

FREQUENTLY ASKED QUESTIONS

IBX SMARTVIEW™ FREE TRIAL PROMOTION

1. What is IBX SmartView?

Equinix IBX SmartView is a fully integrated data center infrastructure monitoring (DCIM) software platform, providing total infrastructure visibility and real-time monitoring for your International Business Exchange™ (IBX®) data center. Available through the Equinix Customer Portal, IBX SmartView helps you maintain your IBX operations and deployments with alerts and real-time operational data, while enhancing long-term planning with customizable reports.

2. Where is IBX SmartView available today?

IBX SmartView is currently available in select locations. To view the latest IBX SmartView availability, see the [IBX SmartView Availability Map](#).

3. Who is eligible for the free trial and what does the trial entail?

Any customer located in an IBX SmartView-enabled site is eligible for a 45-day free trial. (The only exception is that customers are eligible for IBX SmartView free trials only at sites not included in any of their previous free trials). With the trial, you'll gain 24/7 access to view your environmental, power draw, mechanical and electrical data, as well as access to our API catalog on the Developer Platform. You can also create reports, alarms and alerts for the data sections relevant to your IBX data center.

4. How do I sign up for a free trial?

To directly sign up for the IBX SmartView 45-day free trial, please visit the [IBX SmartView Trial Page](#).

5. What will happen after the trial ends?

You will be notified a week prior and again two days prior to the trial expiration. If you do not cancel prior to the end of the 45-day trial, you will be billed the list price per IBX data center.

6. Who can I contact for additional questions on the free trial program?

Please visit the [IBX SmartView Trial Page](#) or contact your sales representative for any additional questions on the IBX SmartView free trial program.

7. If I have any questions or issues during the IBX SmartView free trial who can I contact?

Please contact ibxsmartviewfeedback@equinix.com for any questions or issues during your IBX SmartView free trial.