

THINK FAST

*An Introduction
to the TELEHOUSE
Channel Partner Program*

***FAST* quotes**
***FAST* response time**
***FAST* implementation**

The TELEHOUSE Channel Partner Program is designed to support our partners in expediting sales to help you grow your business—***FAST***.

What to Expect

When you partner with TELEHOUSE, expect:

- Competitive compensation & pricing structure,
- Channel Account Managers to support each partner,
- Pre and post-sale technical resources & sales support,
- Training on TELEHOUSE products and services,
- Marketing collateral, sales aids and press releases,
- Co-sponsored industry and customer events for partner's marketing goals and lead-generation efforts,
- Extend customer's global footprint with one point of contact.

The Advantages

- **Expand customer relationships** – offer customer a global footprint, 46 data centers in 12 countries, plus AT&T facilities, along with scalable/managed IT services including CDN, Peering, Cloud and Security services.
- **Create competitive differentiation** – Offer leading edge solutions at competitive rates, carrier neutral, minimum Tier 3 data centers (US - SSAE 16 & HIPAA compliant).
- **Increase sales** – Expand relationships and differentiate your business as a TELEHOUSE partner.
- **Field based resources** – Direct access to TELEHOUSE sales professionals/consultants. One point of contact for each partner and coordinate resources based on sale with no channel conflict.
- **Marketing sales tools** – Co branding opportunities & programs to support partners' marketing
- **Portal based system** - 2014

The Real Selling Differences

1. 99.999+% Uptime:

- Teleport 25 yrs, Chelsea 3 yrs, LA 16 yrs....

2. Carrier Neutral: no network competition

3. Lowest Monthly Cross Connect fees:

- Copper \$50, COAX \$100, Fiber \$150.

4. Remote Hands:

- the first 30, tool free, minutes of every help ticket is included – UNLIMITED;
- Avg. Response time is under 20 minutes.

The Real Selling Differences

5. **NYIIX public IP peering locations: 111 8th, 85 10th Ave, 60H, 32AoA, 165 Halsey, Teleport.**
6. **Pricing Model: Metered Power with minimum commitment (like “bandwith CDR”).**
7. **Agent gets paid on “committed” power.**
8. **Promotion: up to 25% Discount for Clients’ “moving” to new NYC colocation space.**
9. **Fast Installs: Cabinets under 10 biz days, Cross Connects under 3 biz days.**

Telehouse Channel Partner Programs

Two Types:

A. “Referral Partner” -

- simple referrals Telehouse handles & sells;
- fixed % commission of Monthly Recurring Charges (MRC) paid on applicable Telehouse services sold, invoiced and paid;
- Includes renewals, upgrades or downsizes.



The Chelsea Data Center Facility in NY

THINK FAST

Terms:

- Minimum 12 month agreement
- Meets all other Agreement terms

To request a quote or more info, email
channelpartners@telehouse.com

Telehouse Channel Partner Programs

Two Types:

B. “Agent Referral Partner” -

- Agent handles/manages the client relationship;
- Tiered compensation % commission based on Agent’s total Telehouse Monthly Recurring Charges (MRC) paid on applicable Telehouse services sold, invoiced and paid;
- Includes renewals, upgrades or downsizes.



The Chelsea Data Center Facility in

THINK FAST

Terms:

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Telehouse Incentive Program

Additional One time Bonus Payments

- **\$1,000 per TELEHOUSE U.S. “full” cabinet Colo service order, or**
- **\$500 per TELEHOUSE U.S. “half” cabinet Colo service order, and/or**
- **\$500 per Telehouse non-U.S colo service.**



Terms:

- **Minimum 12 month terms**
- **Meets all other Agreement terms**

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About TELEHOUSE

The TELEHOUSE Commitment

Our Vision

We envision a global community that has trust in the protection and security of its data.

Our Mission

To deliver the highest level of Customer service and offer unsurpassed reliability within the industry. To continually invest in our global data centers and provide solutions that enable our Customers to grow their business.

About KDDI

Fortune Global 500 & Top 13 Telecom Company in the World

- **Company Name :** KDDI CORPORATION
- **Data of Establishment:** June 1, 1984
- **Main Business:** Telecommunications Business
- **President:** Takashi TANAKA
- **Capital:** 141,851 million yen
- **Total Employees :** 19,680 (consolidated base)

Head Office: Garden Air Tower, 3-10-10,
Iidabashi, Chiyoda-ku, Tokyo 102-8460, Japan

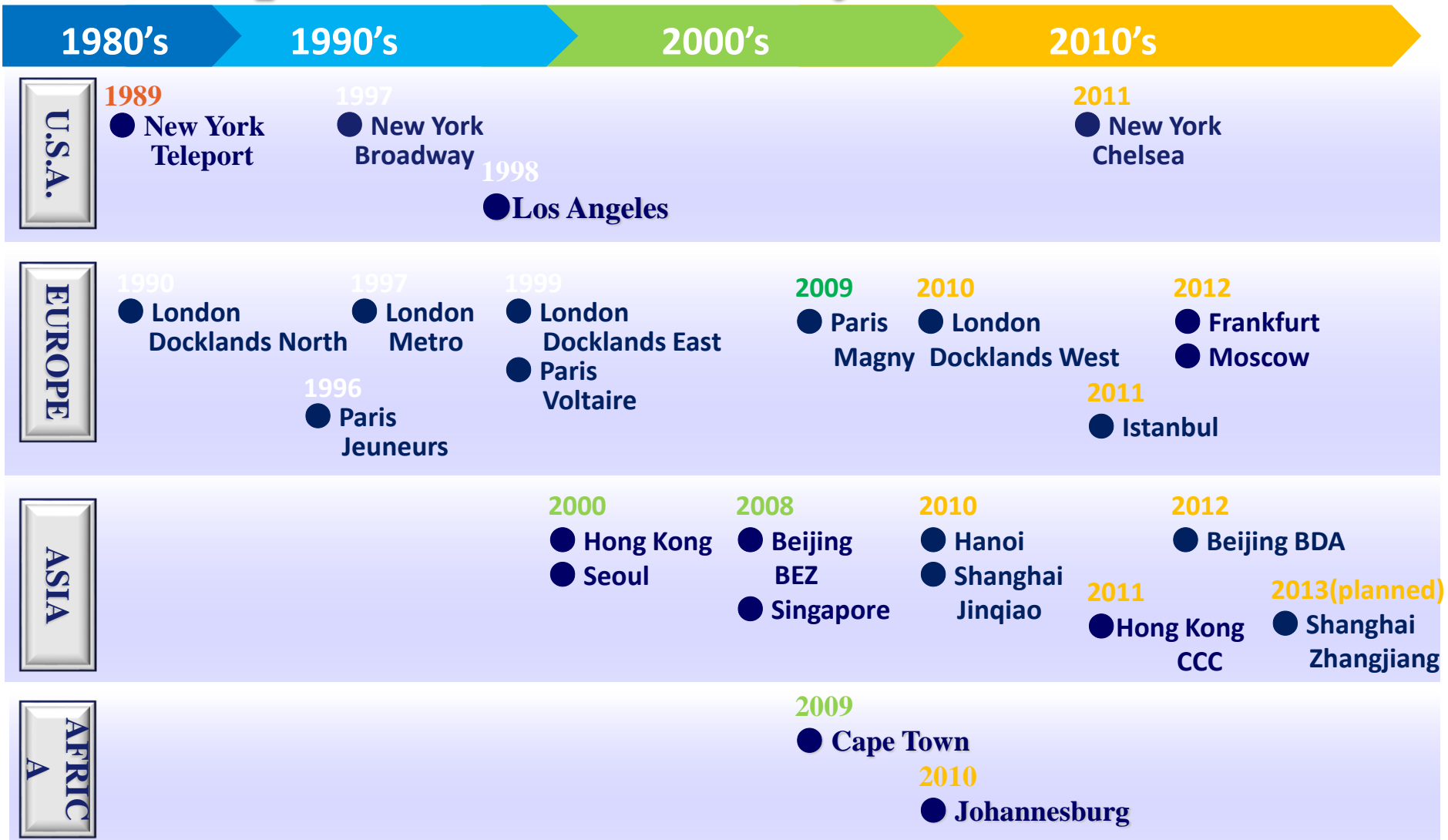
Phone: +81-(0)3-3347-0077

*As of March 31, 2012



TELEHOUSE History

25 Year experience and trustworthy datacenter



Global Partners



Why TELEHOUSE?

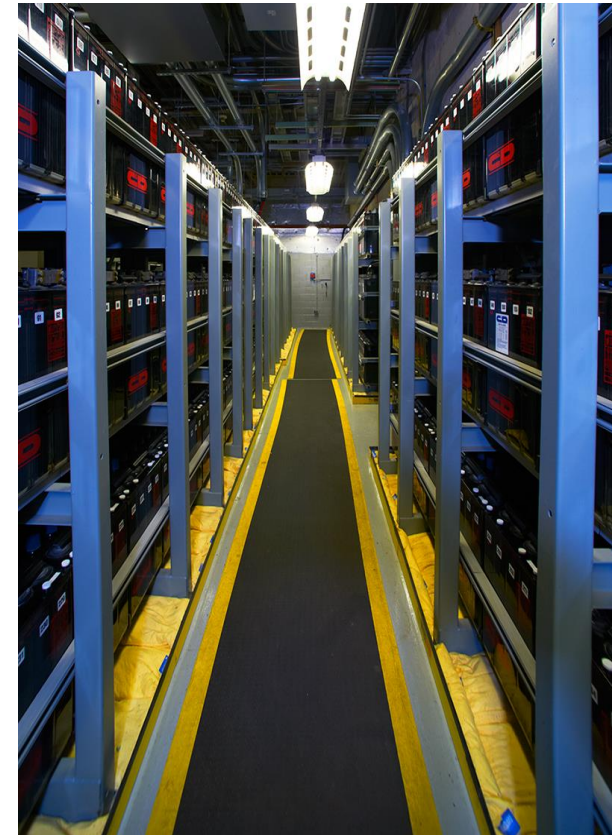
For over 25 years, the TELEHOUSE brand has been synonymous with state-of-the-art data center services throughout the world, with scalable business continuity solutions adaptable to our clients' specific requirements.



TELEHOUSE Standard

Key Features of our Data Centers

- **Carrier Neutral**
- **Tier 3 / Tier 4 / 2N**
- **State of the art security protection**
- **24 x 7 Operations / Access**
- **Global Standardized service menu**
- **Global Standardized specification, operation & maintenance**
(More than 100 self quality standards)
- **Ideal for Enterprises, Carriers/ISPs, IT Service Providers, Media/Content Providers, Banks, Hedge Funds, Professionals, Manufacturing...**
- **Over 80% Sites Fully Owned building**



THINK NEXT



TELEHOUSE

Scalability and Flexibility

Custom IT Support Solutions

- ✓ Scalable or Managed IT
- ✓ System Monitoring
- ✓ Network Management
- ✓ Security Service
- ✓ Content Delivery Network
- ✓ “Cloud” Solutions
- ✓ Virtualization
- ✓ Global Disaster Recovery
- ✓ Purpose built, DR/BC sites

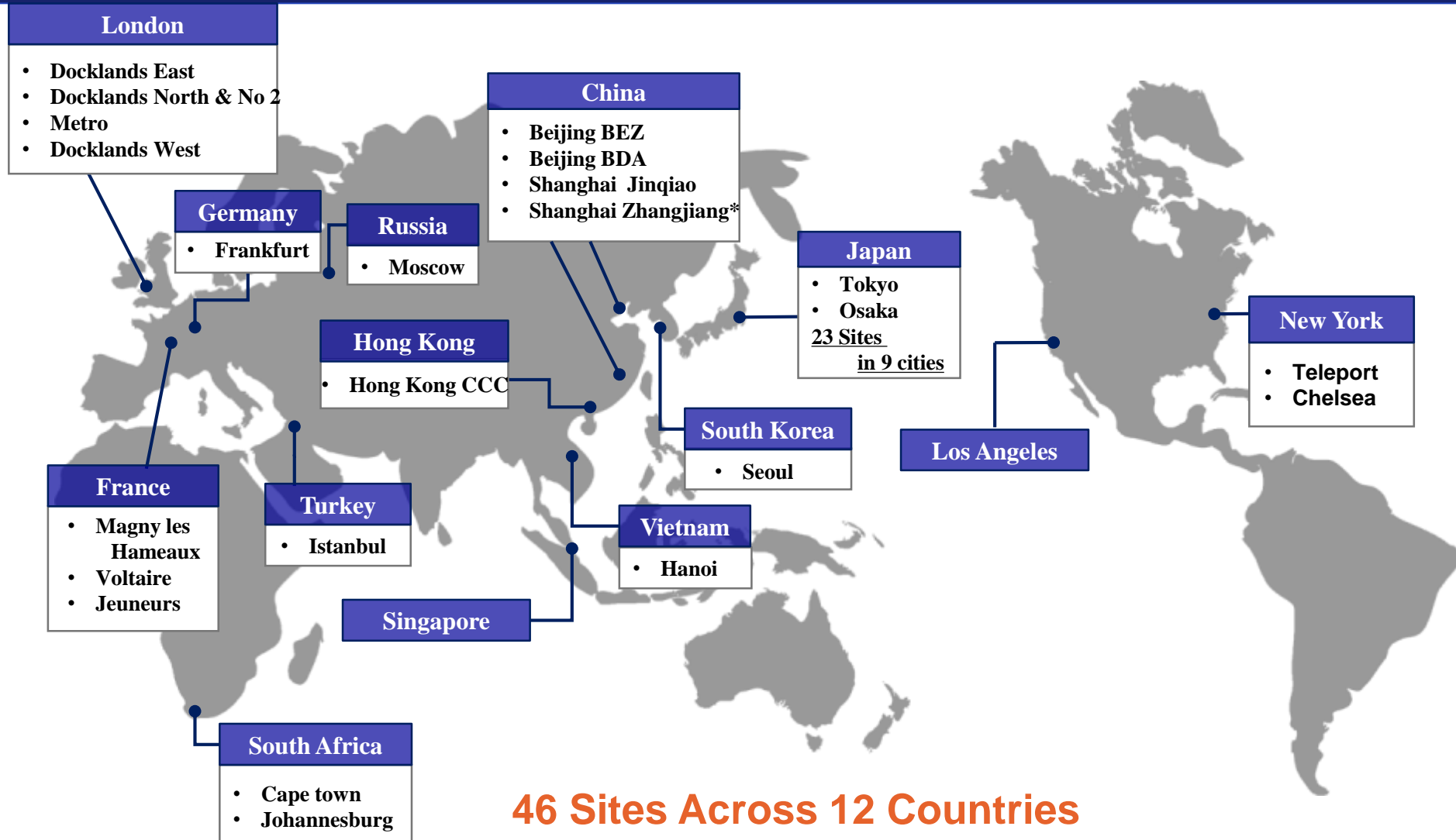


Global Presence

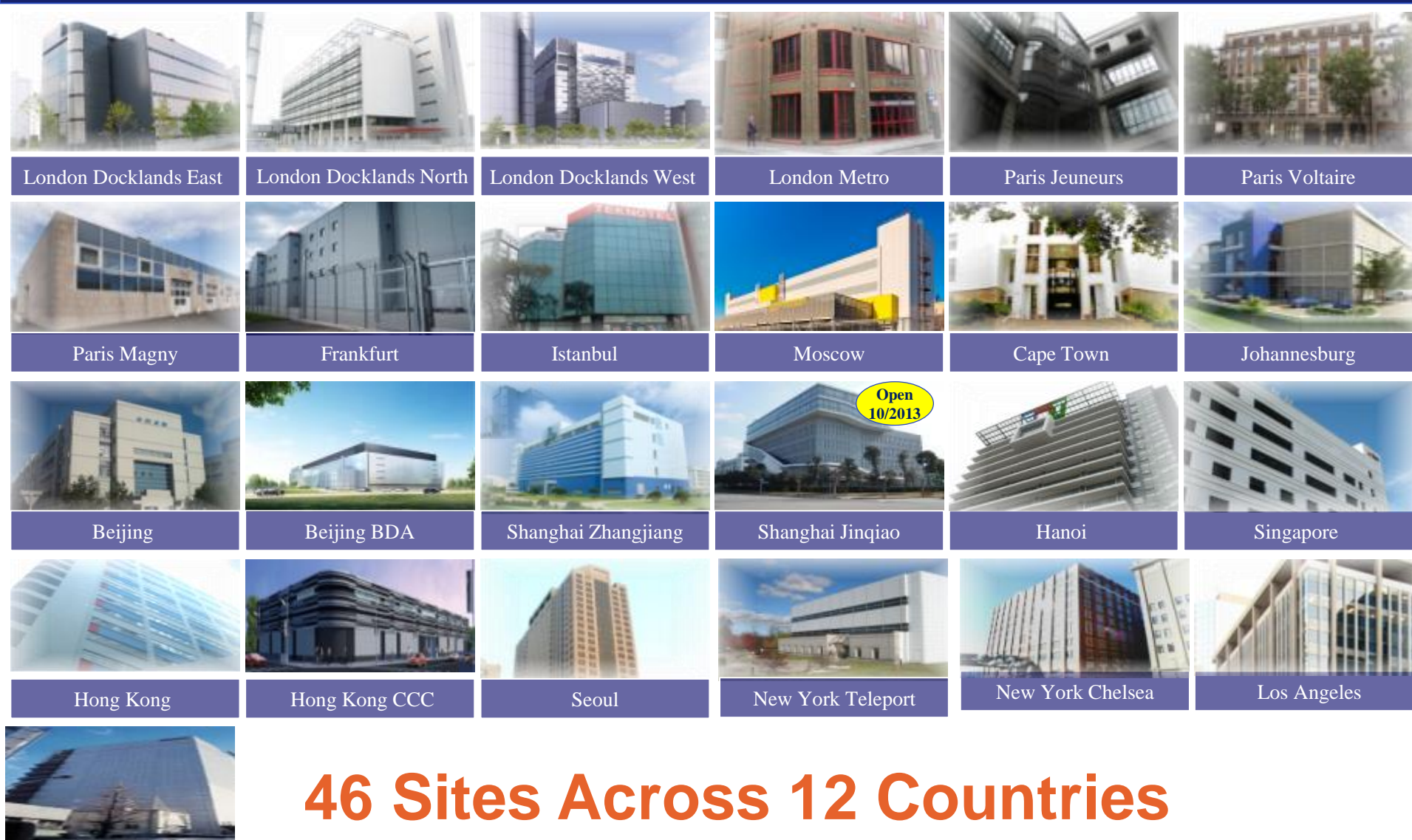
Connecting businesses and people

- **High NW Connectivity & IP-Traffic**
 - ✓ **Over Our Global Sites**
 - ✓ **Peering Exchanges**
- **Focus in Asia Pacific – 5 DC's in China**
 - ✓ **Largest non-Chinese DC provider**
 - ✓ **2012 China IDC award: Best 3rd Party infrastructure award**
 - ✓ **Total ICT solution capability with KDDI**
- **46 sites across 12 countries**

Global Locations



Data Centers



Connectivity

Where the World Gets Connected!

- **Multiple connectivity to carriers, diverse entry paths at all data centers**
- **Carrier Neutral**
- **Access to World's Largest Peering Exchanges**
- **Low Cross Connect Fees**
- **Voice, Data, IP transit hubs...**
- **KDDI network**



Qualifying Questions

- **What are the business goals related to this colocation?**
Expansion, Cost Savings, new application, DR/BC.....
- **What are the DC service requirements?**
Colocation, IT Services, peering, cloud...
- **Which geographic location is preferred?**
US East/West Coast, Midwest, Asia, Europe....
- **What type of Security or Compliance requirements ?**
SSAE 16, HIPPA, PCI or other....
- **The “Decision Date” & projected “Start date” of this project?**
- **How many racks are required day 1? Will this project be phased in? What growth is expected in the first 12 months? 24 months and beyond?**
- **What are the expected power consumption requirements (kW, kVA, amps) ? Telehouse is a metered power solution with a minimum commitment.**

Qualifying Questions

- What are the telecom requirements...voice, data, internet, peering? Do you have any preferred telecom vendors?
See TELEHOUSE's Carrier/ISP list.
- What Scalable or Managed IT Solution services are needed? Network management, System Monitoring, System Security, Virtualization, Cloud, Disaster Recovery – Business Continuity, Content Delivery...other....
- When can we schedule a tour of the facility?
- What are the top 3 driving factors for your decision?
Cost, location, support services, security, telecom, dark fiber, certification, cloud connections....what priority?
- Who are the top 3 colocation companies being considered?
- Does the project have budget approval?
If yes, who is the primary executive sponsor.
- What is the procurement process? RFP, multi-responses...

TELEHOUSE USA Facilities

- New York: 2 Data Centers Los Angeles: 1 Data Center
- Carrier Neutral - multiple carriers and entry paths.
- Public Peering - NYIIX / LAIIX
- Scalable/Managed IT Services:
 - Content Delivery,
 - Public/Private Cloud;
 - Cloud Security offerings,
 - System Monitoring
 - Network Management
 - DR/BC Planning / Facilities
- Lowest Cross Connect Fees
- Remote Hands – first 30 tool free minutes of every help ticket is included
 - UNLIMITED



Security is Our Priority

Features:

- **CCTV - DVR coverage**
- **24 X 7 Security Guards**
- **ID card - biometric access**
- **Man-trap**
- **Authorized Access Lists**



Facility Specifications

Building	Location	Chelsea/Meat Packing Area 85 10 th Ave. (15 th St.) New York, NY 10011
	Provided Area	60,000 square feet
	Ceiling Height	12 Feet
	Raised Floor	18 inch
	Max. Floor Load	100lbs/sft
	Fire Suppression	VESDA Smoke Detection; Pre-Action Sprinkler System
Power Supply	Bldg. Power	4.2MW
	Diesel Generator	N + 1
	UPS	N + 1
	Power / Rack	Up to 10kW
Climate Control	CRAC Config.	N + 1
	Temp-Humidity	75° F - 65%RH
	Leak Sensor	Yes

Feeder type	Single Feed	PDU: A, UPS: N+1
	Dual Feed (PDU A+A)	PDU: A+A, UPS: N+1
	Dual Feed (PDU A+B)	PDU: A+B, UPS: N+1
	Diverse Feed	PDU: A+B, UPS: N+1
Network	Carriers /ISPs	22; See list on Connectivity
	Public Peering	NYIIX (85T, 60H, 111 8 th , 32AoA,165Halsey, Teleport)
Installation	Colo Installation Prewire Cabling Cross connects	10 Biz Days; 10Biz Days 3Biz Days
O&M	Operation Hours	24/7
	Security	7 th floor elevator access card, CCTV surveillance internal and external, Man trap with access card & biometric security, 24/7 Security Personnel require Photo ID and access list confirmation.
Others	Rest Space	Yes
	BCP Solution	Customized solution available
	Parking Space	Public parking within 2 blocks

Scalable or Managed IT Services Partners

AT&T Partner ExchangeSM



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FAST response time
FAST implementation

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CONTACT INFORMATION

A silhouette of a man in a suit standing with his back to the camera, looking out at a city skyline at night through a large window. The city lights are visible in the background.

For information go to our website:
www.telehouse.com/partners/channel-partners