

Service specification

This service specification describes the basic principles of the functioning of the services provided by the company Coolhousing s.r.o. (hereinafter "Provider") and describes the default configuration which is applicable unless stipulated otherwise in the Contract.

Service provision location

Unless explicitly stipulated otherwise in the Contract, all the Provider's services including parts thereof (e.g. backups) and supplied and operated in the Provider's Data Centre in the Stimbuilding complex, Vinohradská 2405/190, Prague 3, Czech Republic (EU).

Personal data processing

As per the GDPR, personal data is all information regarding an identified or identifiable natural person; an identifiable natural person is a natural person who can be directly or indirectly identified, particularly via a reference to a certain identifier, for example name, ID number, location details, network identifier, or one or more special elements of the physical, physiological, genetic, psychological, economic, cultural or social identity of this natural person.

As per the GDPR, personal data processing is any operation or set of operations involving personal data or sets of personal data, which is executed with or without automated processes, such as collection, recording, arrangement, structuring, saving, adaptation, modification, searching, viewing, use, disclosure by transmission, dissemination, or any other sharing, ordering, combining, restriction, deletion or destruction.

Virtual server, virtual Dedicated Server

In the Provider's terminology, these are servicing whose contractual designation begins with the letters VS. It is the Provider's infrastructure rental service (IaaS, Infrastructure as a Service), where the solution is based on the rental of part of the computing power, disk space and connectivity from the physical server in the Provider's Data Centre. As per the Terms and Conditions, the Customer may operate any services and applications, independently of the Provider, in the assigned environment (service). Connectivity (connection to the World Wide Web) is part of this service but does not comprise its primary component. The use of the service is influenced/stipulated only by the end customer, independently of the Provider. For the operation and management of the virtual server, one must have at least a basic knowledge of the management of the relevant operating system.

Unless stipulated otherwise, the service includes:

- Virtual server as per the order
- 1x IPv4 address
- 1x IPv6 address, /96 IPv6 subnet optional
- Access to the client section, with the control elements available there

With the virtual server service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Server Hosting

In the Provider's terminology, these are services whose contractual designation begins with the letters CH. It is a service consisting of the rental of space for one physical device (server), whose dimensions are specified in the Contract, in an air-conditioned room (server room) with a backup power supply and backup connectivity. The server is located in the Provider's shared premises, i.e. in premises to which the Provider's other Customers also have access. The server is connected to a shared power supply, i.e. a power supply to which the Provider's other Customers are also connected. The Customer operates their services on the device independently of the Provider. With the Server Hosting service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Unless stipulated otherwise, the service includes:

- Space for one device in the Provider's shared premises as per the Contract
- 1x 230v power supply from a shared distribution system, ending in a C13 plug
- Average real power input as per the specification set forth in the Contract
 - The maximum average real power input per one device is 400W
 - Average real power input is calculated for 30 days retrospectively
- 1x uplink with connectivity, ending in an RJ45 connector (M)
- Connectivity as per the specification set forth in the Contract
- 1x IPv4 address
- Optional /96 IPv6 subnet
- Access to the client section, with the control elements available there

The Server Hosting (CH) service does not involve the processing of personal data by the Provider, as the service relates to a device, and not to the handling of the personal data of the Customer or third parties.

Farm Hosting

In the Provider's terminology, these are servicing whose contractual designation begins with the letters CF. It is a service consisting of the rental of space for more than one physical device (server, router, NAS, switch... - hereinafter "device") in an air-conditioned room (server room) with a backup power supply and backup connectivity. The extent/dimensions of the space for the device is specified in the Contract. The devices are in the Provider's shared premises, i.e. in premises to which the Provider's other Customers also have access. The devices are connected to a shared power supply, i.e. a power supply to which the Provider's other Customers are also connected. The Customer operates their services on the device independently of the Provider. With the Farm Hosting service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Unless stipulated otherwise, the service includes:

- Space for the devices in the Provider's shared premises as per the Contract
- 1x 230v power supply from a shared distribution system, ending in a C13 plug
- Average real service power input as per the specification set forth in the Contract
 - The maximum average real power input for the Farm Hosting service is 800W
 - Average real power input is calculated for 30 days retrospectively
- 1x uplink with connectivity, ending in an RJ45 connector (M)
- Connectivity as per the specification set forth in the Contract
- 1x IPv4 address
- Optional /96 IPv6 subnet
- Access to the client section, with the control elements available there

The Farm Hosting (CF) service does not involve the processing of personal data by the Provider, as the service relates to a device (space), and not to the handling of the personal data of the Customer or third parties.

Rack Hosting

In the Provider's terminology, this is a service whose designation begins with the letters CR. It is a service consisting of the rental of rack space in an air-conditioned room (server room) with a backup power supply and backup connectivity. The dimensions of the space for the device are specified in the Contract. The Customer is not restricted in any way in terms of the ways in which they can use the assigned space. The rack space is restricted (locked) and designated for only one Customer. The space is equipped with a power supply which is reserved for only one Customer. The Customer operates their services on the devices independently of the Provider. With the Rack Hosting service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Unless stipulated otherwise, the service includes:

- Rack space in the Provider's premises as per the Contract
- 1× 16A separately secured 230V power supply
- Electricity consumption is billed retrospectively, via a electric meter reading
- Average real power input as per the specification set forth in the Contract
 - The maximum power input per 42U rack is 6000 W. This input power is divided equally among all the sections of the physical rack.
- 1× uplink with connectivity, ending in an RJ45 connector (F)
- Connectivity as per the specification set forth in the Contract
- 1x IPv4 address
- Optional /96 IPv6 subnet
- Access to the client section, with the control elements available there

The Rack Hosting (CR) service does not involve the processing of personal data by the Provider, as the service relates to a device (space), and not to the handling of the personal data of the Customer or third parties.

Dedicated Server

In the Provider's terminology, this is a service whose designation begins with the letters DCH. It is a service consisting of the rental of hardware (a server) and space for the rented physical device (server), whose configurations are specified in the Contract. The server is located in an air-conditioned room (server room) with a backup power supply and backup connectivity. The server is located in the Provider's shared premises, i.e. in premises to which the Provider's other Customers also have access. The server is connected to a shared power supply, i.e. a power supply to which the Provider's other Customers are also connected. The Customer operates their services on the server independently of the Provider. With the Dedicated Server service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Unless stipulated otherwise, the service includes:

- Server configuration as per the specification in the Contract
- Space for the rented devices in the Provider's shared premises as per the Contract
- 1x 230V power supply from a shared distribution system, ending in a C13 plug
- Electricity consumption is included in the service
- 1× uplink with connectivity, ending in an RJ45 connector (M)

- Connectivity as per the specification set forth in the Contract
- 1x IPv4 address
- Optional /96 IPv6 subnet
- Full hardware service, no later than the end of the working day following the day of report
- Access to the client section, with the control elements available there

The Dedicated Server (DCH) service does not involve the processing of personal data by the Provider, as the service relates to a device, and not to the handling of the personal data of the Customer or third parties.

Dedicated Server Farm

In the Provider's terminology, this is a service whose designation begins with the letters DCF. It is a service consisting of the rental of hardware (multiple servers or devices) and space for the rented physical devices (servers), whose configurations are specified in the Contract. The servers are located in an air-conditioned room (server room) with a backup power supply and backup connectivity. The servers are located in the Provider's shared premises, i.e. in premises to which the Provider's other Customers also have access. The servers are connected to a shared power supply, i.e. a power supply to which the Provider's other Customers are also connected. The Customer operates their services on the servers independently of the Provider. With the Dedicated Server Farm service, connectivity (connection to the World Wide Web) is part of the service, but does not comprise its primary component, and therefore it is not an Electronic Communications (EC) service. The use of the service is influenced/stipulated only by the end customer, independently of the Provider.

Unless stipulated otherwise, the service includes:

- Server configuration as per the specification in the Contract
- Space for the rented devices in the Provider's shared premises as per the Contract
- 1x 230V power supply from a shared distribution system, ending in a C13 plug
- Electricity consumption is included in the service
- 1x uplink with connectivity, ending in an RJ45 connector (M)
- Connectivity as per the specification set forth in the Contract
- 1x IPv4 address
- Optional /96 IPv6 subnet
- Full hardware service, no later than the end of the working day following the day of report
- Access to the client section, with the control elements available there

The Dedicated Server Farm (DCF) service does not involve the processing of personal data by the Provider, as the service relates to a device, and not to the handling of the personal data of the Customer or third parties.

IP Services

In the Provider's terminology, this is a service whose designation begins with the letters IPS. The designation IP Services covers several types of services focused on data streams or data stream mediation.

Circuit/CWDM/DWDM

A service whereby a physical or virtual circuit among the Provider's locations (point-point) is rented. The service is not limited to the Provider's Data Centre. A detailed specification of the service is set forth in the Contract. The service falls under Electronic Communications (EC) services.

Cross Connect

A service which offers a metallic or optical connection within the scope of the Provider's Data Centre, or within the scope of the Provider's connection point (rented location outside the Provider's Data Centre). This service is typically combined with the Circuit/CWDM/DWDM service, but this is not a condition. A detailed specification of the service is set forth in the Contract. The service falls under Electronic Communications (EC) services.

Dedicated Line

The service is based on the rental of connectivity to the World Wide Web with guaranteed throughput parameters within the scope of the Provider's network and subject to availability. A detailed specification of the service is set forth in the Contract. The service falls under Electronic Communications (EC) services.

Anti-DDoS

A service whose objective is to clean the data stream of hazardous/offensive signatures (malware, etc..). It typically involves connectivity from/to the World Wide Web arranged by the Provider, but this is not a condition; the service can be supplied even without the Provider arranging connectivity. A detailed specification of the service is set forth in the Contract. The service does not fall under Electronic Communications (EC) services.

TV Services

In the Provider's terminology, this is a service whose designation begins with the letters TVS. The designation TV Services covers several types of services focused mainly on television broadcasting, but also on radio broadcasting. Services in this category fall under Electronic Communications (EC) services.

DVB-T

A connection service via a metallic line (coax 75 Ohm) for a shared radio and television lead in the Provider's premises. A detailed specification of the service is set forth in the Contract.

SAT

A connection service via a metallic line (coax 75 Ohm) for a shared satellite lead in the Provider's premises. A signal decoder, in any form, is not part of the service. A detailed specification of the service is set forth in the Contract.

In Prague, on 01/12/2018

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COOLHOUSING s.r.o.