

Colocation Provider Selection Checklist

Selecting the right colocation provider is critical for ensuring **reliability, performance, and scalability** in your IT infrastructure. Use this checklist to assess potential providers, with key questions to help guide your evaluation.

1. Reliability and Uptime

Downtime is costly. A provider's track record in **uptime, disaster recovery, and operational stability** ensures business continuity.

Questions to ask:

- What is their historical **uptime performance**, and do they offer **99.99%+ SLAs**?
- What **failover mechanisms** and redundancies are in place to prevent outages?
- How **experienced** is the data centre's operational team, and what is their **track record** in handling critical incidents?

2. Security and Compliance

Your colocation provider must protect your **data, assets, and infrastructure** while ensuring regulatory compliance for your industry.

Questions to ask:

- What **physical security measures** (biometric access, 24/7 monitoring, security patrols) do they have in place?
- Which **compliance certifications** (ISO 27001, SOC 2, HIPAA, PCI DSS) do their facilities hold?
- How do they manage **cybersecurity risks**, including DDoS protection and network segmentation?

4. Power and Cooling Efficiency

AI, HPC, and other high-performance workloads demand **high-density power and advanced cooling solutions**.

Questions to ask:

- What is the **average rack power density**, and do they support **30kW+ per rack** for AI workloads?
- Do they offer **liquid cooling** or other advanced cooling options to improve efficiency?
- How do they ensure **power redundancy and energy efficiency** to minimise downtime and costs?

3. Network Connectivity and Scalability

Colocation should **enhance your connectivity** and **support hybrid or multi-cloud environments** with **low-latency interconnects**.

Questions to ask:

- Do they offer **direct cloud onramps** to AWS, Azure, Google Cloud, and other major providers?
- What **network carrier options** are available, and can they provide redundant connectivity paths?
- How easily can I **scale my network bandwidth and interconnectivity** as my business grows?

5. Support and Operational Flexibility

24/7 expert support and flexible service agreements help businesses **adapt to changing needs without costly lock-ins**.

Questions to ask:

- Do they provide **24x7 remote hands support**, and what is their response time for critical issues?
- Can I **start small and scale dynamically**, or do they require long-term commitments?
- How does their **billing structure** work—do they offer **consolidated, flexible billing options**?

Final Step: Compare and Evaluate

Use this checklist to **rank providers based on your business priorities** and ensure that the colocation partner you choose aligns with your **growth, security, and performance goals**.

Why leading enterprises choose Telstra colocation



Global reach, local compliance expertise

600+ data centres in 40 countries, ensuring adherence to regional and industry-specific regulations.



Built-in security and audit capabilities

Multi-layered cybersecurity, biometric access, and continuous monitoring to safeguard critical workloads.



Sustainability and ESG alignment

Energy-efficient colocation facilities reduce carbon footprints and align with ESG reporting standards.

Speak with a Specialist

Explore how Telstra's colocation services can help meet your needs.