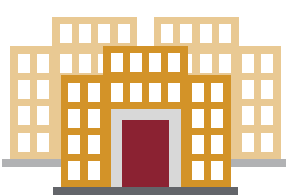


THE ANATOMY OF EIGHT-9S UPTIME

In the data center world uptime is everything.

The networks that power the world need to be exceedingly reliable and operate at peak efficiency — always. CoreSite is pioneering the next benchmark in network availability, blowing past the industry standard of five-9s availability to achieve eight-9s uptime. Here's how it's possible:

Three Pillars of Eight-9s Uptime



FACILITIES

Aggressive and proactive maintenance on all data center facility systems and hardware



PROCESSES

Continuous review and improvement of standard operating procedures and ongoing risk assessments to ensure peak performance



PEOPLE

Unique, in-depth cross-training and certification for all employees

The Push For Eight-9s: CoreSite By the Numbers

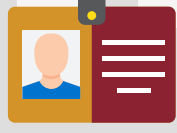
FACILITIES



23 data centers



150,000 maintenance hours on facilities to prevent outages



250+ facilities operations specialists on facilities to prevent outages



13,500 pieces of equipment maintained



4.6 million square feet of data center space

PROCESSES



7 Principles of Operational Excellence:

Fanatical Focus, Remarkable Resilience, Extreme Ownership, Preeminent Customer Service, Calculated Communication, Extraordinary Execution, Unremitting Improvement



6 types of compliance,

including HIPAA, PCI DSS, ISO 27001, NIST 800-53, and SOC 1 Type 2 & SOC 2 Type 2



365 days

of in-person security to prevent tampering

PEOPLE



20,000

TRAINING HOURS



49

UNIQUE TRAINING CERTIFICATION PROGRAMS



950

YEARS OF COMBINED INDUSTRY AND COMPANY EXPERIENCE



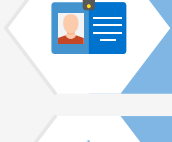
6

TRAINING TIERS



156

YEARS OF COMBINED MISSION CRITICAL LEADERSHIP



118

OPERATIONS STAFF TRAINED ON AT LEAST 1 TIER



100

REAL-LIFE TRAINING SCENARIOS CREATED AND TESTED

2019 RESULTS



ANNUAL UPTIME/ AVAILABILITY in 19 data centers



CONSECUTIVE MONTHS of every site at 100% availability



OPERATIONS STAFF TRAINING HOURS to maintain best in class Operational Excellence

Visit www.coresite.com for more information about our data center availability initiatives and to schedule a data center tour.