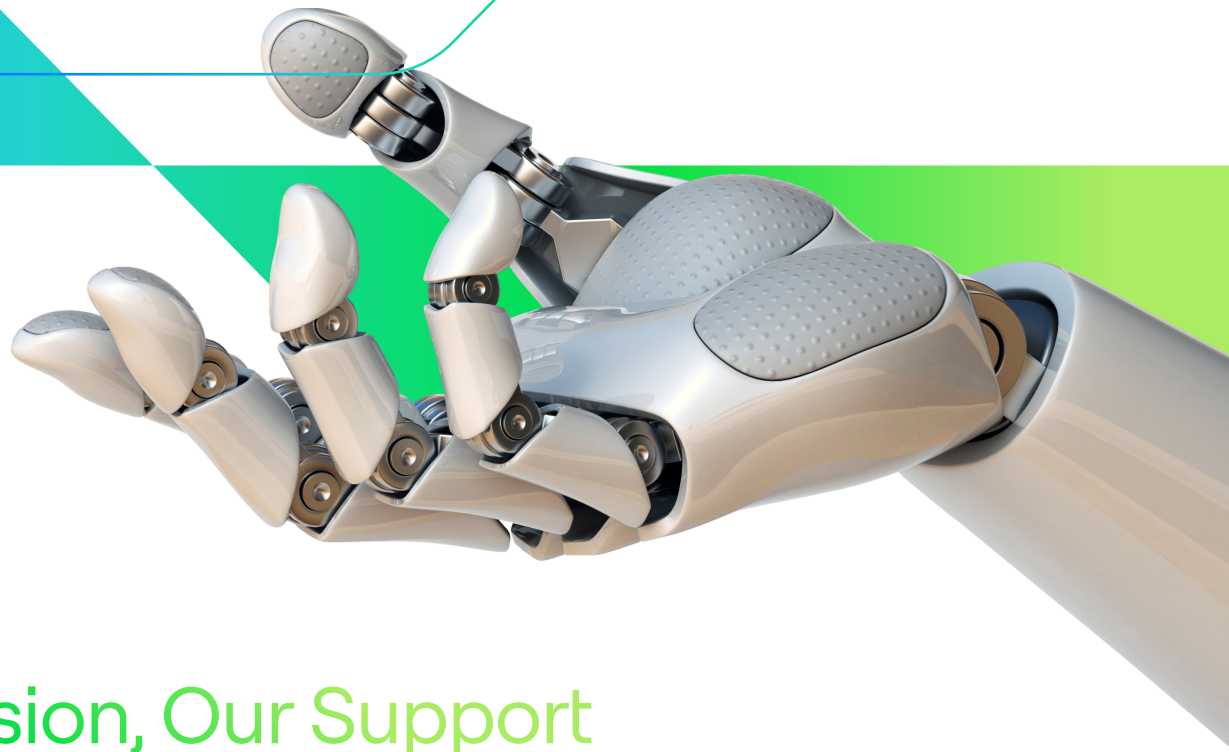


Remote Hands



Your Mission, Our Support

When one of your team members is not available to make a repair or perform routine maintenance on your equipment, Sabey Remote Hands is standing by to assist.

Our onsite experts know your deployment as well as you do and are available on-demand, around the clock to fine-tune equipment, audit cabling and racks, or even address those urgent one-offs that require immediate attention.

Maintenance & Repairs

- Loopback testing
- Device resets
- Storage media swaps
- Hardware and software troubleshooting
- Equipment replacement
- Circuit migrations

Cabling & Rack Audits

- Cable testing
- Patch cable installation
- Patch cable tracing
- Deployment audits
- Space and equipment photographing
- Device labeling

Other services & benefits

- Short- and long-term material storage
- Receiving services and escorted access for vendors and consultants
- Services performed to EIA/TIA standards
- Prompt updates until your issue is resolved
- Flexible terms, including hourly rates and monthly plans

Remote Hands Pricing

Item	Rate	Unit	Description
Tier 1 Services	\$175	Per Person/Per Hour	<p>Tier 1 Services are basic remote hands services including:</p> <ul style="list-style-type: none"> • Standard rack-mount device installation • Loop Back Test • Device Resets • Patch Cable Trace (physical trace, non-intrusive) • Standby Support • Rack Audit • Data Center Space Visualization Survey • Containment Assistance • Shipping
Receiving	\$100	Per Person/Per Hour	Upon Customer's request, Sabey can receive Customer equipment and help transport it to either the Customer's premises or to Sabey's short term storage space. Rate is for typical deliveries with driver assistance in getting equipment from truck.
Small Item* Storage	\$150	Per Item/Per Month	Sabey can provide temporary storage of items on shelves in Sabey's secure storage area at the Customer's request. After the initial 30-day grace period, Sabey charges the full monthly rate (no prorating).
Large Item* Storage	\$300	Per Item/Per Month	Sabey can provide temporary storage of larger items such as pallets and crates at the Customer's request. After the initial 30-day grace period, Sabey charges the full monthly rate (no prorating).
Expedite Fee	\$500	Per Request	Sabey will make best efforts to provide all services in a timely fashion, typically on a first-come, first-served basis. In the event a Customer has an urgent requirement, Customer may elect to incur an expedite fee in addition to the standard billing rate. Sabey will make good faith efforts to adjust priorities and address Customer's need as quickly as possible. If Sabey does not commence work on the ticket within 2 hours, Sabey will waive the expedite fee.

* These charges do not apply if Sabey Receives equipment and delivers it to Customer's leased storage space.

Billing Practices

- For Tier 1 Services and Receiving Services, billing is 1/2 hour minimum with 15 minute intervals thereafter.
- For non - 24/7 staffed facilities, overtime billing is 2 hour minimum. One hour intervals thereafter.



More on
Remote Hands

