



# COLOCATION

**Security. Reliability. Scalability. Connectivity.**

## Fact Sheet

### Facility

The Critical Hub Data Center is housed in a hardened telecommunications facility in San Juan, Puerto Rico. Our facility is constructed to withstand Category 5 hurricanes and extreme weather conditions.

Critical Hub offers 47U 4-Post locking vented cabinets, which can be configured as full-rack, half-rack (22U each) or "quarter-rack" (3-bayed cabinet). Overall dimensions of full rack: 87.5" H, 23.62"W, 36.02"D. Our data center features raised floors over concrete flooring.

### Security

Our Data Center is constantly monitored with 24/7/365 video surveillance and system monitoring. Entry to the Data Center is highly restricted. Only our authorized personnel and properly authorized visitors may enter. Only visitors that are on the Data Center Access List can enter. However, even if you are on the Data Center Access List, you must meet certain requirements in order to be allowed in. These are available upon orientation when you choose to employ Critical Hub Networks' services.

Visitors on the Data Center Access list will be accompanied at all times. Any breach of the requirements and responsibilities as a visitor will result in an escorted eviction from the premises. All customer cabinets & cages are locking.

### Fire Detection

Our data center facilities are equipped with a NOVEC1230 Fire Detection & Suppression system. Each space and sensor is supervised individually and can take the necessary actions in case of fire.

### 2N Facility Design

Critical Hub offers industry-standard 2N Facility Design, ensuring no signal point-of-failure for power distribution. Our 2N A/B Power Configuration has diverse and redundant generators, ATS, UPS and PDUs.

### Power Supply and Redundancy

With just our two fully redundant Schneider MGE Galaxy 4000 UPS, Critical Hub will be fully operational for 90 minutes at full load. If a major power failure occurs, we have 2 high capacity diesel generators that can each generate the necessary current for full load center operation. We maintain short-notice diesel generator refueling agreements with vendors to ensure around-the-clock availability. Independent of refueling, Critical Hub's facilities are ready for autonomy, if necessary.

### Environmental Controls

We've configured air conditioning in our data centers to allow for proper heat dissipation, permitting our sites to operate within an acceptable temperature range, generally at 64°F. To maintain the flow of air conditioning to your data center infrastructure, we employ redundant (N+1) HVAC units within each of our locations. The HVAC units are powered by normal and emergency electrical systems, in order to maintain their availability.

### Central Control System

All equipment is managed from the central control system inside the center. Each equipment status or temperature change or alarm are supervised and monitored from this location. Even if something occurs in the supervision center, it is possible to physically act upon all equipment. It is an open system so customers can use it to connect to their proprietary system.

### Network Connectivity

Critical Hub's Data Center is served by our own submarine cable capacity, with N+1 full redundancy and diversity of paths connecting us to the Internet backbone. Our network backbone has been optimized for low latency, diverse path routing and direct IP connectivity both in the mainland and here in Puerto Rico. Critical Hub offers both IPv4/IPv6 full route via 100M, 1GigE or 10GigE Ethernet connectivity.

Critical Hub's Data Center is home to the Puerto Rico Bridge Initiative's Internet Exchange Point (IXP). By leveraging the network connectivity available through our IXP, our network enjoys full interconnectivity with the Internet backbone, use both via both public and private peering arrangements with backbone networks worldwide.

### Carrier Neutral

While Critical Hub can provide full Internet connectivity, colocation customers may utilize telecommunications and data services from any entity. Our Data Center is served by fiberoptic services from seven (7) major fiber carriers, as well as five (5) wireless infrastructure providers. Fiber or copper cross-connections may be provisioned between customers to facilitate private network services.



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