Dedicated Servers Questions

- What services/fees should I be aware of with my colocation.

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Thanks for choosing Aquatis to host your service, below we will share with you the common fees and services we provide along with your colocation service.

What's included with my service?

We offer the following service for **free** with your colocation service.

- Remote/Physical Power Cycle
- Server Receiving/Unpacking
- Initial OS Install
- Server Remote Eyes/Screen Readouts
- Standard Server Physical Inspection *(when received)*
- Server Inventory Audit *(when received)*
- Server Functionality Testing *(when received)*
- Physical Server Dust Cleaning *(when received)*
- KVM On-Demand
- Initial Server Racking
- 24/7 Server Connectivity Monitoring *(Coming Soon)*

Additional Services

We offer the following additional services for **purchase**.

- Remote Hands
- Remote System Administration
- Expedited Racking/Deracking
- OS Re-installation

Remote Hands

We offer remote hands in the following 4 tiers. Pricing is billed in **minute** increments.

Work performed when tech onsite completes other tasks in a queue during business hours.

Tier	Type	Price	When
I	Economy	$25/hr	Work is performed when the tech is next onsite with no rush to installation. Work to be completed in a week.
II	Standard	$100/hr	Work performed when tech onsite completes other tasks in a queue during business hours.
III	Expedited	$150/hr	Work performed as soon as possible, skipping the queue when tech is onsite during business hours.
IV	Urgent	$250/hr	Work performed as soon as possible, skipping the queue, and is during outside business hours.
V	Emergency	$300/hr	Work is performed within 2 hours, Technician is deployed the same day of the emergency.

Remote System Administration

We offer remote system administration in the following 2 tiers. Pricing is billed in 15-minute increments.

Tier	Type	Price	When
I	Standard	$50/hr	Work is performed based on a queue. The request will be completed in a week or less.
II	Emergency	$100/hr	Work is performed within 24 hours, the request skips the queue, and is completed as soon as possible.

Expedited Racking

Expedited racking is available for purchase. Below is the price chart for racking fees.

> If 4 servers are delivered to the data center, the fee will only be one time for each group of servers getting racked.

Type	Price	When
Standard	Free	On server arrival, racking will be completed in a week or less.
Expedited	$125	On server arrival, racking will be completed in 24 hours.

De-racking

> A prepaid shipping label must be provided to us. It must be sent via a file or link from the shipper.

Servers that are getting deracked are $125/server. We will ship all parts that came with the server including any additional hardware installed in the server over time. We will provide the dimensions, weight, and the data-center address for the label. We only accept labels directly from the shipper.

Operating Systems Reinstall

Operating systems re-install completed on a first come first serve basis. Below is the pricing based on the request.

Type	Price	When
Standard	Free	Your server will be re-installed based on its spot on the install queue.
Expedited	$20	Your server will be re-installed as soon as possible and skip the install queue.