

Colocation

After-Hours Emergency Colocation Access

IgLou provides free escorted access to colocated equipment during normal business hours of 9am to 5pm, Mon-Fri (excluding holidays or closures due to inclement weather or special staffing events.)

If you are experiencing trouble with your colocated servers, please check our [network status page](#) for any reported outages or maintenance.

Emergency or after-hours access requests can be made by calling the special phone number assigned to your account during initial service installation. You can also find this number by logging in to [IgLou's online account manager](#), or by contacting your IgLou sales representative during normal business hours.

There is a \$50 charge to page and speak with a technician, but this fee is waived if a billable dispatch to open the facility is requested. Unless special arrangements are made ahead of time, IgLou's rate for unscheduled emergency after-hours access is \$180.00 for the first 30 minutes and \$30 for each additional 15 minutes.

Emergency access is limited to customers having service-impacting issues and should not be used for general maintenance, hardware upgrades, server replacements, etc. For non-emergency issues such as these, please coordinate with our support team to schedule a date and time so that we can arrange a technician to be available for your needs.

If you have a special project or other planned maintenance, let us know in advance and we would be happy to assist! We can work with you for the best available times and any special resources you may need.

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