



# Customer Success Services

Reporting and administrative services tailored to address our customers' diverse business needs.

Our commitment to exceptional customer support is rooted in delivering value through responsive service, knowledgeable guidance, and a partnership built for long-term success. Our Customer Success Managers guide initial account set-up and manage the essentials of the customer account relationship. In addition, any Centersquare customer can contact our Customer Care team any time of the day or night or utilize the Centersquare Portal to request assistance or escalate important service issues.

For organizations that require enhanced support, reporting, and regular operational reviews, we offer Advanced and Enterprise add-on services to meet these complex requirements.

## Customer Success Tiers & Services

	Essential Included for all customers	Advanced Monthly fee per data center	Enterprise Monthly fee per customer
<b>Essential</b>  Initial account set-up, sales and renewal assistance, and escalation for billing or satisfaction concerns.	Initial Account Set-up	■	■
	Sales Support and Contract Renewals	■	■
	Customer Escalations (Billing)	■	■
	Customer Satisfaction Management	■	■
	Enhanced Support and Portal Assistance	■	■
	Monthly Business Review	■	■
<b>Advanced</b>  Includes Essential services plus monthly business review, enhanced support, and access to standard monthly reports.	Power utilization report per rack	■	■
	Case status reporting by type	■	■
	Remote Hands utilization	■	■
	Temperature & humidity reporting	■	■
	Portal contact review	■	■
	Network utilization for Centersquare products	■	■
	Access log review	■	■
	Shipping/package reporting	■	■
	Maintenance schedules	■	■
	Incident reviews	■	■
<b>Enterprise</b>  Includes Advanced services plus dedicated support for case, contact, site access, and shipping management.	Support for Invoice Management	■	■
	Administration on Customer's Behalf		■
	Case creation/administration		■
	Portal contact creation/administration		■
	Site access creation/administration		■
	Shipping creation/administration		■

Note: Custom reports outside of those listed above can be purchased via a Remote Hands case on the Centersquare Portal (2 hours Remote Hands minimum per report).

### The Centersquare Advantage

Unwavering Reliability  
Unmatched Flexibility  
Superior Customer Care

### About Centersquare

Centersquare is a preeminent colocation provider with a proven track record of providing highly reliable data center services. Prioritizing security, reliability and superior customer service, Centersquare offers flexible data center solutions backed by a 100% uptime guarantee for thousands of diverse organizations across all industries. Learn more at [www.centersquaredc.com](https://www.centersquaredc.com).

Whatever you need,  
we are here to help.

Got questions about our services? Looking for space and power availability? Need pricing? Want to schedule a tour? Drop us an email or give us a call.

[sales@centersquaredc.com](mailto:sales@centersquaredc.com)

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