



Co-Location Hosting Services

Co-Location lets you host your own servers in KCOM's secure, high-availability data centres with full control over your hardware

Co-located Full Cabinet (47U)	Connection Charge		Annual Fee	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
1kW	£500.00	£600.00	£6,992.00	£8390.30
2kW	£500.00	£600.00	£10,864.00	£13036.61
3kW	£500.00	£600.00	£15,516.00	£18618.91
4kW	£500.00	£600.00	£19,388.00	£23265.22

Remote Hands & Eyes Service

With Remote Hands and Eyes Service (RHES), You are entitled to request up to four (4) Tier 1 Service Requests per month, provided that the total time to resolve such requests does not exceed sixty (60) minutes per month. If the total time exceeds 60 minutes, you agree to pay the applicable Service Request Charges. Unused requests do not carry over to the following month.

Service Requests Include		Service Request Charging	Annual Fee	
			Ex Vat	Inc. Vat
Tier 1	<ul style="list-style-type: none"> Power cycle equipment Toggle or push a switch or button Verify, add, or remove a demarcation label Ensure cables are secured Relay the status of equipment LEDs under Your direction Provide serial numbers on Your equipment Provide visual verification to assist during Your troubleshooting Provide escort service to and from the cage or cabinet Take receipt of Your equipment 	Charges for Tier 1 Service Requests that exceed the inclusive allowance will be applied in accordance with the current *Time Related Charges	£960.00	£1,152.00
Tier 2	<ul style="list-style-type: none"> Operation of Your diagnostic equipment Typing commands on console under Your direction Providing patching between Your equipment 	All Tier 2 Service Requests are charged in accordance with the current *Time Related Charges	N/A	N/A
Tier 3	<ul style="list-style-type: none"> Replacing hardware components, upgrades, or adding memory/disks Any tasks requiring senior (level 3) engineers Special project work (to be discussed and agreed) 	All Tier 3 Service Requests are charged in accordance with the current *Time Related Charges and must be agreed at least twenty-four (24) hours in advance	N/A	N/A

Additional Services

WEEE Disposal

We offer a certified Waste Electrical and Electronic Equipment (WEEE) disposal service for Customer Equipment that is no longer required.

- Disposal will be carried out in accordance with current UK environmental regulations and our approved waste management partners.
- Items for disposal must be clearly identified prior to collection unless otherwise agreed as part of the Service Request.
- A Certificate of Destruction / Disposal can be provided upon request.
- Charges: Disposal activities are charged in accordance with the current *Time Related Charges, or by quotation for bulk disposals or specialist hardware.
- Resource requirements: Where disposal activities require multiple engineers (e.g. due to the size, weight, or complexity of equipment), additional labour charges will in accordance with the current Engineering rate card.
- We reserve the right to assess the item(s) prior to collection to determine resource requirements and confirm applicable costs before proceeding.

*Time Related Charges will be charged as per 'Engineer Visit Charges – Business Customers' available on the price manual [here](#)