

## TELEHOUSE Overview

Founded in 1987, TELEHOUSE® owns and operates 48 carrier neutral, data centers worldwide, maintaining a strong local presence in over 23 cities across 13 countries together with our parent company KDDI, the second largest Japanese telecommunications company and a Global Fortune 300 based in Tokyo, Japan.

## Services Available:

TELEHOUSE data center and scalable IT support solutions are available and supported 24/7 on a global scale.

1. Colocation – Shared, Caged and Private Suites
2. Dedicated – Wholesale data center options and managing 3<sup>rd</sup> party data center sites.
3. Multiple diverse and redundant Telecommunications options – Carrier neutral
4. Peering – In the U.S., Telehouse operates one of the largest Peering Exchanges in the world, NYIIX in NY City, along with the smaller LAIIX in Los Angeles. All sites have access to one or more peering exchanges (where local law allows).
5. Scalable and Managed IT Support Solutions – “Remote Hands”; Network & Server Monitoring, IT Systems Management, Troubleshooting, Hosting, Virtualization, Cloud Services (public and private) and Content Delivery Network (CDN).
6. Disaster Recovery – Business Continuity Planning and Execution

## Introduction:

TELEHOUSE operates minimum Tier 3 facilities both domestically and globally. We hold ourselves to the highest standards of service and certifications. TELEHOUSE holds SSAE16, PCI, HIPAA, CPNI, Safeharbor certifications, as well as the ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO/IEC 27001 (Information Security) certifications overseas. TELEHOUSE has 48 data centers and a presence in 13 countries, including markets such as China, South Korea, Russia, Turkey and Vietnam.

Telehouse’s signature characteristic is being carrier neutral. All our facilities are engineered to have multiple points of entry with diverse and redundant cabling options to a variety of telecom carriers/ISPs. In addition, most sites have access to Public IP Peering Exchanges. In the U.S., Telehouse operates a global top 10 peering exchange, NYIIX, in New York City, along with its smaller Los Angeles sibling, LAIIX.

The US facilities are on both coasts, in New York City with the first purpose built data center located in the Teleport, a facility 17 miles outside of Manhattan, and the second one in Chelsea, at 85 10<sup>th</sup> Ave. Our third location is in 626 Wilshire Blvd., Los Angeles, California.

In addition, TELEHOUSE provides scalable and managed IT support solutions, including hosting, Cloud access and services (public and private) Stateside or abroad, we speak the same language for all types and levels of data center services.

## Key Differentiators

With over 25 years in technology, Telehouse has pioneered the development of data center services and mission critical IT in the US and abroad. With a full suite of infrastructure, connectivity, reliable power, security and scalable IT Support from a single-source provider. TELEHOUSE is one of the world's largest carrier-neutral providers of Tier III, compliant data centers. Our state-of-the-art data centers protect your critical information, infrastructure, and keep your business running under any circumstances. Here are key features that make us unique:

- Flexible, scalable future growth, leveraging over 4.4 million sq. ft. of carrier-neutral Data Center, Colocation, and Disaster Recovery/Business Continuity space with unsurpassed network connectivity and managed service capabilities
- 99.999% uptime through our N+1 infrastructure that include multiple power feeds, back-up diesel generators and UPS capacity. The Teleport, our flagship data center in the U.S. established in 1989, has never once lost critical power, easily achieving this 99.999% standard.
- Low, cost-effective connectivity options with enhanced performance features, made possible through a plethora of carrier/ISP options, direct access to leading Peering Exchanges (NYIIX and LAIIX).
- Enhanced security and regulatory compliance to support the most discerning business requirements, leveraging domestic SSAE16, PCI, HIPAA, CPNI, Safeharbor certifications and global ISO design, as well as optimized layered, overlapping and integrated security measures and controls.
- Efficient, redundant cooling capacity delivering SLA backed optimal performance.
- 24X7 First Level, "Remote Hands" services available through our trained and experienced on-site engineering support team
- 24x7 available, monitoring, maintenance and management of your IT systems, and our leading global CDN partner, CDNetworks.