

# **FAQ**

## **Data Center Services**

### **2019**

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## 1.0 Training & Setup

- 1. Will there be any firewalls installed between the market data and Member? Any risk checking systems?**  
BSE internal firewall is present between market data and Members.
- 2. How are the market and trade feeds delivered? Are they copper or fiber? If fiber, single mode or multi-mode? LC or SC connections?**  
The connectivity between BSE Trading system and the members' servers at Colocation is of 10Gbps fiber optic link for low latency trading experience from Colocation.
- 3. Can you send us the trading API?**  
The trading API is available on the link - [www.bseindia.com/nta.aspx](http://www.bseindia.com/nta.aspx)
- 4. Market Data - unicast or multicast?**  
Multicast
- 5. Are there any firewalls or Risk Checks in place between the market data and our switches?**  
Yes.
- 6. Will you require any access to our equipment such as servers or switches? If yes, what type of access and why is it needed?**  
Access may be required. However, we will intimate you about the type of access required.
- 7. Can you purchase the equipment on our behalf? If not, do you know of a vendor who can assist us?**  
No. However, we can suggest the vendor/OEM.
- 8. Will you be putting any equipment in our rack? Are we required to purchase any of this equipment?**  
No
- 9. Do you supply the rack or must we provide/purchase our own racks? If yes, are there any fees associated with the rack space?**  
We do provide racks under the BSE Technology Program. Please refer to the following link for details:  
<https://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20190603-44>
- 10. Can we reserve an adjacent rack for future expansion? If so, when would the billing cycle begin?**  
Yes. Billing will start immediately.

**11. Do you offer VPN access to collect Market Data prior to the installation of our own dedicated lines?**

No

## 2.0 Racks & Installation

**1. Do you offer the possibility of expanding our presence -in COLO? If so do you offer adjacent racks? Are there any discounts for occupying more than one rack?**

Yes, Netmagic will provide racks as per requirement and adjacent racks (subject to availability). Discounts can be considered based on size of the contract.

**2. Is there a restriction on accessing the datacenter during certain hours?**

No, there are no specific restrictions to access the Datacenter; however, the access is restricted to authorized users only. Visitors need to obtain the necessary authorization in order to enter the Datacenter.

**3. How do we go about getting access to our rack? Will we need to submit a ticket?**

Access is provided to authorize users as described in the answer to the above question. Visitors need to obtain permission to visit the Datacenter by sending a request well in advance and the request needs to be signed by the authorized signatory and it should be duly approved the concerned authority of Netmagic.

**4. How do we request assistance? How many people can access a rack at one time?**

Netmagic will allow personnel based on the requirement of customer. However, the purpose of the visit needs to be explained before entering into the server hall.

**5. Do you offer remote hands assistance to fix any problems? If so, how much advance notice will you need before attending to our problem? What is your Time to Repair? Is there any cost?**

Yes, we provide 24/7 remote hands support (if required) at additional fee. Our clients can subscribe remote hands support either based on ticket or unlimited remote hands support.

**Our remote hands support includes the following activities:**

- a. Rebooting or power cycling of equipment
- b. Connect external device to customer's setup
- c. Critical data backup and/or restore operations
- d. Reset frozen remote session
- e. Plug in a console port for remote management by customer
- f. Providing escort to customer/vendor to the datacenter

- g. Providing indicator status on equipment
- h. Reading serial numbers on equipment to customer
- i. Manual backup tape insertion
- j. Accept incoming material based on CRs

In addition to this, at all the Datacenters, Netmagic has Network operation centers that run 24/7 and support remote IT infrastructure management using best-in-class tools.

Time to repair depends on the nature of the problem.

**6. During what hours will someone be available for assistance? Do you have someone available in case of emergencies?**

Support is available 24/7.

**7. Can you recommend someone to install our hardware and cable up our equipment?**

Netmagic has all the capabilities to install and commission the equipment inside the Datacenter.

**8. Are there any restrictions pertaining to how we run cables? Can we run over the top of rack? Can they be run under the floor between racks? Are there pass-through windows between the racks?**

Power cables are routed below the false floor and communication cables are routed through overhead cable trays. The cables must be run through the conduits provided in the Datacenter and according to the policies and practices of Netmagic.

**9. Do you have cage nuts and miscellaneous accessories needed for an installation?**

Yes, we have all the necessary miscellaneous accessories needed for installation.

**10. Do you supply CAT5/CAT6 cable or are we responsible for it?**

We provide required cables.

**11. Do you supply power cables? If not are there any specific requirements that we must adhere to?**

Netmagic will provide power cables

**12. Can you store left over and additional accessories for us?**

Yes, we can keep the left over and additional accessories in the storage space for one week for free of cost and from there on wards the storage space will become chargeable based on the area occupied (sft).

**13. Can we take pictures inside the data center of our rack? If not, can you take pictures for us?**

No, photography is not allowed by outside parties including clients. However, if required Netmagic personnel will take few pictures on your behalf.

**14. Will you supply a storage shelf for extra items?**

Yes, at additional charges.

### 3.0 Shipping & Receiving

**1. What is the colo address? (Please provide complete address including building name or number, floor and room)**

The address of the Datacenter is as follows:

1st Floor, Phiroze Jeejeebhoy Towers

Bombay Stock Exchange

Dalal Street, Fort

Mumbai - 400 001

**2. What is the shipping address and contact?**

Netmagic IT Services Pvt Ltd:

1st Floor, Phiroze Jeejeebhoy Towers

Bombay Stock Exchange

Dalal Street, Fort

Mumbai - 400 001

**3. Do you offer storage space? How long can you hold equipment for? Is there any cost for storing our equipment?**

Space will be provided to clients for one week at free of cost and from there onwards the space will be charges based on the area (sqft) occupied.

**4. Can you ship items back to us should we have to replace faulty hardware?**

No. Shipping services has to be provided by third party and we expect our customer to contract for these services in case the hardware is owned by them. However, we will provide necessary support for the logistics confined to Datacenter server hall premises.

**5. Do you accept shipments on weekends?**

Yes, however we need an advance notice so that necessary support can be facilitated.

**6. During what hours is someone available to receive inbound shipments?**

Manpower is available in the business hours or extended hours if required.

**7. Do you notify us once shipments have arrived?**

Yes

## 4.0 Connectivity

**1. Do you have a list of Telco providers that already serve the colo/Datacenter or the building?**

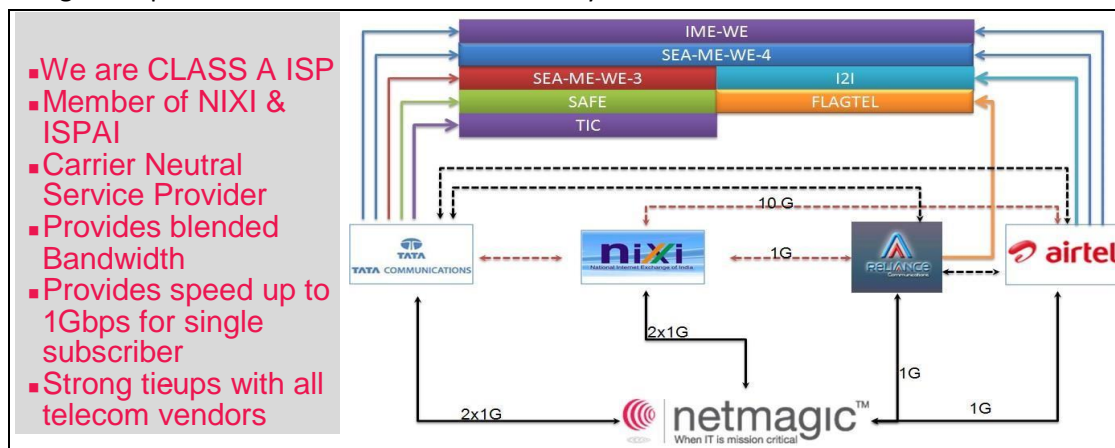
Netmagic is a carrier neutral Datacenter service provider and at the proposed facility, the following carriers have installed their Mux.

- Bharti Airtel
- MTNL
- Reliance Communications
- Tata Communications
- Tata Tele Services
- Videocon
- Vodafone
- Microscan

**2. Can you/DC offer internet? If not, can you order on our behalf and bill us, or can you recommend someone?**

Yes, Netmagic holds Class A ISP and provides aggregated bandwidth accumulated from other service providers.

Below figure depicts more details on our connectivity:



**3. Can you provide inter-rack cabling for us?**

Yes, however the services shall be provided by Netmagic Employee/ Authorized Vendor.

**4. Does the Data Center accept Fiber circuits? Copper? Any restrictions?**

There are no specific restrictions.

**5. Do circuits come in from under the floor or from the ceiling above?**

Power cables are routed below the false floors and communication cables through overhead cable trays.

**6. Do you require any Patch Panels in our rack? Will they support fiber or copper? If Fiber are they LC or SC connections? How many ports will you be using and can we use any ports not used by you?**

Recommended appropriate copper/fiber panel as per customer connectivity requirement.

**7. Is there mobile phone reception in the data center? If not is there a phone technicians can use to contact us?**

Mobile Phone is not permitted inside datacenter. Landline voice connectivity is available on request.

**8. Do you offer Wi-Fi or accessible Ethernet so technicians can access internet and email?**

Yes

**9. Is GPS/PTP service available at the DC? If not, can we get roof access and install an antenna?**

GPS is available using conventional mobile. Roof Access not provided in BSE building.

Precision Time Protocol (PTP) is available in Colocation to all members. Please refer to weblink for BSE notice for PTP service:

<http://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20151008-11>

## 5.0 Power & PDUs

**1. How much power are we allocated per rack? Do you offer upgraded power options? How much does each option cost?**

We provide 3KVA and 6KVA power per rack as a standard offering. The power can be upgraded as and when required in the multiples of 1 KVA. However, feasibility needs to be checked for high density racks.

**2. What percentage of allocated power can we draw per branch? Do you monitor load balancing among our power branches?**

70% of the allocated power can be drawn and monitoring is done thru BMS.

**3. Can we supply our own PDUs? If not, what type of PDU do you supply? Can we manage the supplied PDU?**

No. Type is Single phase. Management and Supply of PDU will be done by Netmagic.

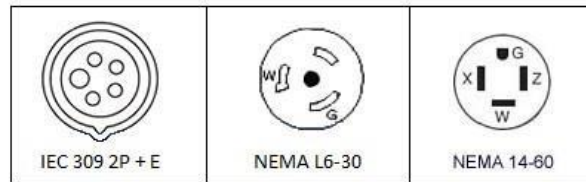
**4. Will you require PDUs for your own equipment? If so will they be managed by you? If not, will you require the use of any of our PDU ports? If so, how many ports will you need?**

Netmagic will provide required PDUs for the racks and the PDUs will be managed by Netmagic.



5. What type of power receptacles are provided to plug in the PDUs?

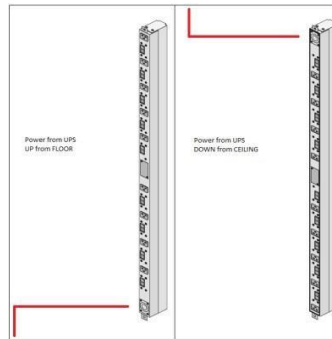
(Pick one from below or other, please advise)



Correct option - IEC 309 2P+E

6. Are they located above the rack or under the floor?

(Pick circle one from the picture below)



Under the floor