

Unrivalled investment
in reliability.

Market-leading connectivity.

Ultimate peace of mind.



Elevation for your
IT housing and
management.





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Data centre facilities,
tended by experts
with room for growth.



Trust Telehouse.

Today, more and more companies are choosing to outsource their IT and telecoms infrastructure to a third-party data centre provider.

Taking this strategic decision is a big step.

But the reasons why over 700 firms – from new start-ups and SMEs to some of the largest publicly listed corporations – all trust Telehouse Europe to fulfil their data centre and colocation requirements are clear.

Only Telehouse Europe:

- Provides the very best-equipped and protected data centre facilities, manned by in-house skilled engineers 24x7, to safeguard the continuation of our customers' critical business systems.
- Has shown consistent profit which has been reinvested in our facilities.
- Offers service providers the widest connectivity marketplace, with more than 200 telecoms carriers, ISPs and ASPs currently using Telehouse as their neutral and independent colocation hub.

Over the following pages we aim to demonstrate the continuity, security and cost-effectiveness of our management of your IT infrastructure.

Equipped with this information, we hope you'll agree that Telehouse Europe is the most experienced and trustworthy provider of data housing and management for your particular needs.

Telehouse Europe offers
the highest levels of

reliability

and peer-to-peer
connectivity in the industry



The combination of our financial stability, our state of the art facilities, and our ongoing investment in those facilities gives all our customers ultimate peace of mind

A solid business partner...

Telehouse Europe offer data centre facilities and connectivity, providing a secure and resilient platform for mission critical IT systems.

Since 1990, when it pioneered Europe's first purpose-built shared data centre in London's Docklands, Telehouse Europe has grown to provide 30,000m² of secure data centre/colocation space across five sites in London and Paris. Meanwhile its sister and parent companies, Telehouse America and the KDDI Group respectively, provide the same high standard data centre solutions in North America and Asia.

It amounts to a genuinely global service, but one that's close at hand to your business and available whenever you need access.

...offering market-leading facilities

Telehouse Europe sets the industry standard for the most advanced, reliable and secure off-site IT and communications facilities with the benefits of environmental control, high availability including redundancy up to 2N+1, fire detection/suppression and multi-layer physical security systems.

Ongoing expansion and updating of data centre capacity is at the heart of our business strategy. For example, our investment in the 2,000m² Paris Voltaire data centre offers reliability levels that allow us to confidently offer an SLA of 99.999%.

Telehouse Europe has attracted virtually all of the principal ISP operators as colocation customers, so that corporate customers have the additional benefit of access to the latest web-to-customer technology such as video/audio on demand and VoIP.



...and a long term partnership

In any outsourcing relationship, the secret of its success is trust. Nowhere does this apply more than in the case of a third party provider handling your business critical IT systems. The combination of over 18 years experience, financial stability and ongoing investment in our facilities gives our customers ultimate peace of mind which provides the basis for trust and a lasting partnership.

Telehouse Europe is unique among its peers as having been consistently profitable every year since 1995. Our position is further strengthened by the backing of our Japanese owner, KDDI, a US\$27.8 billion, Global 300-listed company. Telehouse also owns the freehold of its principle data centres in Docklands - London and Voltaire - Paris, providing a strong asset base on which to support the group's plans for growth.

The essential components for flexible and resilient data centre architecture.



BUSINESSCO *actu*

Why Outsource?

Telehouse provides the very highest

quality

data centres which are cost effective, reliable and secure



Outsourced data centre housing & management: Your commercial advantage

With modern reliance on technology for business security and continuity, it's essential that primary business systems, plus back-up, mirroring and disaster recovery services are housed in the most secure and resilient data centre facilities.

In Telehouse's experience, there are several commercial imperatives driving the growing trend for corporates to outsource their IT and communications housing and management to a third-party provider of secure data centre facilities.

Risk avoidance

The need to comply with US and European regulatory changes for risk mitigation, coupled with internal pressure for business continuity, diverse locations and data archiving and recovery, is a key motivator for the use of third party data centre providers. Housing secondary systems in a secure off-site environment makes a business less vulnerable to physical loss of or damage to business critical processes.

Consolidation and cost reduction

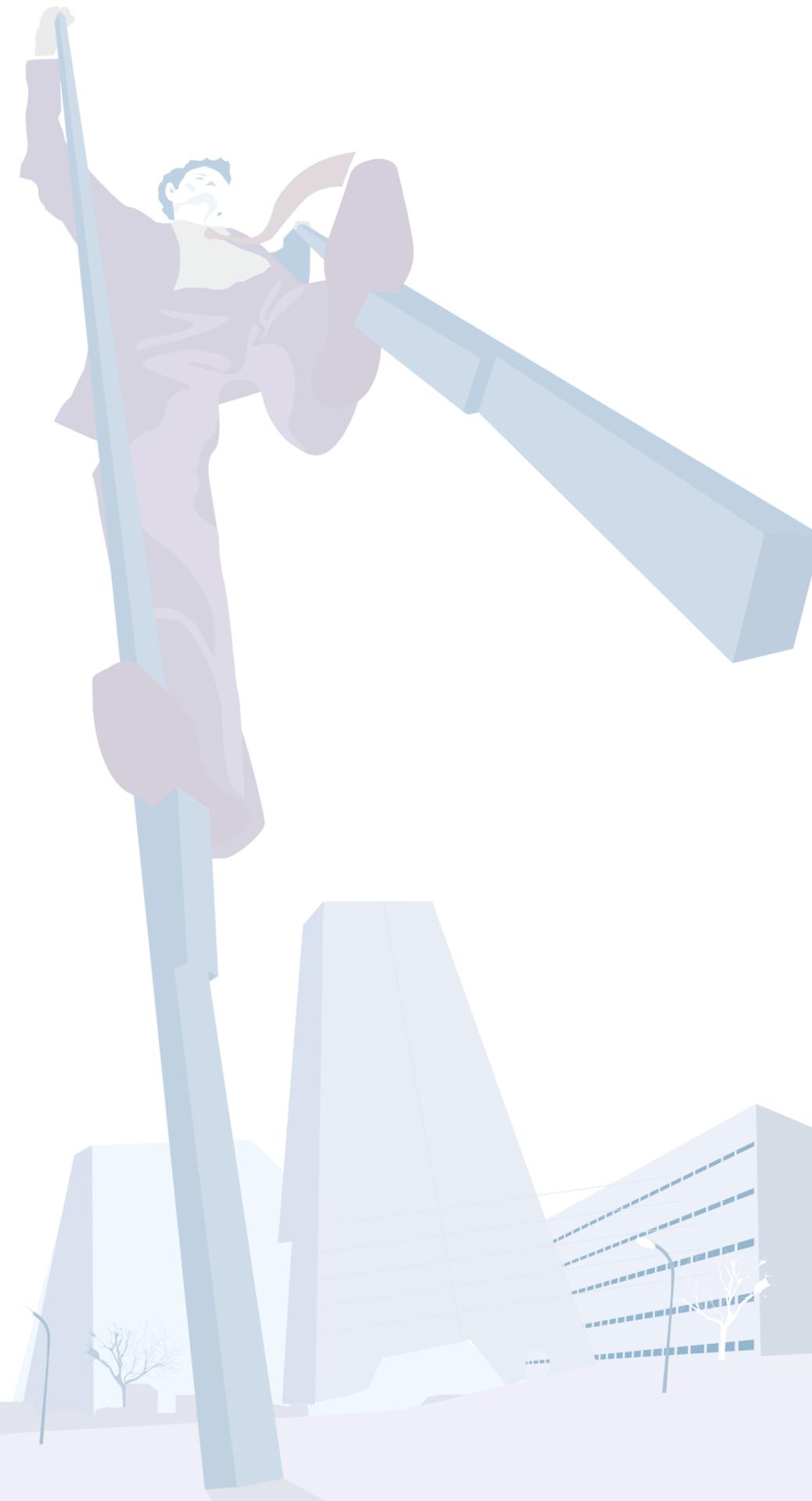
Companies may find that, as the result of merger, acquisition, or the simple forward march of technology, their own data centre buildings require consolidation and/or costly updating. Data centres are energy hungry in terms of their power and cooling requirements and electricity costs are on a steadily upward path. These combined factors can make data centre outsourcing a sound and cost-effective decision.

Demand for more reliability, flexibility and redundancy

Downtime of customer-facing or internal IT systems cost businesses money. Server technology that promises 100% availability and high levels of redundancy is on offer, but the costs of installing it and keeping it up to date are prohibitive for many firms. The alternative is high-quality data centres run by a specialist provider that invests on its customers' behalf – and keeps pace with the latest new technology developments. The third-party option is also much more flexible, providing contingency for future changes in data centre requirements without the capital outlay on in-house facilities.

Widest choice of ISP and telecoms carriers

If, like Telehouse Europe, a third party data centre provider is also a genuinely neutral colocation hub for telecoms operators and ISPs, corporate customers are free to forge relationships with carriers of their choice, most of whom share the same data centre facilities. This is particularly beneficial to customers who want to take advantage of the latest new media trends such as video/audio download on demand and voice over Internet technology (VoIP).



A QUALITY CHECK-LIST

Some critical questions to ask
a data centre partner

Q Do you have the infrastructure to ensure a safe and secure environment for my critical hardware requirements?

A Telehouse Europe has more experience than any other neutral data centre facility in Europe in the supply of the optimal operating conditions for its customers' equipment. Our specialist facilities management includes multiple external power feeds and 24x7x365 environmental monitoring, supported by UPS and generator back-up. Telehouse's security is unsurpassed, with systems-controlled access and front-line security staff, perimeter intrusion detection equipment and CCTV, among several protection measures.

Q Are you a true neutral data centre/colocation provider?

A Telehouse Europe is a neutral point of interconnect and a major hub for all major telecoms and Internet Service Providers in the UK and France. Corporate customers are under no obligation to purchase these services from Telehouse. The total freedom to choose from a wide variety of carriers, and the elimination of connection equipment expenses are two of the tangible benefits that carrier neutrality delivers.



Q Do you have the trained staff to ensure first class service levels, whether for routine management or in response to an emergency?

A Telehouse Europe's engineers are directly employed by Telehouse and we're committed to their ongoing development. All are trained to ICND level on Cisco products and a number have also achieved CCNA certification. We deploy a permanent round-the-clock engineering presence at our data centres, on hand to respond to customers queries by phone, email or site visits in person by authorised customer personnel. As part of its continuous improvement programme, Telehouse Europe achieved both ISO 9001:2000 (Quality Management) and ISO/IEC 27001:2005 (Information Security) certification over all activities at all sites in 2006. Telehouse is currently working towards attaining ISO 14001:2004 (Environment Management System) standard in 2008.

Q Do you have a credible track record of success and a visible programme of ongoing infrastructure investment?

A Since building Europe's first purpose-built shared data centre in 1990, Telehouse has enjoyed an unrivalled record of success, profit and reinvestment. We continue to expand our operations to meet the demands of more than 700 corporate customers, including additional high quality data centre space in London and Paris.

Telehouse Europe
has more experience
than any other
neutral data centre
facility in Europe

The Telehouse Advantage

Peace of mind that your IT systems are

secure

and operational



Telehouse Europe: A sound business decision

The original and most in-demand colocation provider:

Telehouse conceived, constructed and managed Europe's first purpose-built data centre in Docklands in 1990. Today, it provides 30,000m² of secure colocation space in London and Paris, of which more than 85% is currently occupied.

Strong, stable and here for the long-term:

Telehouse Europe has been consistently profitable since 1995 and has to date invested £151.4 million at its five colocation facilities in London and Paris.

The best peer-to-peer connectivity:

Telehouse Europe carries the highest number of telecoms companies and internet exchanges and is a genuinely neutral point of interconnect. No other European colocation service provider offers its corporate customers a wider choice of carrier or ISP.

Facilities that are as reliable as they are secure:

Telehouse Europe operates a sophisticated power distribution system for resilience, plus state of the art cooling and building management systems. Sites are manned 24x7 by qualified engineers and trained security personnel, with CCTV, double perimeter fencing and electronic access management.

Flexible products and solutions that meet real customer requirements and add value:

Our wealth of experience means we provide tailored colocation solutions, including various levels of power supply and redundancy. Space-provisioning ranges from a quarter rack right up to large dedicated suites with the option of a high-power specification with dual power feeds, custom built by us to your specification.

No other European colocation service provider offers its corporate customers a wider choice of carrier or ISP

A seal of quality:

Every year Telehouse Europe conducts a 'Voice of the Customer' survey of its customer base as part of its continuous improvement programme.

Customers can expect their own dedicated account manager and service level agreements offering up to 99.999% availability for core service availability.

As part of its continuous improvement programme, Telehouse Europe achieved both ISO 9001:2000 (Quality Management) and ISO/IEC 27001:2005 (Information Security) certification over all activities at all sites in 2006. Telehouse is currently working towards attaining ISO 14001:2004 (Environment Management System) standard in 2008.



A global presence:

In addition to its five secure, resilient and highly connected data centres in London and Paris, Telehouse Europe offers pan-European and global colocation and data centre solutions in partnership with its parent company KDDI in Asia, with sister company Telehouse America in the US and with partners in several European countries. Should you envisage geographic expansion of your operations, we have the coverage to match.



Experience, profit ...and investment

Telehouse Europe is the most financially robust colocation provider in the industry and is unique in having shown a profit every year since 1995. Telehouse continues to reinvest in the infrastructure to maintain secure and resilient data centre facilities for our customers.

1990

Telehouse's first colocation facility becomes operational, setting a landmark as Europe's first purpose built data centre in London's Docklands.

1994

Telehouse becomes the natural choice as the primary site for the London Internet Exchange (LINX). By now Telehouse is firmly established as a major European Internet hub.

1996

European expansion begins in earnest with the opening of an additional data centre/colocation facility in the heart of Paris.

1997

Telehouse opens its Metro site in the City of London, providing an additional 840m² of colocation space.

1999

Telehouse's Docklands site is expanded with completion of the Telehouse East data centre. Meanwhile new colocation facilities are opened in the financial centre of Paris.

2001

A new Docklands Power Support Facility is commissioned.

2003

A major satisfaction survey is undertaken among customers, called 'Voice of the Customer'. The survey has since been established as annual exercise in the UK and France.

2004

Telehouse Paris wins prestigious Security Award that recognises its exceptional safety policy implemented at its Boulevard Voltaire Data Centre.

A major investment programme is undertaken in London resulting in significant improvements to infrastructure and air-conditioning systems, including high-power delivery, 2N+1 redundancy and the confident promise of an SLA giving 99.999% uptime.

2006

As part of its continuous improvement programme, Telehouse Europe achieved both ISO 9001:2000 (Quality Management) and ISO/IEC 27001:2005 (Information Security) certification over all activities at all sites in 2006. Telehouse is currently working towards attaining ISO 14001:2004 (Environment Management System) standard in 2008.

A substantial investment in the 2,000m² Paris Voltaire site sets a new competition-beating benchmark for power reliability (dual feed via STS) with SLA's of up to 99.999% and system redundancy of 2N+1.

2007

The Telehouse customer base continues to expand and now exceeds the 700 mark.

By 2006 Telehouse had made

£15 1.4 million

cumulative investment since the company's inception in 1990

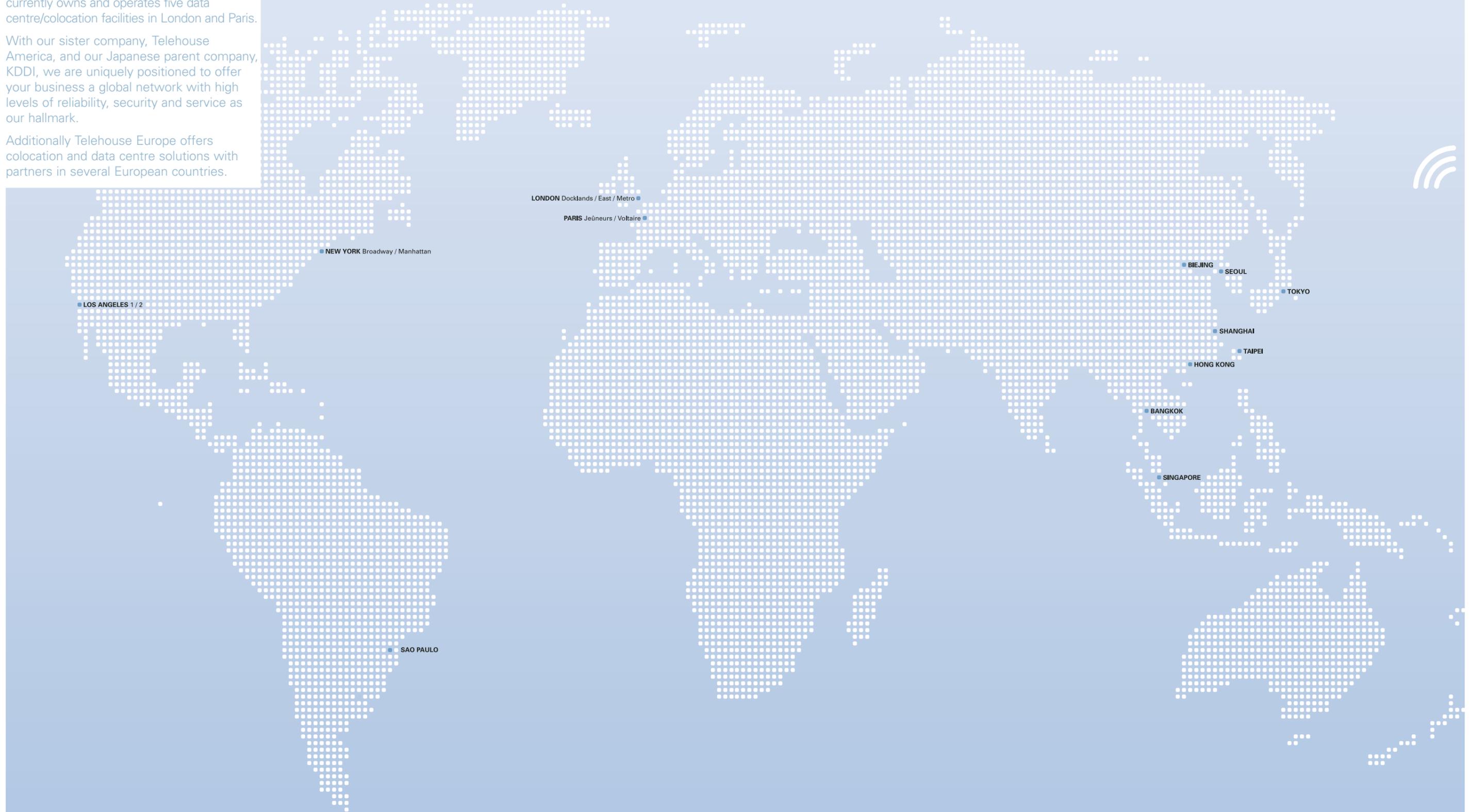


A global presence

Headquartered in London, Telehouse Europe currently owns and operates five data centre/colocation facilities in London and Paris.

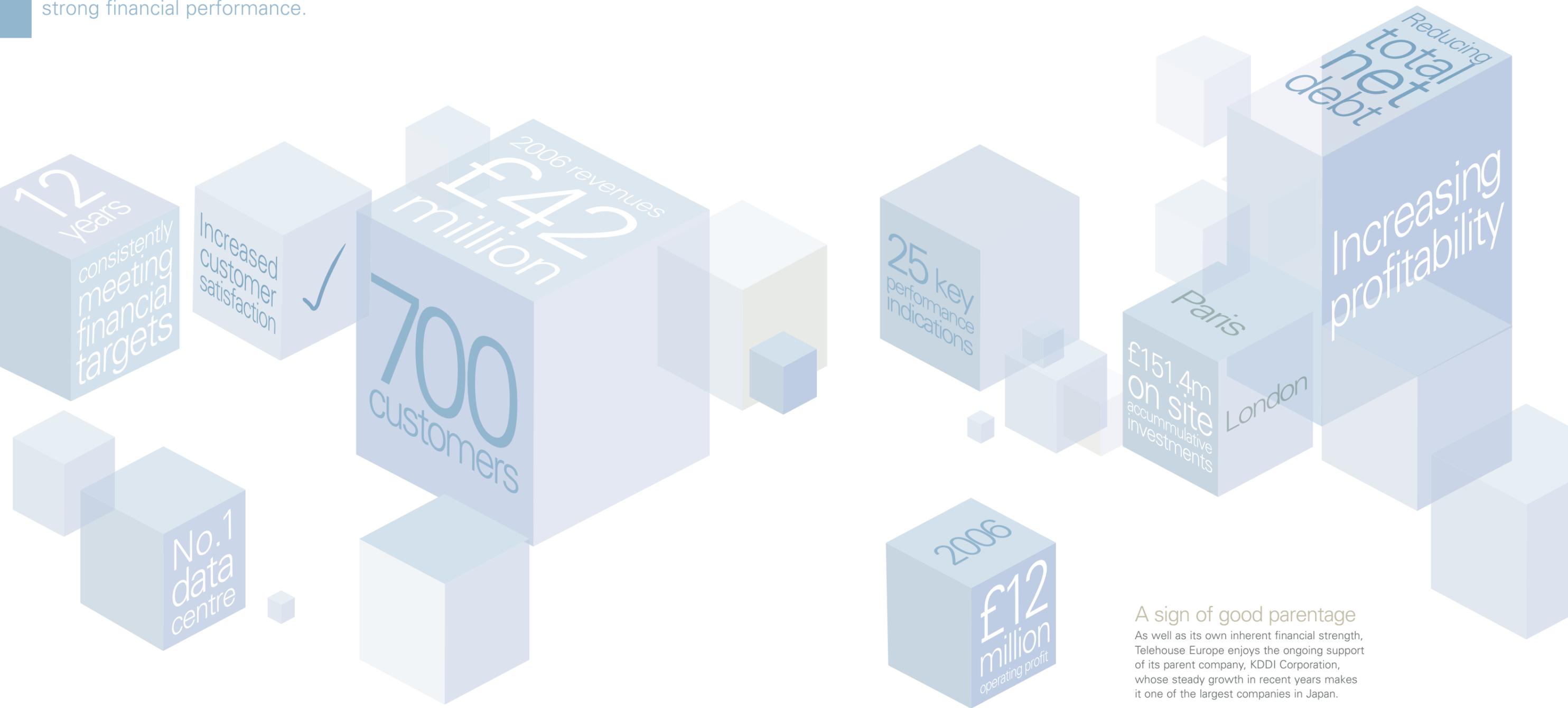
With our sister company, Telehouse America, and our Japanese parent company, KDDI, we are uniquely positioned to offer your business a global network with high levels of reliability, security and service as our hallmark.

Additionally Telehouse Europe offers colocation and data centre solutions with partners in several European countries.



High performance

Telehouse continues to turn in a consistently strong financial performance.



A sign of good parentage
As well as its own inherent financial strength, Telehouse Europe enjoys the ongoing support of its parent company, KDDI Corporation, whose steady growth in recent years makes it one of the largest companies in Japan.

Our Facilities

Telehouse is moving forward with increased
capacity
and services at its London and Paris sites



Our facilities: The Telehouse commitment

Any third-party colocation and data centre provider is making an important commitment to its customers in providing them with fully resilient and secure premises for their business critical equipment. Prospective customers should quite legitimately seek evidence that the third party provider is itself committed to those data housing facilities.

At Telehouse Europe, our customers have the assurance of knowing that we own the freehold to our three principle secure data centres in London and Paris, in a market where rented facilities are more usually the norm. Also, unlike some of its competitors, Telehouse directly employs its own skilled engineering staff to monitor and maintain equipment 24x7. By doing so, we can ensure both the quality and accountability of our technical staff.

On top of this commitment comes the peace of mind in knowing that you are locating your valuable IT and communications hardware in the most secure, reliable and highly connected technical environment anywhere in the industry – a technical environment in which Telehouse continues to invest, now and in the future.

Shared or dedicated data centre facilities management?

Telehouse provides high quality, resilient, connected data centre and colocation facilities from a quarter rack space in a shared area, through dedicated rooms, to custom fitted large leased areas.

These core facilities are supported by a range of value-added products and services such as tape back-ups, IP connectivity, rack and hardware supply, cable installation and management – see page 40 for more details of these ancillary options.

Shared FM

Enjoy all the benefits of Telehouse's highly specified, network-connected and secure commercial data centre facilities for the housing of IT and telecommunications infrastructure.

Our carrier neutrality allows you to access a wide choice of network providers and our secure and resilient facilities allow you to house critical IT systems with confidence. All our customers receive a high level of support and enjoy the certainty that comes with our inclusive first line maintenance services.

Dedicated FM

Our dedicated data centre suites feature even higher than standard privacy and security thresholds, as required by certain business critical systems. This is provided in private partitioned areas of our highly specified data centre facilities.

Standard data centre suites are approximately 18m² and can hold up to nine racks, but there are many variations in size that can be provided to meet your specific needs. We also have suites that are purpose-built to provide additional high levels of power to meet the most demanding requirements.

Leased data centre areas

To meet your individual colocation requirements, Telehouse offers a completely flexible package of leased data centre space and services, custom built to the customer's specification.

Our leased facilities solution gives you control over the design and management of the area you lease. This tailor-made approach for each customer includes all the advantages of Telehouse's superior infrastructure, plus our carrier neutrality which allows you to access the widest choice of network providers.

Telehouse directly employs its own skilled engineering staff to monitor and maintain equipment 24x7



Benefits at a glance

- Data centre facilities, provided to an industry-leading technical specification, that ensure the highest availability of business critical systems.
- Facilities that can house primary or secondary infrastructure covering production, mirroring or back-up systems.
- Multiple, diverse and redundant connectivity through the widest range of carriers; our carrier neutrality means customers have the choice of connectivity to meet their own specific requirements.
- Provision of a secure and resilient element in disaster recovery and business continuity planning.

Security and access

- Highest levels of building security, including constant security by trained security staff 24x7, electronic access management, proximity access control systems and CCTV.
- Security balanced with the need for customer access; the process of admitting authorised personnel is as quick as possible, while never compromising security.

Environmental control

- Computerised building management systems linked to electrical, mechanical and water leakage sensors and high quality fire detection and suppression systems.
- 24x7 expert technical support provided by Telehouse's own in-house engineering team.

Power and cooling

- Power and air-conditioning provided with built-in redundancy for top quality continuity and reliability; including UPS and back-up generators at all sites.
- Standard minimum power supply is 1 kva per m².
- Power and cooling resilience provided from N+1 upwards to 2N+1.

A path of innovation – now and tomorrow

The ability of Telehouse Europe to fund an ongoing capital programme from earnings is another differentiator that sets it apart from the competition. The decision in what and where to invest is part of a continual review of the components and overall scope of our data centre/colocation facilities. We intend that our service and infrastructure offering meets our customers changing demands and remains up to date with the latest technological advances.

London

Telehouse's London data centres have seen significant upgrades in power and cooling capacity and resilience in recent years, which will ensure their capability well into the future. These enhancements include the installation of additional temperature and environmental control systems, power support cross-connections for added reliability, the development areas of high-density power delivery and 2N+1 resilience. Of course, we will continue to develop our reliability, resilience and security in line with the highest standards as technology advances.

Due to Telehouse's success in winning and retaining UK customers, and in response to increasing customer demand, we are currently looking at ways in which we can increase our supply of high quality data centre space by site acquisition and development. We will ensure that such expansion addresses customer requirements in terms of location, connectivity and technical specification.

In addition, we are continuing to assess what further value added services we can include in our portfolio to meet customers' anticipated requirements.



Paris

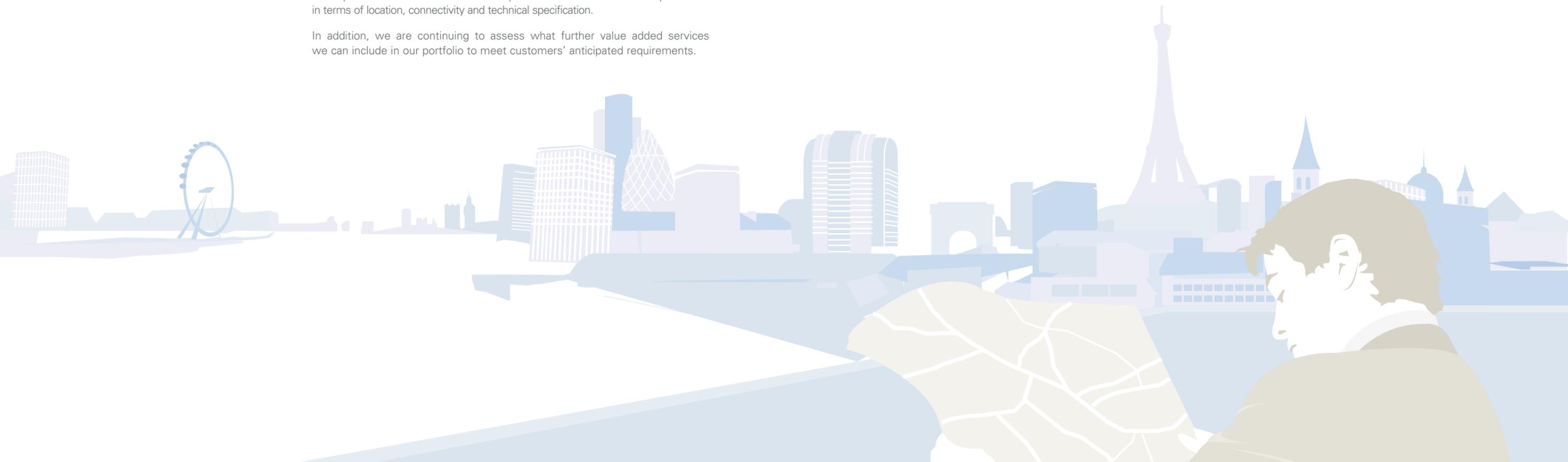
Since its opening in 2000, Telehouse Paris has invested £40 million into its Voltaire data centre building. In 2006, the new third floor of the Voltaire data centre is unveiled, setting a new competition-beating benchmark for power reliability (dual feed via two STS), availability (up to 99.999%) and system redundancy (2N+1).

Some vital statistics about 3rd Floor, ParisVoltaire:

- **Dual EDF Power Supplies – the highest standard of external electrical power supplies by way of two separate power feeds, sourced from two separate stations.**
- **Back Up Generators – generator back up on an N+1 basis, to ensure power supplies in the event of the failure of both external power supplies.**
- **Transformer and UPS Design – high voltage power to transformers dedicated to each of the UPS banks located on every floor of the building.**
- **Cooling Architecture – all mechanical and electrical components are designed and operated on an N+N basis, including dual power supplies to all cooling units.**

The Paris Voltaire data centre may be the very best shared data centre facility in the market today. But we continue to invest to provide even better solutions for tomorrow.

The new third floor of the Voltaire data centre is unveiled, setting a new competition-beating benchmark for power reliability



Telehouse For Service Providers

With the
highest
level of peer-to-peer connectivity in the industry,
Telehouse Europe is the service provider's service provider



The colocation business community that acts as a market place

If you're not one of more than 200 telecoms carriers, ISPs or ASPs which use Telehouse Europe as their neutral and independent colocation provider, we invite you to join us.

Our deep knowledge and more than 18 years experience means Telehouse customers enjoy a highly resilient and highly available operational environment

Telehouse Europe already provides a neutral point of interconnect and a major hub for all major telecoms and Internet service providers in the UK and France. The reasons for our market-leading position in European colocation are straightforward:

- Telehouse Europe is the longest-established and most financially secure player in the market; the only one to have made consistent profits since 1995; and further distinguished by our annual investment in state-of-the-art IT facilities.
- Our deep knowledge and more than 18 years experience means Telehouse customers enjoy a highly resilient and highly available operational environment. Service Level Agreements offer a guarantee of up to 99.999% for the core service availability at our London and Paris sites, supported by skilled in-house engineers and protected by multi-layer security systems.

Telehouse offers flexible space provisioning from a quarter rack space in a shared area, through dedicated rooms, to custom fitted large leased areas. Power, air-conditioning and diverse telecomms routing come with built-in redundancy for ultimate reliability.

Neutrality = Choice

Perhaps most attractive of all to our carrier customers is Telehouse Europe's unrivalled level of connectivity, operating as a genuinely neutral colocation facility.

Telcos and Internet service providers can look forward to the widest possible choice of partners with which to form co-operative technical agreements and marketing alliances. This community acts as an open market place in which participants can secure access to much wider market opportunities than they could achieve individually.

With the business critical systems of more than 200 carriers and service providers housed and managed by Telehouse, interconnection with your partner of choice is simplicity itself.



Additional Products

■ Telehouse is the
primary
site for the London Internet Exchange (LINX) which transmits
more data than any other independent Internet hub globally



Additional products and services

Telehouse provides a wide range of additional products and services to meet its customers' data centre and colocation needs. Telehouse can combine any of the following to meet individual specifications. Let our sales team know what you would like and we will propose a solution for you.

Tape backups

Telehouse's tape backup service provides security and peace of mind through a variety of standard back up schedules to meet your data security needs. Our technical support staff perform the data back-ups using a strictly controlled process to provide you with full confidence of secure data. We also offer the option of a fully managed solution for off-site storage at a highly secure external facility.

ServerSocket IP connectivity

This fast, flexible and failsafe route to the Internet with 'burst to port' capability provides Internet-optimised conditions for server hosting, including a multi-homing network and sever load balancing. Our standard service also includes a private IP address that corresponds to a set of public IP addresses, Ethernet cables (duty and spare), 24x365 base Network Monitoring and a Visual Traffic Graph indicating real time usage.

Rack supply

The Telehouse Rack Supply Solution provides competitive pricing for rack supply; fast and efficient implementation with Telehouse as a 'one-stop-shop' for your requirements; and the option of a financed solution with the cost of racks included in the monthly colocation fees.

Cable installation & management

Using our in-house expertise, the Telehouse cabling team will install any type of in-house communication cable for our customers. We can also design and implement a full cabling solution for customers in our dedicated and leased colocation areas.



Interlink

For customers who want to make the most of the full range of carrier connectivity at Telehouse's London Docklands site, Interlink enables secure, reliable and resilient inter-connectivity options between the Docklands East and Docklands North data centres. Three Interlink solutions are available: VLAN Interlink, E1 Interlink and Fibre Interlink (single-mode or multi-mode).

Router support

Telehouse customers have the benefit of on site, professional support for a wide range of router issues, provided by our in-house team of Cisco trained engineers.

IT Solutions

KDDI Europe LTD is a global system integration expert offering high quality telecom and technology services. If you have any further IT requirements or need any IT support, KDDI Europe can assist in the supply, development and support of your systems located in and out of your data centres. Based on your precise business needs, KDDI Europe can provide you with professional advice on your network and system integration requirements, working with you to achieve the right IT solution using only industry leading equipment such as Cisco, DELL, HP/Compaq and Juniper solutions.

Benefits at a glance

- Assistance in a quick and efficient set-up and transition to live operation
- Continuing support as your configuration grows and changes over time
- An aid to your data security planning and operation
- Reliable and resilient connectivity for your business critical processes
- Assurance of business continuity and minimum down time



Our financial stability allows us to deliver investment in facilities development, industry-leading service levels and customer relationships for the long term



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