

# Colocation

## After-Hours Emergency Colocation Access

IgLou provides free escorted access to collocated 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 collocated servers, please check our [network status page](#) for any reported outages or maintenance.

Emergency after-hours access requests or outage reports should be made by calling 502-442-2590. If this number is unreachable for some reason, please call our alternate access request number of 502-966-3848 ext 7540. There is a \$50 charge to page a technician, but this fee is waived if a billable dispatch to open the facility is made at the below specified rates.

Unless special arrangements are made ahead of time, IgLou's rate for unscheduled emergency after-hours access is \$120.00 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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Author: IgLou Customer Support

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