

Cyxtera Colocation Customer Information Guide & Handbook

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Location of Data Center at which the Service is to be Provided	Affiliate or Subsidiary
United States or Any Other Country Not Listed in this Table	Cyxtera Communications, LLC
Canada	Cyxtera Communications Canada, Inc.
United Kingdom	Cyxtera Technology UK Limited
Japan	Cyxtera Japan, Ltd.
Singapore	Cyxtera Singapore Pte. Ltd.
Hong Kong or China	Cyxtera Hong Kong Limited
Germany	Cyxtera Germany GmbH
Australia	Cyxtera Australia Pty. Ltd.

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Introduction

Welcome to Cyxtera. We are happy that you have become a Cyxtera customer and want you to know that we are committed to exceeding your expectations and are looking forward to developing a long and productive relationship.

The objective of this Service Guide is to provide you with sufficient information regarding the ongoing support of your Cyxtera colocation Services. This Colocation Customer Information Guide & Handbook covers essential processes and policies such as our data center visitation process, security and operational policies, installation and maintenance guidelines, how to request new Services and upgrades, issue reporting, problem escalations, and other items to ensure that the important aspects of your Cyxtera engagement are clear and straightforward.

For customers in third party data centers, Cyxtera will, upon customer's request, provide you with a copy of the third-party vendors' data center guidelines. The customer is responsible for following all third-party vendor guidelines for behavior in the data center as well as information contained within this Colocation Customer Information Guide & Handbook.

Cyxtera Customer Support Portal

In the fast-paced world of managing IT infrastructure it is critical to have the proper information at your fingertips. Whether it is bandwidth reports, case management, or change management status, up-to-date information is critical to making the right business decisions. Having access to critical information needs to be simple and intuitive. The information also needs to be presented in an informative manner. To help customers meet these needs Cyxtera has created the Cyxtera Customer Support Portal (the "Portal").

The Portal is a web-based view of your Cyxtera colocation products and Services via a standard Internet browser and can be accessed at support.cyxtera.com. It provides a set of reports and interactive information on the Services received. Cyxtera customers manage their own access to the Portal. User access is controlled through three types of accounts: admin, data center access authorization admin, regular user.

Through the Portal you can update your company's contact list from any location with Internet access, conveniently and easily, and with immediate results. See "Customer Access Authorization List" of this Service Guide.

The Portal provides a wealth of vital information including monitoring of real-time status of trouble tickets, billing invoices, remote hands metrics, status of open orders, physical security reports if you have incremental physical security at your cage and SLA failures affecting your environment that Cyxtera has become aware of. You can also create new cases, create and manage requests, create and manage contacts as well as user logins via the Portal.

In addition, you can view a range of statistics related to your remote hands support activity and information of those entering and leaving the environment. This data can be viewed on a daily, weekly, monthly, quarterly and yearly basis, providing you with critical information.

For additional Portal support, please refer to the Portal User Guide (by selecting "Portal Guide" under the Help menu in the Portal) or contact Customer Care at 1-800-884-3082.

Customer Support

Incident Management and Service Level Objectives

While Cyxtera strives to resolve all incidents and open requests as quickly and efficiently as possible, all requests will be prioritized based on the following criteria to ensure the highest levels of availability for all customers. A Services Level Objective (SLO) has also been assigned to each priority to ensure proper expectations are established. An SLO is a metric which Cyxtera makes all reasonable efforts to achieve. Cyxtera does not offer remediation for missed SLOs.

Priorities and Definitions

Priority	Definition
P1 (Urgent)	▪ Business impacting or imminent impact; full site outage. ▪ A system or device is down; customer cannot perform business critical functions.
P2 (High)	▪ Partial site outage/loss of redundancy. ▪ A system or component is down. ▪ Customer may be experiencing degradation of service. ▪ Customer may be experiencing loss of resilience.
P3 (Medium)	▪ Incident/non-business impacting. ▪ A system is experiencing minor issues. ▪ An individual system component has failed. ▪ Customer is not experiencing degradation of service.
P4 (Low)	▪ Incident/non-business impacting. ▪ No service issues. ▪ Low level incident required to investigate minor issue.

Response Service Level Objectives

Cyxtera will promptly respond to all facility and operational incidents (which, for the avoidance of doubt, includes SLA failures) upon becoming aware of any such incident. Cyxtera will also notify customers via email within fifteen (15) minutes of becoming aware of any (a) facilities / operational incident or (b) other non-facilities / operational incident that affects such customer.

In addition, customers may also report incidents by calling Customer Care at 1-800-884-3082 or emailing them at CustomerCare@Cyxtera.com; or by submitting a case via the Cyxtera Customer Support Portal[1]. Cyxtera will make every effort to answer all phone calls immediately and respond to requests submitted by email within (48) hours or through the Portal within six (6) hours.

Target resolution and communication timeframes based on priority are as follows:

Priority	Target Resolution[2]	Communication Cadence
P1 (Urgent)	5 hours	**Every 1 hour** or as agreed to with customer.
P2 (High)	12 hours	**Every 4 hours** or as agreed to with customer.
P3 (Medium)	48 hours	**Every 24 hours** or as agreed to with customer.
P4 (Low)	60 hours	**Every 48 hours** or as agreed to with customer.

On-Site Support

Remote Hands support (formerly known as Gold Support) services provide on-site ("hands-on") support for our customers' environments within Cyxtera's data centers. Remote Hands are purchased in three forms:

[1] All P1 and P2 incidents should be called into Customer Care to ensure a prompt response.
[2] Target resolution is subject to the availability of the on-site operational and support teams.

- Monthly Recurring Subscription is a fixed block of support hours purchased each month. Support hours provided at Customer's request during a calendar month are subtracted from the number of hours purchased. Unused hours may not be carried into successive months. Customer shall remit payment for all hours in such fixed block regardless of whether hours are used. Overages are charged at the On-Demand rate.
- Pre-Paid Support Blocks are fixed blocks of support hours purchased and consumed over several months. Support hours provided at Customer's request are subtracted from the number of hours purchased until exhausted. Overages are charged at the On-Demand rate.
- On-Demand support is purchased for those instances where there are unplanned events and Remote Hands hours are not purchased in advance.

Each plan provides 24/7 support by Cyxtera support engineers and is billed in fifteen (15) minute increments. To request Remote Hands services, you may do so by opening a ticket in the Portal.

Cyxtera Facility Infrastructure Overview

Infrastructure Maintenance and Schedule

Cyxtera schedules routine maintenance to enable work to be performed that improves the Cyxtera network and facility infrastructures. Additionally, preventative maintenance is performed to remedy potential events that have been identified by Cyxtera. In the event of an urgent fault condition, service loss, or critical business need an emergency change could be raised.

All changes to the network and facilities are subject to Cyxtera's change management process. During the process, work is reviewed for completeness (risk assessment, completed test procedure, metrics for measuring progress, validation, back out procedure, etc.) and accuracy prior to scheduling and implementation.

The goals of change management are:

- Implement changes to Cyxtera services, infrastructure, policies and procedures in an effective and efficient manner;
- Minimize risk and impact to our customers; and
- Enable Cyxtera to be proactive in notifying you of potential disruptions to Service.

Cyxtera strives to prevent disruptions in Service and targets to perform maintenance during low traffic times to minimize potential interruptions to customer operations.

Planned Maintenance Schedule

Window	Work Allowed
Monday – Friday 8:00 – 17:00 Local Time	▪ Non-critical systems (NCS) and critical systems (CS) work allowed ▪ Standard and minor change supported ▪ "N+1" or greater is maintained and required ▪ Change management approval may not be necessary if using standard/pre-approved template
Monday – Friday 17:01 – 7:59 Local Time	▪ NCS, CS and multiple critical systems (MCS) work allowed ▪ "N" at a minimum requirement and maintained with no planned/expected outage ▪ Significant change
Saturday and Sunday	▪ NCS, CS, and MCS work allowed

00:01 – 24:00 Local Time	▪ Major change ▪ "N" at a minimum requirement and maintained with potential of planned and unplanned outages occurring. Planned outages will be communicated. ▪ Window spans 48-hour time if needed

Maintenance Notifications

Maintenance notifications are only issued to contacts that have been identified as "Technical Notification Contacts".

The maintenance notification informs you of any impacting local or global improvements to Cyxtera's infrastructure. In most instances, the maintenance notification will be issued fourteen (14) days prior to the scheduled impacting work except for expedited or emergency maintenance actions, which will be managed on an as needed basis. Notifications will be communicated for "Potential Impact" maintenance categories consisting of "Latency/Packet Loss, Loss of Redundancy, Other, and Service Impacting". Customers will also receive "State" change maintenance notifications (Approved, In-Progress, Canceled, Closed) during the life-cycle of the Change Request to reflect current workflow.

If a mission critical situation arises, Cyxtera will promptly contact you using its emergency contact procedures. Only "Technical Notification Contacts" with e-mail addresses on the Cyxtera Customer Support Portal will be notified in the event (a) of a facilities event or (b) an event affects such customer, in each case, which notification will include details of the event. Periodic updates throughout the course of the incident will be provided.

Cyxtera strives to keep you informed of changes and maintenance. If you are ever in doubt as to whether a particular maintenance will affect (or has affected) your company, please call or e-mail Customer Care with the activity number and ask that a case be opened and/or escalated to determine the extent of impact. If you are not receiving maintenance notifications, please call Customer Care at 1-800-884-3082 or send an email to CustomerCare@Cyxtera.com.

Maintenance Terms

Emergency Change – Change required to restore loss of service, fix severe degradation, correct a fault condition, address a critical business driver, remediate a known vulnerability, or prevent an imminent outage situation from occurring. This change is normally executed in an urgent manner to ensure uptime and reliability of environment requiring change scheduling within 48 hours. Emergency changes can occur inside or outside a scheduled maintenance window.

Expedited Change - Changes that do not meet the lead time requirement for a normal change but are not an emergency change that is related to restoring services. Expedited changes are considered changes that have an urgent business need requiring change scheduling to be within 3 to 9 days.

Normal Change - Changes that must follow the complete Change Management process with Change Management review. This type of change is a non-emergency and non-standard change. These are often categorized according to risk and impact on the organization. Normal Changes are considered changes that have been well planned, documented, reviewed, coordinated and approved to allow for change scheduling.

Standard Change - A change to a service or infrastructure which is pre-approved by Change Management (a documented process that has already been approved and reviewed) that has an accepted and established procedure to provide a specific change requirement. A pre-approved/authorized template will be required.

Rescheduled Change – An Approved or In-Progress change that is delayed due to unforeseen events such as weather, vendor scheduling, supplier, resource assignment, etc. Reschedules are reviewed, re-approved, and documented. These messages are emailed to the "Technical Notifications Contact."

Latency/Packet Loss – Service will be usable, but it may be degraded.

Loss of Redundancy – Service will be usable but lacks redundancy. Applies to N+1 scenarios

Non-Service Impacting – Service will be usable with no planned disruption. Applies to N+2 scenarios.

Other – Service may fall under any Potential Impact category and used for special free-text communication needs to our customer.

Service Impacting – Service will be disrupted or unusable.

Data Center Locations[3]

Cyxtera Operated Data Centers - Domestic

Data Center POD	Data Center Address	Data Center Location	Minimum Watts sq./ft.
ABQ1-A	400 Tijeras Ave NW Albuquerque	Albuquerque, NM (Floor 3)	150
ABQ1-B	400 Tijeras Ave NW Albuquerque	Albuquerque, NM (Floor 4)	150
ATL1-A	375 Riverside Parkway	Atlanta, GA	165
BOS1-C	600 Winter St.	Boston, MA	150
BOS1-A	580 Winter St.	Boston, MA	150
BOS1-B	115 2nd Ave	Boston, MA	150
LAX2-A	3015 Winona Ave	Burbank, CA	150
ORD1-A	350 E Cermak Rd	Chicago, IL	150
ORD2-A,B	2425 Busse Road	Chicago, IL	150
ORD1-B	350 E Cermak Rd	Chicago, IL (Suite 410)	163
ORD1-C	350 E Cermak Rd	Chicago, IL (Suite 810)	200
ORD1-D	350 E Cermak Rd	Chicago, IL (Suite 830)	200
DFW1-A,B,C	14901 FAA Blvd	Dallas, TX	170
LAX1-A	200 N Nash St	El Segundo, CA	150
DEN2-A	8534 Concord Center Dr	Englewood, CO	150
STL1-A	587 James S. McDonnell Blvd	Hazelwood, MO	150
DEN1-A	9180 Commerce Center Circle	Highlands Ranch, CO	150
DEN1-B	9110 Commerce Center Circle	Highlands Ranch, CO	200
LAX3-A, B	17836 Gillette Ave	Irvine, CA	150
EWR1-A	34 Exchange Place	Jersey City, NJ	150
MHW1-A,B	4949 Randolph Rd NE	Moses Lake, WA	150
EWR4-A	165 Halsey St.	Newark, NJ	150
CMH1-A	8180 Green Meadows Dr. N.	North Lewis Center, OH	150
PHX1-D	616 N. 48th St.	Phoenix, AZ	150
EWR3-A,C	3 Corporate Place North	Piscataway, NJ	150
EWR3-B	365 S Randolphville	Piscataway, NJ	150
SFO1-A	2401 Walsh Ave	Santa Clara, CA	150

[3] New site codes effective July 1, 2018. For a cross-reference list of site codes, please visit www.cyxtera.com/pdfs/site-codes.pdf

SFO1-B	2403 Walsh Ave.	Santa Clara, CA	150
SFO2-A	4700 Old Ironsides Drive	Santa Clara, CA	150
SFO2-B	4650 Old Ironsides Drive	Santa Clara, CA	150
PHX1-A,B,C	615 N. 48th St.	Scottsdale, AZ	150
SEA1-A	12301 Tukwila International Blvd	Seattle, WA	150
SEA1-B	3355 South 120th Place	Seattle, WA	150
MSP1-A,B	4450 Dean Lakes Blvd	Shakopee, MN	150
IAD1-A	45901 Nokes Blvd.	Sterling, VA	150
IAD1-B	45845 Nokes Blvd	Sterling, VA	150
IAD1-C,D,E	21110 Ridgetop Cir	Sterling, VA	150
IAD2-A	22810 International Dr	Sterling, VA	150
IAD2-B	22860 International Dr.	Sterling, VA	150
IAD3-A	22995 Wilder Ct.	Sterling, VA	150
SFO3-A	1400 Kifer Road	Sunnyvale, CA	150
SFO3-B	1320 Kifer Road	Sunnyvale, CA	150
TPA1-A	9310 Florida Palm Dr.	Tampa, FL	150
SEA2-A	6101 S 180th St	Tukwila, WA	150
EWR2-A	300 JFK Blvd East	Weehawken, NJ	150
EWR2-C,D	1919 Park Ave.	Weehawken, NJ	175
EWR2-B	300 JFK Blvd East	Weehawken, NJ (Suite 130)	150

Cyxtera Operated Data Centers - International

Data Center	Data Center Address	Data Center Location	Minimum Watts sq./ft.
FRA1-A	Hanauer Landstrasse 300a	Frankfurt, DE	150
HKG1-A,B	33 Chun Choi St	Hong Kong	150
HND1-A	1 Chome-2-1 Hitotsubashi, Chiyoda-ku	Tokyo, Japan	150
LHR1-A	630 Ajax Avenue	Slough, UK	150
LHR1-B	631 Ajax Avenue	Slough, UK	150
LHR2-A	7 Greenwich View Place	London, UK	150
LHR2-B	6 Greenwich View Place	London, UK	150
LHR3-A	5 Eskdale Rd, Winnersh Triangle	Winnerish, UK	150
SIN1-A	05-01 Geo Tele Centre, 9 Tai Seng Drive Singapore 535227, Singapore	Geo-Tele Centre, SG	150
SIN2-A	DRT 03-01, 29A International Business Park Singapore 609934, Singapore	Jurong East, SG	150
YUL1-A	3000 Boulevard René Lévesque Montreal, QC H3E 1T9, Canada	Montreal, Quebec	150
YVR1-A,B	555 West Hastings Street, Harbour Centre	Vancouver BC	150
YYZ1-A	6800 Millcreek Drive Mississauga, ON L5N 4J9, Canada	Mississauga, Ontario	150

YYZ2-A	4175 14th Avenue	Markham, Ontario	150

3rd Party Data Centers

Data Center	Data Center Address	Data Center Location	Minimum Watts sq./ft.
BNE1-A	20 Wharf Street Brisbane City, QLD 4000, Australia	Brisbane	150
CBR1-A	19 Battye Street Bruce, ACT 2617, Australia	Canberra	150
LAS1-A	5225 W Capovilla Ave Las Vegas, NV 891181	Las Vegas, NV	175
LV7	7135 S Decatur Boulevard, Las Vegas, NV 89118, USA	Las Vegas, NV	175
LV8	5225 W Capovilla Ave Las Vegas, NV 891181	Las Vegas, NV	175
LV9	7365 South Lindell Rd, Las Vegas, NV 89139, USA	Las Vegas, NV	175
MEL1-A	826 Lorimer Street Port Melbourne, VIC 3207, Australia	Melbourne	150
PER1-A	4 Millrose Drive Malaga, WA 6090, Australia	Perth	150
PVG1-A	6 Huajing Road, Bldg 1 Pudong, Shanghai, China	Shanghai, China	150
3PShG03	6 Huajing Road, Bldg 3 Pudong, Shanghai, China	Shanghai, China	150
SYD1-A	4 Eden Park Drive Macquarie Park, NSW 2113, Australia	Sydney	150

Colocation Customers

Data Center Power Specifications

All Cyxtera data centers provide uninterruptible power in-line with UPS and diesel generator backup in the event of a utility power failure. To conform to the National Electrical Code (NEC) for maximum power use, each power circuit is limited to 80% of the circuit breaker rating.

In addition, unless the agreement between Customer and Cyxtera expressly states otherwise, in no event shall Customer be entitled to use more power in a colocation environment (excluding cabinets) than the maximum CEC for such environment (excluding cabinets). With respect to cabinets, in no event shall Customer be entitled to use more power in such cabinet than the maximum allocated power for such cabinet. In the event Customer's power usage in a colocation environment or cabinet, as applicable, in a calendar month is greater than the maximum CEC for such environment or allocated power for such cabinet, as applicable, Cyxtera reserves the right to charge an additional power allocation fee equal to the product of (a) the excess of Customer's power usage over the maximum CEC or allocated power, as applicable, and (b) 150% of Customer's then-current rate for power allocation in such colocation environment (excluding cabinets) or cabinet, as applicable. For the avoidance of doubt, this provision also applies to metered power colocation environments (including metered power cabinets).

Customer installation shall be consistent with Cyxtera's requirement that customers distribute power evenly among all available power circuits. Care should be taken that you consider your future expansion plans and how this may affect your power distribution. If you do not plan this carefully from the beginning, you may exceed your power requirements

on a particular circuit and you may need to power down some of your equipment in order to return your power configuration to a Cyxtera approved load.

Daisy chaining of power strips or the use of extension cords of any type is strictly prohibited. When an additional outlet is needed, you must purchase additional power circuits. Alternatively, if your existing power circuit can bear additional load and you are not exceeding permitted power usage, you may purchase a power strip with additional outlets. Customer provided power strips must be installed by Cyxtera if your power receptacle is located under the raised floor.

Additional power terms may be documented in a Colocation Service Description(s).

Hot and Cold Aisle Compliance

All computerized equipment generates heat. All equipment placed in any data center must vent the heat directly into the hot aisle where it is then contained and prevented from mixing back into the cold aisle.

Customer must receive approval from Cyxtera with regards to hot and cold aisle layout configuration and adhere to those requirements prior to equipment installation.

Special venting configurations must be pre-approved by Cyxtera and may incur additional customer set-up costs.

Customer must close any void in cabinet or rack space with a blanking panel, brush grommets or other approved means. Periodic compliance audits may be conducted, and customer may be notified of containment violations and, in the event of any such violations, customer is required to close any rack void with a blanking panel within five (5) business days of notification. If five (5) business days have passed and the void in the rack or cabinet has not been closed, Cyxtera may perform this duty on behalf of Customer at the Remote Hands rate.

Security Policies

Physical Security

The Cyxtera global data center security and physical security organizations have global responsibility for all physical security operations, security systems, access administration, and security controls within Cyxtera data centers.

Cyxtera corporate security has implemented security policies to reinforce the importance of physical security of all data centers including policies and procedures specific to data center physical security. Policies are reviewed annually, or as needed for relevance and amended to reflect changes in requirements, technology and other circumstances.

Each data center has a security operations center (SOC) or security desk. Security personnel control access to the data center, monitor security alarms and closed-circuit television (CCTV) cameras, and manage all security-related issues from the SOC or security desk.

The physical security command center (PSCC) provides global, 24/7 support to the local data center security teams with remote monitoring, management, administration and maintenance of the access control systems and CCTV video surveillance systems used throughout Cyxtera data centers. The PSCC also assists and directs local data center security in the response to critical alarms, physical security incidents and critical events involving law enforcement, fire or emergency medical personnel.

Video Surveillance

Cyxtera data center premises are under twenty-four (24) hour CCTV video surveillance. Cyxtera CCTV systems are designed to cover the exterior and common interior spaces of the data center. Customer colocation space is not included within Cyxtera CCTV surveillance. All Cyxtera CCTV systems are designed to provide ninety (90) days of video retention.

Customer Installed / Managed Video Surveillance Equipment

The following terms and conditions apply to any video surveillance equipment to be installed and/or managed by, or on behalf of, customer in its colocation space.

All cameras and associated cabling installed by, or on behalf of, customer within its colocation space:

- Must not be interconnected with Cyxtera surveillance systems. May not block or interfere with any Cyxtera surveillance equipment.
- Must be securely installed to assure that they do not present a safety issue (falling, head injuries, etc.).
- May not extend below the data center floor tiles or into the plenum above the cage. Customer, or its contractors, may not lift the data center floor tiles or enter into the plenum above the cage for any reason.
- May not block or interfere with cage or cabinet/rack access by Cyxtera or any other customer.
- Must have a fixed camera view feature limited so the maximum field of view includes only the customer's colocation space. No cameras that are pan or tilt enabled may be installed. May not view outside the customer colocation space into other cages, common areas or other areas of the data center.
- May not include audio recording.
- Must comply with local data protection legislation, including storage and retention of any recorded video.

Customer and all third-party contractors used by the customer to install the video surveillance equipment / system must adhere to Cyxtera data center work rules as outlined in the Data Center Work Rules section of this document. Customer video surveillance systems and the design for installation thereof (and any changes to either of the foregoing) must be approved by Cyxtera in writing prior to installation (or the making of any such changes). After installation (or the making of any such changes), customer must notify Cyxtera of completion of installation (or the making of any such changes) and demonstrate to Cyxtera data center facilities management and data center security its camera installation (or the making of any such changes) meets all of the requirements set forth herein. Cyxtera reserves the right to periodically perform unannounced inspections of the surveillance equipment to ensure continued compliance with such requirements. Cyxtera may notify customer of any non-compliance issues found. Customer shall remedy all non-compliance issues as promptly as possible following its becoming aware of any such non-compliance issues. In the event of any non-compliance issue, Cyxtera reserves the right to disconnect any non-complying equipment / camera until such time as all such non-compliance issues have been remedied. Any time spent by Cyxtera in taking an action pursuant to this paragraph shall be charged to customer at the applicable Remote Hands rate.

Customer accepts all responsibility for monitoring and maintaining the video surveillance equipment. Cyxtera will not monitor, nor respond to customer owned video surveillance equipment alarms or service issues related to the video surveillance equipment. Customer requests for assistance in responding to customer-owned video surveillance systems alarms will be assessed and billed at the applicable Remote Hands billing rates.

Data Center Cage and Cabinet Security Controls

All Cyxtera customer cages and cabinets come standard with either a metal lock with key, or combination code. You may sign out keys and obtain combination codes as needed from data center security.

You are not permitted to alter, change, or install any locking mechanism on your space. Additionally, you are not permitted to alter or change any Cyxtera owned cabinet or rack. This includes, but is not limited to, removal of doors, drilling holes or mounting equipment to the exterior of the cabinet or rack. All customer equipment must fit in the cage or cabinet purchased by Customer so that the cage or cabinet can be secured in a locked position.

For an additional fee, Cyxtera will install, manage, and maintain proximity and/or biometric readers on your colocation space to replace the need for keys and/or combinations. Only Cyxtera approved and authorized security measures using the Cyxtera access control system may be installed in, or on, a customer colocation space. Customers may engage their Cyxtera account manager to request Cyxtera electronic access control measures for their colocation environment.

Cyxtera does not allow the installation of customer-owned security access control systems in the data center. This is necessary to preserve our compliance with various industry standards and ensure Cyxtera operations personnel and first responders have unimpeded, expeditious access to all colocation areas and occupants in life/safety emergency

situations. Cyxtera retains all necessary rights to respond to any emergency in the data center, including any emergency with respect to customer equipment.

Metal Key Administration

Data center security maintains a minimum of two keys for each Customer Area, one back-up and one loaner. All metal keys are secured within the SOC. The back-up key is maintained by data center security at all times in the event that an escort is needed to allow access to a customer's cage. Customers will not have possession of this back-up key at any time.

The loaner key will be available from data center security for use in accessing your colocation cage. Persons authorized by you for permanent or temporary data center access may be issued a loaner key. The loaner key is issued to you for your use each day you visit the data center. A loaner key is not required if you have access control card or biometric readers already installed on your cage doors.

The person assigned the loaner key is responsible for returning the key to data center security or in the key and badge drop box, where available, when departing the data center. Any loaner key that is reported as having left the data center premises is considered lost and may result in the customer colocation space being secured with a chain and padlock by data center security, in which case access to your space will be via escort only during this time. In such instance, the colocation space may be re-keyed. The customer may be charged for the cost of the re-key.

Customer Metal Key Administrator

As a colocation customer, you have the option of managing your metal key. You must appoint a "Key Administrator" who is authorized to receive the metal key on your behalf. Your Cyxtera Account Representative can assist you in establishing your Key Administrator. Cyxtera data center security will permanently issue your metal key to your Key Administrator. Once issued, it is the sole responsibility of the customer Key Administrator, and not Cyxtera, to manage ownership, distribution, possession, and use of the key. Customer Key Administrators may make as many copies of the key as needed. By agreeing to administer your key, you acknowledge and accept that any person with a valid Cyxtera access badge and key has unrestricted access to your colocation space and Cyxtera is not responsible for any unauthorized access to your space.

Access Policies

Customers and their authorized representatives can access the data center and their colocation space on a 24/7 basis[4]. Individuals granted permanent or temporary access will have unescorted access to the assigned colocation space dependent upon local conditions.

Minors, 16 years of age and younger, must have a legitimate business need and prior authorization from data center management to be granted access to the secured data center colocation areas.

All persons are to enter and exit the data center through the authorized main entrances only. Customers and their authorized representatives are not to enter or exit the data center through the loading dock and service exits. Emergency exits are to be used only in the case of a fire or life safety emergency.

Cyxtera utilizes mantrap portals combined with a two-factor authentication of each individual entering the data center front entrance to control access to the data center and prevent tailgating, which is defined as the practice of one individual entering the data center or colocation area by following behind another individual with badge access. The two-factor authentication involves granting a person access based upon a combination of (a) presenting a valid Cyxtera access badge and (b) (i) a verification of the badge holder using a biometric (hand or finger) scan or personal identification number (PIN) code or (ii) being granted access by Cyxtera data center security. Two-factor authentication is always required to enter the secured, raised floor colocation areas of the data center.

[4] A ticket must be opened at least twenty-four (24) hours prior to arrival to gain access STL1, YUL1 and LHR2.

All persons requesting access to a Cyxtera data center must verify their identity by presenting valid government-issued photo identification or a Cyxtera issued photo access badge. Examples of valid government-issued photo identification include a passport, driver's license, military ID, State identification card, etc.

Cyxtera reserves the right to inspect any and all incoming or outgoing property. Additionally, Cyxtera reserves the right to inspect any and all containers/items in the possession of any individual at any time while on Cyxtera property.

If you contract with third party technicians, they are held to the same standards as your employees for gaining access to our data centers. You are responsible for their actions within the data center and ensuring their compliance with the terms of your service agreement and the Cyxtera Acceptable Use Policy. Third party technicians who are listed as active contacts with permanent or temporary access permissions in the database will be allowed access to your space.

Customers and their authorized representatives may only access those portions of the data center made available by Cyxtera to customers for the placement of their equipment and use of the data center services (the "Customer Area"), and common areas of the data center (e.g., entryways and bathrooms) unless otherwise approved and accompanied by an authorized Cyxtera representative.

The following additional provisions shall apply to Customers and their authorized representatives when accessing a Cyxtera data center. Customers and their authorized representatives shall not:

- Allow any unauthorized persons to access the data center (e.g., by "tailgating" or other means),
- Use, touch, inspect or otherwise interface with any Cyxtera or third-party property or equipment,
- Harass or interfere with the activities of any individual within the data center, including any employees or representatives of Cyxtera or other customers,
- Engage in any activity that is in violation of law or the Cyxtera Acceptable Use Policy found at https://www.cyxtera.com/legal/Cyxtera-Acceptable-Use-Policy.pdf.

The above provisions are in addition to the individual data center policies or other Cyxtera security related policies.

Access Control Systems and Badges

Cyxtera uses an access control system (ACS) and access badges to restrict access within data centers to only those individuals with proper authorization. Cyxtera corporate security supports the distribution of all access badges and the administration of access permissions within the access control system. Badging hours are 8:00 a.m. to 5:00 p.m. local time, Monday through Friday[5]. Before issuance of a badge, the individual must verify their identity with their valid, unexpired government-issued photo identification and be photographed. In addition, before issuance of permanent badges, the individual must complete a biometric enrollment using a hand or finger scan.

All persons entering the secured area of the data center are required to have a Cyxtera permanent, temporary or visitor access badge. Access badges are to be worn by the individual at, or above, the waist and be visible at all times. All access badges are the property of Cyxtera and must be returned upon request. No modifications or additions should be made that interfere with the visibility, clarity, or use of the badge.

Cyxtera access badges are issued to authorized individuals and are for their sole use only. The sharing of badges or PIN codes between individuals for any purpose whatsoever is strictly prohibited.

Customer is responsible for endorsing their employees and contractors access to the data center. This can be accomplished in the Portal. Customer badges remain active until the badge holder's authorization is revoked by the customer. Cyxtera may, at its discretion and at any time, revoke the access privileges of any customer badge holder as a corrective measure to security violations, inappropriate behavior, non-payment of account or other instances deemed appropriate by Cyxtera.

[5] Badging hours for PHX1 are Monday through Thursday from 1:00 p.m. to 4:00 p.m. local time. Badging hours for 3rd Party data centers are by appointment only and are subject to approval.

All badge access privileges to Cyxtera data center(s) will cease on the earlier to occur of (i) the requested stop bill date for such services and (ii) the termination date of such services. In the event Cyxtera has the right to suspend services, such right shall include the right to suspend any or all badge access privileges.

Customer badges may be made inoperable if not used for more than ninety (90) consecutive days. The badge holder may request re-enablement of their badge on their next visit to the data center. Any badges which remain inoperable and unused for twelve (12) consecutive months may become completely inactive and require replacement.

Temporary badges are reserved for use by active Cyxtera access badge holders who have forgotten their badge or authorized individuals that only require temporary access. Any permanent access badge holder who has forgotten their badge should obtain a temporary access badge from data center security.

Temporary or visitor access badges are valid only for the day and time specified. All individuals assigned temporary or visitor badges are required to return the badges to data center security or deposit them in the key and badge drop box (where available) when departing the data center.

Customers and their authorized representatives may not enter the restricted or Cyxtera managed areas of the data center at any time.

Customer Access Authorization List

Customers are responsible to provide Cyxtera with, and maintain, an accurate listing of their employees, contactors and vendors requiring access into the Cyxtera data center and their colocation space. The customer maintains their current access authorization list within the Contact Administration section of the Portal. Customers have control of, and are responsible for, their access authorization list and can rapidly add or deactivate contacts as circumstances require, such as an employee departing the company. To access the contact management tool, you simply need to login to the Portal using your assigned user ID and password.

Only persons designated by the customer as an "Administrator" or "Access Authorization Administrator" within the Portal, may add, change or delete active contact records and add, change or remove access authorizations to an active contact record. Customer Care has the authority to make changes to the contact information in the database upon request, provided, that, Customer Care will only accept contact update requests from your designated "Administrator" or "Access Authorization Administrator".

Data center security relies on your customer contact list in the database to verify access authorizations prior to granting access to the data center. All individuals who come to the data center to work on your behalf must also be listed in the database as an "active" contact and be assigned data center access permissions to be granted entry to the data center and to your space. The contact first and last name must match their name as it appears on their government-issued photo identification.

Access authorization may be granted on a permanent or temporary basis to any active contact on your account. Permanent access requires a start date and remains in effect until revoked by the customer. Permanent access is recommended for persons requiring frequent access to your colocation area over a long, sustained period of time. Temporary access requires a start date and end date and remains in effect during the time period specified. Temporary access is recommended for persons needing access during a short, specified period of time with known start and end dates.

Persons requiring access to more than one data center must have multiple instances of data center access permission, one for each data center, assigned to their contact record.

Your contact administrator may also revoke access authorizations at any time by removing data center access permissions from an active contact or simply making the contact inactive.

Customer Badge Issuance

Cyxtera customer badge issuance is authorized by the customer. Customer authorization is considered granted when the applicant is an active contact under the customer site record with permanent data center access permissions for the specified data center.

Only persons with permanent data center access permissions are eligible to be issued a Cyxtera customer badge. Persons with temporary data center access permissions are not eligible for a Cyxtera customer badge and are provided a Cyxtera temporary customer badge while in the data center.

Customer badges are issued upon request. Individuals with permanent data center access permission may request a Cyxtera customer badge by completing a badge request form in person with data center security.

Security officers may create and provide the customer with their customer badge based upon the customer authorization. For audit purposes, an approved badge request must be submitted and approved within Cyxtera for each new badge issued.

Security Access Reports

Security access reports requested by the customer for audit purposes are available in the Portal for those customers who have card or biometric readers on the entrance of their cage. Customers may view access reports via the Portal by choosing Reports -> Security Reports from the menu. Additional or custom reports may be requested via the Catalog in the Portal. Customers will be assessed the Remote Hands charges for assembling these reports. The timeframe for these types of requests is generally 7-10 business days. Electronic access reports for data center or cage access are available for ninety (90) days then archived.

Visitor Access

A person entering a Cyxtera data center, who is not an authorized customer, employee, or contractor will be considered a visitor and must demonstrate a legitimate business purpose for visiting the site. The visitor must be escorted by an authorized sponsor at all times. Authorized sponsors are Cyxtera employees or customers who have a permanent Cyxtera access badge and current access authorization to the data center. Authorized sponsors are permitted to escort up to five visitors at one time. Groups of six or more visitors must be processed as a data center group tour. Contractors and third-party vendors are not permitted to sponsor visitors.

All visitors must:

- Sign-in with data center security with their authorized sponsor upon entering the data center.
- Verify their identity with valid (unexpired) government-issued photo identification.
- Remain with their authorized sponsor at all times while in the data center.
- Sign-out with data center security and return the visitor badge at the end of their visit.

All authorized sponsors must:

- Maintain visual contact with visitors at all times while on the data center premises.
- Ensure visitors wear and display a visitor badge at all times.
- Escort visitors to data center security at the end of their visit.
- Ensure visitors sign-out with data center security and return their visitor badge.
- Remain responsible for visitors and not switch authorized sponsors without first signing-out the visitors with data center security. The new authorized sponsor must then sign-in visitors with data center security.

Data Center Tours

Data center tours are coordinated by your Cyxtera account team. Any company requesting a tour must have a Non-Disclosure Agreement (NDA) on file with Cyxtera. It is important to schedule your tour with as much lead time as possible and ensure that NDAs have been properly executed. Data center tours require the approval of data center management. Tour approval must be received at least three (3) business days in advance of the date the tour is to occur. To expedite visitor processing, data center security should be provided the first and last name of all attendees at least one business day prior to the actual tour. The attendee first and last name must match their name as it appears on their government-issued photo identification. Attendees will be required to verify their identity by presenting a valid government-issued photo identification prior to accessing the data center.

The tour sponsor is responsible for the actions and safety of the visitors while they are in the Cyxtera data center.

General Policies

Signage

For aesthetic, privacy and security reasons the posting of signage is prohibited by customers and contractors inside the data center.

Photography Policy

Cyxtera prohibits image recording within restricted areas of data centers. Restricted areas do not include those parts of a data center, such as break rooms, conference rooms, offices, or other locations within the facility, that do not house or contain critical infrastructure. Customer may request Cyxtera DCS staff photograph, or image capture, within their colocation space for internal purposes on a request ticket.

This policy applies to all image-capturing devices with either traditional or digital imaging capabilities. This includes all cameras (digital or film), all video recording devices (camcorders) and any other devices capable of capturing images including, but not limited to, laptop computers, webcams, cellular phones, smartphones, tablets, and wearable devices such as a GoPro.

Video with audio recording capabilities within a Cyxtera data center is strictly prohibited.

Customer requests to photograph, or image capture, their colocation space for internal purposes must demonstrate a specific business need which cannot be met without the taking of video or photographic image and have prior written approval by the Cyxtera data center facilities or operations manager. Customer requests to photograph for marketing, or any other purpose, or photography to be conducted by a third party must have prior written approval by the relevant Cyxtera data center facilities or operations manager and Cyxtera corporate security.

Any persons engaged in unauthorized photography at a data center may be reported to data center security immediately for intervention and all photographic records may be required to be destroyed or deleted. Violations of this policy by customers will be considered a material breach of their contract with Cyxtera and subject violators to legal action.

WAP in Customer Area

Customers may install wireless surveillance systems, including but not limited to Web cams, or Wireless Access Point (WAP) devices in their Customer Area.

Customer must comply with the following provisions:

- Customer shall provide Cyxtera with the SSID and MAC address of all access points deployed within the Customer Area prior to installation;

- Customer shall ensure that the location and placement of all devices relating to customer's wireless network including, without limitation, wireless access points and associated network equipment including all parts thereto (collectively, "Devices") remain within the Customer Area;
- Customer acknowledges and agrees that Cyxtera shall have no obligation to install or support the Devices, or to respond to any repairs, maintenance or distress calls regarding the Devices, and Cyxtera shall not be liable for any damage to or loss of the Devices;
- Customer shall ensure that the Devices do not "block" or interfere with any wireless or other electronic signals;
- Upon customer's receipt of written notice from Cyxtera that customer's Device is blocking or causing interference with any of Cyxtera's or its customers' equipment, customer shall immediately discontinue the use of any Device until such time as Cyxtera and customer agree that such interference is resolved.

Shipping and Receiving Policy

Inbound Receiving: Generally, Cyxtera's data center shipping and receiving personnel are on-site during normal business hours. For your protection and the safety of all occupants of the data center, regardless of whether your delivery is during normal hours or after hours, a service ticket generated via the Portal or Customer Care is required. If a package is delivered to the data center and a service request ticket is not opened by the customer, Cyxtera data center personnel will open a service ticket on the customer's behalf thus notifying the customer that a delivery has been received. Applicable Remote Hands charges may apply and data center personnel reserve the right to refuse any shipments.

All customer equipment brought to the Cyxtera data center must enter the facility through the shipping and receiving area. Packages or equipment to be delivered to the data center **must** be addressed as follows:

"Customer Company Name"

"Ticket Number for this Shipment"
"Your Customer ID"
"Customer Contact Name"
"c/o Cyxtera"
"Cyxtera Address"

Cyxtera does not provide unlimited free storage. Unless the agreement between Customer and Cyxtera expressly states otherwise, items stored more than thirty (30) days may be subject to storage charges. If equipment storage continues for more than thirty (30) days, Cyxtera may, at any time after providing Customer with at least ten (10) days advance written notice, and Customer's failure to remove such items from storage within such ten (10) day period, ship (at Customer's sole cost and expense) such items to Customer at Customer's last address of record. Cyxtera may, in its discretion, store abandoned customer equipment, at customer's expense, and/or take any other action Cyxtera is permitted to take with respect to abandoned equipment in accordance with its agreement between Customer and Cyxtera.

Unless the agreement between Customer and Cyxtera expressly states otherwise, Customer assumes any and all risk of loss or damage for any customer equipment during the equipment storage period. If a data center physical address is unknown, please contact your account team or Customer Care.

The customer may arrange to have their equipment moved from the shipping and receiving area to their cage by opening a service ticket. No cardboard is permitted on raised floor and, therefore, all packaging materials will be discarded. Remote Hands charges will be assessed to move customer equipment or packing materials from shipping and receiving to other areas of the data center.

Outbound Shipping: Upon request, Cyxtera will ship equipment on the customer's behalf. Customers are required to schedule the shipment with a carrier and for completing all necessary paperwork for the shipment. Customers are expected to provide appropriate containers and packing materials for the equipment to be shipped. As well, customers are required to pay for the shipping and insurance fees. Cyxtera will exercise due care in preparing the shipment requested by customer but will have no liability whatsoever in relation to the equipment or the shipping. This is a

chargeable service and therefore, a ticket must be submitted to request this service. Remote Hands support hours will be assessed for the time it takes to prepare and coordinate the shipment. Cyxtera may, in its discretion, store abandoned customer equipment, at customer's expense, and/or take any other action Cyxtera is permitted to take with respect to abandoned equipment in accordance with its agreement between Customer and Cyxtera. Customers will be invoiced for abandoned equipment storage and shipping fees and any other costs incurred by Cyxtera in connection with its taking any permitted action with respect to abandoned equipment.

All outbound shipment requests require a forty-eight (48) hour advance notice via a ticket submission with the following information:

- The customer's designated shipper's name
- The customer's shipping account number
- The customer's billing address associated with the shipper's account number. Cyxtera will use this address as the return address for the package
- The "Ship To" address
- The declared value of the shipment
- Any special instructions regarding insurance, packing materials, shipment preparation, etc.
- Documentation required for the shipment including packing slip/list, pro-forma order, etc.

Building Evacuation Policy

If the data center fire alarm or other life safety alarm is activated, customers must immediately evacuate the data center and report to an assembly point free and clear of danger. Evacuees are to remain at the assembly point until they are informed that they may leave the premises or enter the data center by data center security, data center management, or the local authorities. Approved evacuation plans can be reviewed on site with the operational team.

Parking Lot Policy

Parking is restricted to Cyxtera employees, customers, contractors, and visitors while performing work on site. Vehicles left on Cyxtera's premises for extended periods of time are subject to being towed at the vehicle owner's expense.

All vehicles must be parked in designated parking areas only. Vehicles parked outside designated parking areas are subject to be towed at the vehicle owner's expense. Customer or visitor designated parking spaces are restricted for customer or visitor use only, respectively. Handicapped parking spaces are restricted to those vehicles displaying a current handicapped license plate or hanging placard issued by the respective State Department of Motor Vehicles. These spaces are designated with the International Symbol of Access (wheelchair symbol) or a blue curb.

Conference Rooms

Customer is permitted to reserve available data center conference and team rooms on a first come, first serve basis. Customer must request a room at least 24 hours in advance via a service ticket. Customer's use of these rooms is limited to one (1) day a week. Notwithstanding anything to the contrary, customer's use or occupancy of the room shall not exceed five (5) days in any given month. Conference and team rooms are available during normal business hours, at the sole discretion of data center management. Customers are to return the conference room to the condition in which it was received. The room shall be left free of meeting materials and food items.

Floor Tile Lifting Policy and Under Raised Floor Access

Cyxtera prohibits you from lifting data center floor tiles. Only Cyxtera employees may access and work below the raised floor area. If access is necessary during installation, you may request access via ticket. This may incur an additional fee. If you are already an installed customer, please submit the request via the Portal or contact Customer Care. Floor tile

pullers are not allowed in the data center or customer cages and may be confiscated accordingly. Access under the raised floor is strictly limited to authorized Cyxtera personnel. Adherence to this policy is strictly enforced and violators may be reported. Any breach of this policy is considered a material breach of customer's service agreement with Cyxtera and may be subject to termination.

Moving Heavy Equipment

Any customer equipment that is deemed too heavy to be moved by Cyxtera data center staff will be transported by a professional moving company and customer will be assessed appropriate charges for the move. Customers must take care to consider the weight of the equipment to be moved and consult with data center management to assure that no damage will be done to the data center flooring.

The following are basic guidelines for moving weight on the raised floors.

- Less than 800 pounds (363 kg): No floor protection mandated.
- Between 800 and 2500 pounds (363-1134 kg): 1/8th" aluminum sheets to distribute weight staggered across multiple tiles.
- Over 2500 pounds (1134 kg): An approved local procedure must be used. The Facilities Manager will create a procedure to provide instructions on additional bracing required based on the site's raised flooring requirements.

Product Specific Terms and Conditions

Office Space / Storage Space

These terms and conditions apply to any office space or storage space licensed by customer from Cyxtera.

With respect to office space, any such office space shall be used by customer solely for purposes of general office use. The charges for office space shall include electricity, provided, that, notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer for any electricity failure. Such charges shall not include, among other matters, telephone services or internet connectivity. Customer shall have the right, at its sole cost and expense, to bring telephone facilities, including PBX, voice mail and other systems and internet connectivity in to any such office space.

With respect to storage space, any such storage space shall be used by customer solely for purposes of storage.

Prior to termination of customer's right to use the office or storage space, as applicable, customer will (a) remove all customer equipment and other customer property (collectively, the "Office/Storage Materials") from such office space or storage space, as applicable (and either move such Office/Storage Materials to another customer area that customer is licensing from Cyxtera or remove such Office/Storage Materials from the Cyxtera premises), and (b) return such office space or storage space, as applicable, to Cyxtera in the same condition as it was on the billing commencement date ("BCD"), normal wear and tear excepted. Unless the agreement between customer and Cyxtera expressly states otherwise, if customer fails to take any such action with respect to Office/Storage Materials, this will constitute abandonment of such Office/Storage Materials under the laws of the jurisdiction where the abandoned property is located and Cyxtera may, at any time thereafter, (i) remove such Office/Storage Materials from such office space or storage space, as applicable (or other area of the Cyxtera premises where they were left), and store them (either on the Cyxtera premises or an off-site location) or (ii) after providing written notice to customer of its failure to remove such Office/Storage Materials and customer's failure to do so within thirty (30) days of its receipt of such written notice, (1) ship such Office/Storage Materials to customer at customer's last address of record, (2) to the extent not prohibited by applicable law, destroy and dispose of (or have destroyed and disposed) such Office/Storage Materials or (3) to the extent not prohibited by applicable law, liquidate the Office/Storage Materials and retain the proceeds. If customer fails to return such office space or storage space, as applicable, to Cyxtera in the same condition as it was on the BCD, normal wear and tear excepted, Cyxtera may take action to do so. Customer shall be responsible for any costs incurred by Cyxtera in taking any action pursuant to this paragraph. In no event shall Office/Storage Materials be construed as

fixtures or fittings. Cyxtera's initial election to store Office/Storage Materials for customer in accordance with this section shall not prohibit Cyxtera from subsequently deciding to take any of the other actions permitted under this section. Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer (including liability for loss of or damage to any Office/Storage Materials) arising out of Cyxtera's exercise of its rights under this section (including any loss of or damage to any Office/Storage Materials during any period of time when such Office/Storage Materials are being stored by Cyxtera pursuant to this section).

Express Entrance / Pathway Conduit

These terms and conditions apply to any express entrance or pathway conduit services provided by Cyxtera to customer.

In no event shall customer have the right to modify (including, but not limited to, splicing, cutting, attaching, detaching or pulling cabling) the design, specifications, details or configuration of the conduit or cabling, or make any repairs to or perform any maintenance on any such conduit or cabling, on the Cyxtera side of the demarcation point (whether the conduit or cabling is customer or Cyxtera-provided) without Cyxtera's prior written approval. In the event Cyxtera approves customer, or customer using a third-party vendor, to make any such modifications or repairs to, or perform any maintenance on, express entrance services (customer shall not be permitted to make, or to use a third-party vendor to make, any modifications or repairs to, or perform any maintenance on, pathway conduit services, with all such modifications, maintenance or repairs to be performed solely by Cyxtera or a vendor engaged by Cyxtera), Cyxtera reserves the right to supervise any such approved modifications, maintenance or repairs and will charge customer for such supervision at the applicable Remote Hands billing rate. If such modifications, maintenance or repairs are agreed to be conducted by Cyxtera, such modifications, maintenance or repairs shall either be performed by Cyxtera at the applicable Remote Hands rate or, if required by Cyxtera, require a service order or statement of work setting forth the costs and other terms and conditions relating thereto. Customer shall be responsible for ensuring that all customer-provided conduit and cabling meets all applicable electrical and fire standards.

Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, Cyxtera may, in its sole discretion, require the conduit or cabling being utilized by customer in connection with an express entrance or pathway conduit service being provided by Cyxtera to customer to be moved, whether such move is required due to Cyxtera's election to move the demarcation point, its Meet Me Room (the "MMR") or for any other reason. Cyxtera will use commercially reasonable efforts to notify customer at least ninety (90) days prior to requiring any such conduit or cabling to be moved. In the event Cyxtera is unable to provide customer with at least ninety (90) days advance written notice of such requirement, Cyxtera will provide customer as much notice as is reasonably possible. Customer will cooperate in good faith with Cyxtera to complete any such move and ensure that the move is completed within Cyxtera's timeframe for such move. In the event customer's failure to cooperate with Cyxtera results or, Cyxtera reasonably believes is likely to result, in whole or in part, in the inability of the move to be completed within Cyxtera's timeframe for such move, Cyxtera shall have the right to take any and all actions necessary to complete the move without customer's consent or cooperation. Any costs incurred by customer or Cyxtera in connection with any such move will be the responsibility of customer.

Customer acknowledges that Cyxtera does not provide any security or access control with respect to any conduit or cabling that is located outside of the portion of the Cyxtera data center that is owned or leased by Cyxtera and, as such, other third parties may have access to such conduit and cabling. Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer for any loss or damage to such conduit or cabling that is located outside of the portion of the Cyxtera data center that is owned or leased by Cyxtera (other than loss or damage directly caused by an act of Cyxtera that rises to the level of negligence or willful misconduct).

Upon termination of the express entrance or pathway conduit service, as applicable, all customer-provided conduit and cabling shall become Cyxtera's property, customer shall have no further rights in any such conduit or cabling and customer shall not remove or make any modifications to any such conduit or cabling on the Cyxtera side of the demarcation point.

Ecosystem Entrance Panel

These terms and conditions apply to any ecosystem entrance panel services provided by Cyxtera to customer.

Notwithstanding that a customer-provided patch panel may be installed in the MMR for customer's use of the ecosystem entrance panel services provided by Cyxtera to customer, Customer shall not be granted access to the MMR.

All modifications, servicing, repairs and maintenance to, or removal of, the patch panel (whether customer or Cyxtera-provided) being utilized by customer in the MMR require Cyxtera's prior written approval. Customer shall have no right to take any of such actions, all of which shall be conducted by Cyxtera or a contractor engaged by Cyxtera. Any such actions shall either be performed by Cyxtera at the applicable Remote Hands rate or, if required by Cyxtera, require a service order or statement of work setting forth the costs and other terms and conditions relating thereto, provided, that, there will be no charge to customer for any such actions that Cyxtera takes in connection with standard servicing, repairs and maintenance to Cyxtera-provided patch panels. In no event does Cyxtera have any duty to monitor, maintain or care for any customer-provided patch panel. Customer shall be responsible for ensuring that all customer-provided patch panels meet all applicable electrical and fire standards. Cyxtera will monitor, maintain, operate and care for all Cyxtera-provided patch panels.

In the event a customer-provided patch panel has been installed in the MMR in connection with an ecosystem entrance panel service, promptly following termination of such service, Cyxtera will remove such patch panel (at no cost to customer) and, if requested by customer, ship such patch panel to customer at customer's sole cost and expense. If customer has not requested return of such patch panel, Cyxtera shall (a) store it (either on the Cyxtera premises or an off-site location) or (b) after providing written notice to customer of such patch panel having been removed and customer's failing to pick up the patch panel or provide directions to Cyxtera where to ship the patch panel within thirty (30) days of its receipt of such written notice, (1) ship such patch panel to customer at customer's last address of record, (2) to the extent not prohibited by applicable law, destroy and dispose of (or have destroyed and disposed) such patch panel or (3) to the extent not prohibited by applicable law, liquidate the patch panel and retain the proceeds. Unless otherwise set forth in this paragraph, customer shall be responsible for any costs incurred by Cyxtera in taking any action pursuant to this paragraph. Cyxtera's initial election to store such patch panel for customer in accordance with this paragraph shall not prohibit Cyxtera from subsequently taking any of the actions permitted under this paragraph. Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer (including liability for loss of or damage to such patch panel) arising out of Cyxtera's exercise of its rights under this paragraph (including any loss of or damage to any such patch panel during any period of time when such patch panel is being stored by Cyxtera pursuant to this paragraph).

Roof Rights

These terms and conditions apply to any use by customer of roof space licensed by Cyxtera to customer.

Any such roof space shall be used by customer solely for the purposes of installing and maintaining an antenna, microwave dish or other communications devices and related or ancillary uses, including necessary mounting structures (collectively, "Roof Equipment"). Customer shall be responsible for ensuring that all Roof Equipment provided by customer meets all applicable electrical and fire standards.

Customer shall only be permitted to access the roof space when escorted by a Cyxtera employee or representative. Cyxtera will charge customer for any time spent escorting customer at the applicable Remote Hands billing rate.

In no event shall customer have the right to modify the design, specifications, details or configuration of the Roof Equipment, or make any repairs to or perform any maintenance on any such Roof Equipment, without Cyxtera's prior written approval. In the event Cyxtera approves customer, or customer using a third-party vendor, to make any such modifications or repairs to, or perform any maintenance on, any such Roof Equipment, Cyxtera reserves the right to supervise any such approved modifications, maintenance or repairs and will charge customer for such supervision at the applicable Remote Hands billing rate. If such modifications, maintenance or repairs are agreed to be conducted by Cyxtera, such modifications, maintenance or repairs shall either be performed by Cyxtera at the applicable Remote

Hands rate or, if required by Cyxtera, require a service order or statement of work setting forth the costs and other terms and conditions relating thereto.

The charges for roof space shall not include, among other matters, electricity, telephone services or internet connectivity. Customer can contract with Cyxtera to provide electricity to roof space for the operation or use of the Roof Equipment, provided, that, notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer for any electricity failure with respect thereto. Customer shall have the right, at its sole cost and expense, to bring telephone facilities and internet connectivity in to any such roof space for the operation or use of the Roof Equipment.

Customer shall not use the roof space in any way which interferes with Cyxtera's, its landlord's or any other third party's use of the Cyxtera data center (including the roof of such Cyxtera data center). In the event that customer's use of the roof space interferes with or is interfered with by Cyxtera or a third party, customer agrees to reasonably cooperate with Cyxtera and/or such third party, as applicable, to resolve such interference as promptly as possible. Cyxtera reserves the right to disconnect any Roof Equipment or suspend the roof space licensed by Cyxtera to customer until such time as such interference has been resolved. If the interference cannot be resolved within a reasonable period of time, as determined by Cyxtera in its sole discretion, Cyxtera reserves the right to terminate the license of roof space upon written notice to customer. Any costs incurred by customer or Cyxtera in connection with any such interference will be the responsibility of customer.

Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, Cyxtera may, in its sole discretion, relocate the roof space licensed by Cyxtera to customer. Cyxtera will use commercially reasonable efforts to notify customer at least thirty (30) days prior to relocating such roof space. In the event Cyxtera is unable to provide customer with at least thirty (30) days advance written notice of such requirement, Cyxtera will provide customer as much notice as is reasonably possible. Customer will cooperate in good faith with Cyxtera to complete the move of its Roof Equipment to the new area specified by Cyxtera and ensure that the move is completed within Cyxtera's timeframe for such move. In the event customer's failure to cooperate with Cyxtera results or, Cyxtera reasonably believes is likely to result, in whole or in part, in the inability of the move to be completed within Cyxtera's timeframe for such move, Cyxtera shall have the right to take any and all actions necessary to complete the move without customer's consent or cooperation. Any costs incurred by customer or Cyxtera in connection with any such move will be the responsibility of customer.

Customer acknowledges that Cyxtera does not provide any security or access control with respect to the roof at which roof space is licensed by Cyxtera to customer and, as such, other third parties may have access to customer's roof space and Roof Equipment. Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer for (a) any loss or damage to Roof Equipment (other than loss or damage directly caused by an act of Cyxtera that rises to the level of negligence or willful misconduct) or (b) any interference with customer's use of the roof space caused by (i) the equipment of Cyxtera or (ii) a third party.

Prior to termination of customer's right to use the roof space, customer will (a) remove all Roof Equipment from such roof space (and either move such Roof Equipment to another customer area that customer is licensing from Cyxtera or remove such Roof Equipment from the Cyxtera premises), and (b) return such roof space to Cyxtera in the same condition as it was on the BCD, normal wear and tear excepted. Unless the agreement between customer and Cyxtera expressly states otherwise, if customer fails to take any such action with respect to Roof Equipment, this will constitute abandonment of such Roof Equipment under the laws of the jurisdiction where the abandoned property is located and Cyxtera may, at any time thereafter, (i) remove such Roof Equipment from such roof space (or other area of the Cyxtera premises where they were left), and store them (either on the Cyxtera premises or an off-site location) or (ii) after providing written notice to customer of its failure to remove such Roof Equipment and customer's failure to do so within thirty (30) days of its receipt of such written notice, (1) ship such Roof Equipment to customer at customer's last address of record, (2) to the extent not prohibited by applicable law, destroy and dispose of (or have destroyed and disposed) such Roof Equipment or (3) to the extent not prohibited by applicable law, liquidate the Roof Equipment and retain the proceeds. If customer fails to return such roof space to Cyxtera in the same condition as it was on the BCD, normal wear and tear excepted, Cyxtera may take action to do so. Customer shall be responsible for any costs incurred by Cyxtera in taking any action pursuant to this paragraph. In no event shall Roof Equipment be construed as fixtures or fittings. Cyxtera's initial election to store Roof Equipment for customer in accordance with this section shall not

prohibit Cyxtera from subsequently deciding to take any of the other actions permitted under this section. Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, in no event shall Cyxtera have any liability to customer (including liability for loss of or damage to any Roof Equipment) arising out of Cyxtera's exercise of its rights under this section (including any loss of or damage to any Roof Equipment during any period of time when such Roof Equipment is being stored by Cyxtera pursuant to this section).

Month-to-Month Services

Notwithstanding anything in the agreement between Cyxtera and customer to the contrary, the following Cyxtera colocation services are considered month-to-month services and may be cancelled by either party by providing at least thirty (30) days advance notice of cancellation to the other party:

- Cross Connect
- Ecosystem Entrance Panel
- Riser Connect
- CXD Port

Data Center Work Rules

Cyxtera Policy

Cyxtera expects that anyone who enters the data center conduct themselves with the proper decorum and to honor all safety practices. It is vitally important that everyone understands the severe, negative impact that workers' actions can have on a site as a result of working inappropriately. These rules and guidelines have been developed to clarify Cyxtera's expectations and to reduce the chance of mistakes and unintended events. Failure to comply with any procedure may result in immediate removal from the site, may result in permanent loss of access to the facility, and possible loss of business for the company that the contractor represents.

In summary, the policy dictates that:

- The definition of a contractor is any person performing work in a Cyxtera data center that is not a Cyxtera employee or is not an authorized customer representative performing work in the Customer Area.
- All contractors must be trained and, if requested, display an understanding of the Data Center Work Rules provided by Cyxtera. Contractors must adhere to the rules and guidelines set forth by the facilities team at all times while on the premises.

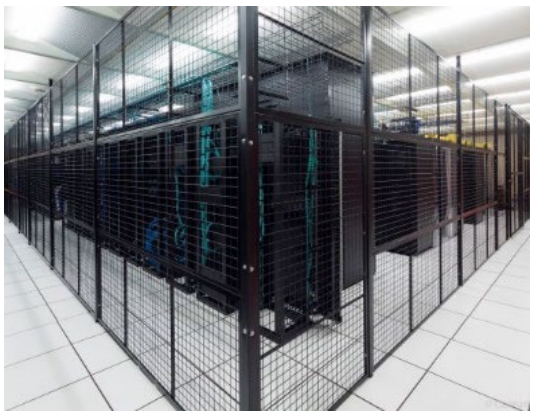
Failure to know or comply with the policy is grounds for immediate removal from the site, perhaps permanently.

Data Center Safety and Environmental Policy

In order to provide a safe and secure service, Cyxtera requires that all customers adhere to the following guidelines:

- **Zero Tolerance Policy:** Customers must keep their areas clean at all times. Cages must be free of debris. Cardboard, of any kind, is strictly prohibited. Due to fire, safety, and environmental requirements, this policy is strictly enforced and Cyxtera reserves the right, in its sole discretion, to immediately remove any cardboard, paper, debris etc. from any and all customer cages. Cyxtera will use reasonable efforts to notify the customer of such non-compliance after removal. In the event Cyxtera removes such items, a Remote Hands charge will be assessed to customer's account and customer acknowledges and agrees to render payments for such Service at the Remote Hands hourly rate as invoiced by Cyxtera.
- Customers may not store combustible materials or paper products (including cardboard and boxes) anywhere in the data center. Unused cabling must be stored out of sight and equipment stored without impeding airflow. Cabling may not be draped in aisle ways or hinder clearance around cabinets or racks.
- Customers must keep tile vents clear of any obstruction. Non-functioning equipment and miscellaneous items must be stored out of sight and organized inside the customer's cage at the end of each working day.

Prohibited Materials in Cyxtera Data Centers



The following items are prohibited in Cyxtera data centers:

- Food or drink – prohibited on the raised floor
- Tobacco and other smoke products are prohibited
- Explosives, firearms or weapons of any type (See "Weapons" section for further details)
- Hazardous materials or other chemicals
- Alcohol, illegal drugs, as well as other intoxicants
- Magnets and electromagnetic devices
- Radioactive materials
- UPS equipment, other than what is provided by Cyxtera, is strictly prohibited
- Paper products (other than equipment manuals) or other combustible materials of any kind, including cardboard and boxes

Weapons

Cyxtera strictly prohibits firearms or other form of weapons, including but not limited to knives (other than small pocket knives), explosives (including fireworks), chemicals or other substances, and/or hazardous devices in its data centers.

Employees, contractors, customers and visitors are required to lock weapons safely in their personal vehicle whenever the vehicle is on Cyxtera property. When locking weapons in a personal vehicle, the weapon is expected to not have ammunition in it, and the ammunition stored in a separate part of the vehicle. Weapons are not to be removed from the vehicle while the vehicle is on Cyxtera property and should be out of visibility of others if possible. Further requirements for handling and storing weapons differ by location and are governed by state and local laws.

Bolt down, Seismic Bracing & Grounding of Cabinets and Racks; Customer Equipment

Customers who request seismic bracing may place an order for seismic bracing to be performed by the Cyxtera staff. Structural bracing systems and customer provided cabinets and racks must meet or exceed seismic design requirements of local building codes for lateral seismic design. Cyxtera customers are responsible for all costs associated with seismic bracing of cabinets and racks.

For the safety of customers and data center employees, all cabinets and racks in all data centers must be anchored, braced and grounded in accordance with the requirements of the 2012 International Building Code and the National Electric Code. All customer-owned cabinets and racks must be approved in advance by Cyxtera and installed by Cyxtera personnel. Customers must obtain prior written approval for their cabinet or rack layout from Cyxtera prior to installation and adhere to those requirements.

All Customer equipment must comply with all applicable manufacturer specifications, regulations and industry standards, including those relating to proper installation, power consumption and ventilation/heat dissipation. Specifically, all Customer equipment must be UL-listed and comply with the National Electrical Code. Cyxtera may require that Customer provide a current, written list of all Customer equipment located in its cage or cabinet and affix an asset tag on any such Customer equipment.

Compliance Audit Reporting

Cyxtera performs periodic audits of its data centers, which result in the issuance of audit reports or certificates. Customers may request copies of these reports through their account team or via Customer Care after signing Cyxtera's Non-Disclosure Agreement specific to the disclosure of audit documentation.

Customers may request additional audit information via a service ticket and subject to an additional charge at the Remote Hands rate. Depending on the request, customer may be required to enter into an amended NDA to cover additional information. All compliance requests should be sent to grc@cyxtera.com.

Customer Cabling

Cabling within customer cages must be installed in an appropriate industry standard discipline and professional manner. Customers may purchase cabling services through Cyxtera or may contract directly with a third party. Cabling must be properly run and secured within cabinets and racks, by using overhead and vertical cable management devices. Cabling must be installed in a safe manner so that it in no way impedes aisles, floor, and entranceways or presents a fire hazard.

Cyxtera's standard cable management will be defined as (1) overhead and/or under floor support such as basket tray, ladder rack, fiber guide and the associated support material, (2) the vertical and horizontal support panels designed and installed to accompany rack and cabinet configurations, and (3) routing of patch cords or interconnect cabling (copper and fiber) within the racks and cabinets between connectivity panels (patch panels) and/or active equipment. All other wire management equipment will incur an additional fee. All cabling must be plenum rated and meet the UL minimum code standards and the National Electrical Code NFPA-70. Cyxtera recommends clear labeling at each end of all installed cables. Cyxtera reserves the right to remove any non-compliant cabling without notification to Customer.

Billing and Service Credits

Billing Inquiries

Billing inquiries can be made by e-mail at arbilling@cyxtera.com. Up-to-date contact information can always be found on your invoice. You can also contact the alias above (Billing Support team) for copies of billing invoices, as well as via the Portal.

SLA Credit Requests

If you feel you are entitled to a credit, as per your Service Level Agreement, please submit your request to billing.services@cyxtera.com within the timeframe set forth in such Service Level Agreement. Include in your e-mail any trouble ticket/case information; dates, and other specifics that you feel will be useful in evaluating your request.

Key Contacts

Customer Care

North America: 800-884-3082

EMEA: 0800 0288563

Singapore: 800 1302 276

Hong Kong: 800 861 767

Japan: 00531 13 0249

China Telecom: 10800 1300389

China Netcom: 10800 713 1986

Australia: 7800 002 809

Self-service Portal: support.cyxtera.com

Email: CustomerCare@Cyxtera.com