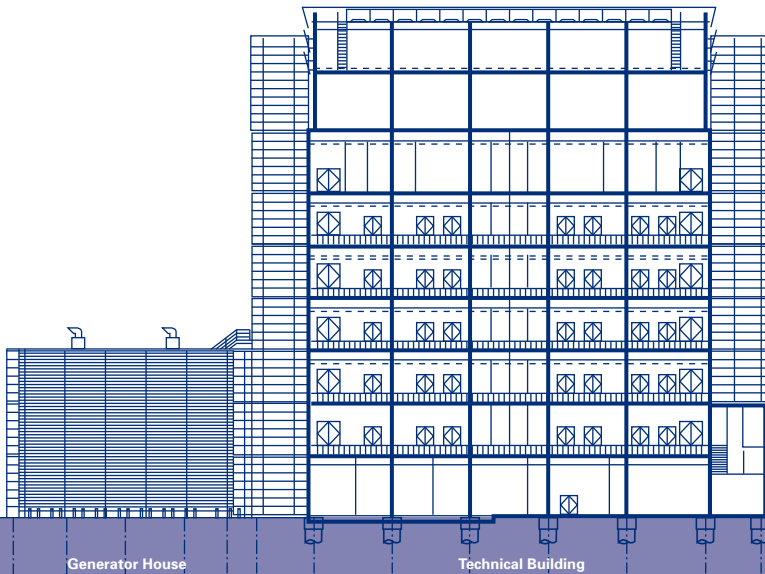
ICT Solutions

Telehouse offer full package services for ICT requirements consisting of data centre management, networking and system integration.



POWER

- ☞ Four redundant HV power systems, from separate grids to each building on the Docklands site.
- ☞ Telehouse West will bring the total amount of power at the Docklands site to 40MVA.
- ☞ N+1 redundant standby generators.
- ☞ Standby generators with a minimum of 24 hours autonomy at full capacity.
- ☞ 8 x 2.5MVA 11kV Generators.
- ☞ 2(N + 1) redundant UPS floor by floor.
- ☞ Redundant A & B power feeds to customer equipment.



AIR CONDITIONING & COOLING

- ☞ 6 x 2.7MW chillers N+2 configuration.
- ☞ Room Air Conditioning Units (RACUs) to provide down flow chilled water system at N+25%.
- ☞ RACU with banded floor area and water leakage detection and monitoring.
- ☞ Hot aisle/cold aisle zone design.
- ☞ 800mm raised floor design with airflow space to provide the most efficient cooling.
- ☞ Free cooling operation in winter.
- ☞ Maximum external ambient temperature of 35 degrees Celsius dry bulb.
- ☞ The in-room units will provide full function, closed control air conditioning, with cooling, humidity and de-humidification control.

FIRE DETECTION & SUPPRESSION

- ☞ Data Centre areas are to be fitted with a fully addressable two stage fire detection system that monitors the under floor and the room.
- ☞ Detectors with 50% mix of optical and ionisation are to be installed split across 2 separate zonal-loops, to meet BS 5839, 6266, 5445 and 5588.
- ☞ Very early smoke detection alarms (VESDA) to be installed throughout the facility.
- ☞ Dry sprinkler fire detection system to meet BS 5306, 3115 and with LFEPa approval. Whilst dry sprinkler is the main fire suppression method employed, gas suppression areas may be available for dedicated tenancy areas.
- ☞ The planned systems are designed to minimise any possible customer disruption and to ensure that any minor problems remain localised.

SECURITY SYSTEM

- ☞ Independent client card identification access system.
- ☞ Secure & monitored single-person point of entry, physically guarded 24/7 and integrated digital video camera surveillance.
- ☞ Proximity card access will be provided from the main Data Centre building and will be issued to specific facilities management suites.
- ☞ Strict security processes in place to ensure delivery and loading of goods are secure.
- ☞ CCTV coverage for the perimeter, common areas and facilities management suites. The new facility will take advantage of the existing protected perimeter fence, which is fitted with intruder sensing.
- ☞ Secure access procedures to ensure you and your nominated staff gain authorised access to the facility whenever you require, day or night.

CONNECTIVITY

The facility will continue the availability of wide connectivity to major telecoms and network service providers, and will be connected to all Telehouse data centres and its networks. In addition, LINX, the London Internet Exchange, will have a live presence on the site from its launch, offering global peering and connectivity options for customers.

- ☞ Connectivity can be provisioned through 2 redundant meet me rooms offering true diverse network locations.
- ☞ Interlink services from North and East buildings offering full diversity of service.

CUSTOMER SERVICE

- ☞ Telehouse understand the importance of customer service in the data centre industry and strive towards high levels of customer satisfaction.
- ☞ Telehouse are implementing new initiatives to understand the specific needs of their customers in order to offer further specialised services.
- ☞ A Total Improvement Programme has been established at Telehouse in order to continuously review, evaluate and enhance customer service.



ENVIRONMENT

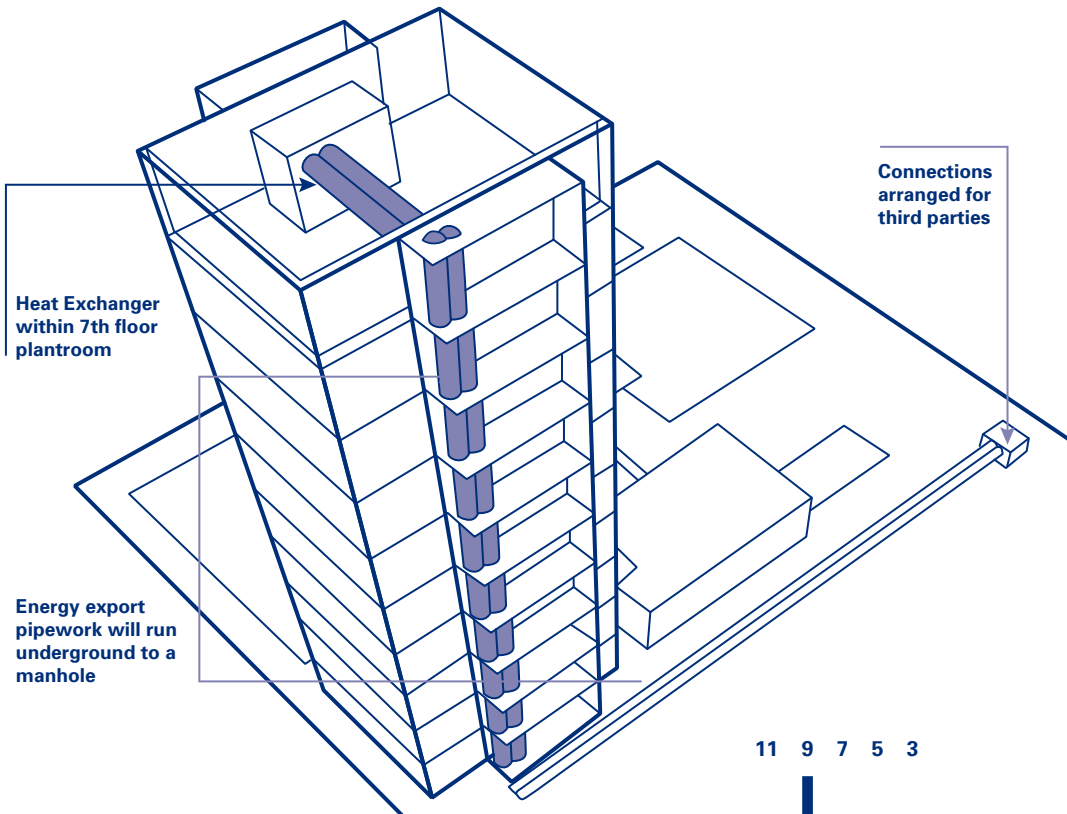
Telehouse Europe is committed to providing services to customers and conducting business in an ethically and socially responsible manner that respects the environment and adheres to the principles of product stewardship; this is evident from the achievement of ISO 14001, the certificate for Environmental Standard.

Photovoltaic cells

- ☞ Application of photovoltaic cells on the data centre roof will contribute to the energy supply of Telehouse West reducing the reliance on external energy resources.

Waste heat distribution system

- ☞ Telehouse West will have the ability to recover the waste heat lost by the facility to reuse for general heating to third parties and also pre-cool the chilled water thus reducing both chiller and dry air cooler power requirements.
- ☞ Employment of a plate heat exchanger system ensures higher efficiency of heat transfer than traditional methods.



MANAGED SERVICES

As part of the ongoing drive for excellence, Telehouse Europe are pleased to announce these additional services to their current portfolio.

Systems Observer

Systems Observer offers Telehouse Europe customers the ability to monitor not only device response time and packet loss, but a raft of other useful statistics such as CPU and memory usage, interface and volume utilisation and application availability.

VLAN interlink

For customers who want to make the most of the full range of carrier connectivity at Telehouse, our InterLink Service provides secure, reliable and resilient inter-connectivity options between our colocation facilities. This service is available in all London sites, Paris Voltaire and New York.

ServerSocket

This fast, flexible and failsafe route to the internet with 'burst to port' capability provides Internet-optimised conditions for server hosting, including a multi-homing network and server load balancing.

Global Interlink

Telehouse now have the ability to offer connectivity between any of the company's facilities worldwide for customers using the most effective infrastructure.



CERTIFICATIONS

Telehouse continues its commitment to the new build and customers can expect the same high service levels experienced at current sites.

ISO Certifications

Telehouse has been awarded the ISO/IEC 27001 Information Security Management, this specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organisation's overall business risks including specific requirements for the implementation of security controls.

ISO 9001 Quality Management, this is the international reference for quality requirements in business to business dealings; to enhance customer satisfaction by meeting customer and applicable regulatory requirements and to continually improve its performance.

ISO 14001:2004 Environmental Management System, the purpose of this standard is to assist an organisation in developing processes, procedures and practices in order to protect the environment, prevent pollution, and to improve its overall environmental performance.

Telehouse West will comply with the current ISO standards awarded to all of the Telehouse sites.



For more info on Telehouse West or Telehouse services, contact the sales team at docklandssales@uk.telehouse.net or call +44 (0)20 7512 0550

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