TELEHOUSE®

The Teleport

Our Flagship Facility

Our company headquarters and first US operational facility, the SSAE16 Certified Data Center opened for business in Staten Island, NY in 1989.

The Teleport, a purpose built data center is our largest US facility, with162,000 square feet of space. Located in a 100-acre office park on Staten Island just 17 miles from Manhattan and 12 miles from Newark Airport.

The Teleport

7 Teleport Drive

Staten Island, NY 10311

Custom-designed to operate as a data center and disaster recovery site, ensuring continuous operation of client's mission critical IT systems since its genesis.
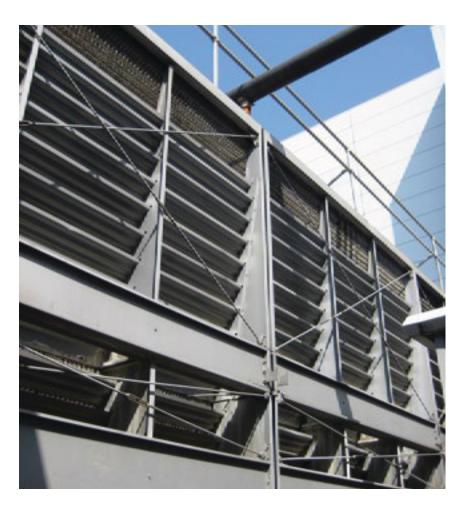
The Teleport

Our Flagship Facility

Teleport clients have never lost critical power, easily achieving 99.999+% reliability. The facility offers N+1 redundancy throughout all systems, multiple customized colocation options, on-site IT support and scalable managed IT services.

Stay connected through a variety of connectivity options, including direct access to TELEHOUSE's popular New York City public peering exchange point, NYIIX (New York International Internet Exchange)

Stay protected with multi-layered levels of security provided by TELEHOUSE and the Port Authority Police Department.

The Teleport is the home of our Customer Assistance Center (CAC), the control center for all TELEHOUSE facilities. It is staffed 24x7 with communications technicians and infrastructure engineers. Using our TELEHOUSE Information Management System (TIMS), the CAC is able to track and monitor trouble tickets, deliveries, work projects and more to keep you up and running.

- Common and Caged Colocation space
- Private suites and dedicated business continuity disaster recovery space
- Carrier-neutral facility
- 24x7 Customer Assistance Center with on-site technical support
- Level 1 or "remote hands" service
  (Unlimited, first 30, tool free, minutes of every help ticket is included. Thereafter, $150/man-hour)
  M-F 9am to 5pm: all other times $200/man-hour
- Level 2 through Level 4 IT support
- 24x7 Authorized personnel access only