

CUSTOMER CABLING AND CROSS CONNECT DE-INSTALLATION POLICY

This Customer Cabling and Cross Connect De-Installation Policy (“Policy”) supplements and sets forth additional terms and conditions governing the de-installation and physical removal of Customer Cabling and Cross Connects (including Custom Cable Connections), as further described in the applicable Order, the Master Country Agreement or similar agreement which governs Customer’s purchase of Licensed Space or Services (hereafter collectively referred to as the “Agreement”). Any terms not defined herein will have the meaning given to them in the Agreement.

1. General De-Installation and Physical Removal

- a. **Customer Cabling.** Subject to Section 2 below, Customer is responsible for the de-installation and physical removal of all Customer Cabling prior to the expiration of the Initial Term or Renewal Period set forth within the applicable Order. If Customer fails to accomplish this in a timely manner, Gaohong may complete the work on behalf of Customer and Customer will be liable for Smart Hands Charges associated therewith.
- b. **Cross Connects.** Customer is responsible for requesting that Gaohong de-install all Cross Connects prior to the expiration of the Initial Term or Renewal Period set forth within the applicable Order by opening a Smart Hands request, such work to be charged to Customer at the applicable Smart Hands rates.

2. Physical Removal Prohibited in Certain Cases

If Gaohong determines, in its sole and reasonable discretion, that the physical removal of any Customer Cabling or Cross Connect may: (a) interfere with other Gaohong customers; (b) disrupt any portion of its network infrastructure or Data Center operations; (c) create a situation in which it is impracticable, problematic or infeasible for the Customer Cabling or Cross Connect cable to be accessed or removed, then Gaohong may prohibit the physical removal and Customer retention of the Customer Cabling and/or Cross Connect cable. In such cases, the Customer Cabling and/or Cross Connect cable will be de-activated and will not be returned to Customer.

3. De-Installation Fees, Smart Hands Fees and Early Termination Fees (“ETF”)

Upon de-installation of any Customer Cabling and/or Cross Connect, if de-installation Fees are assessed, Customer shall be invoiced the applicable de-installation Fees as well as any applicable Smart Hands Services Fees.

In accordance with applicable law, Gaohong will review the basis for any Customer Cabling and Cross Connect de- installation requests and reserves the right to assess Customer an ETF if Customer de-installs any Customer Cabling and/or Cross Connect prior to the expiration of the Initial Term or Renewal Period set forth within the applicable Order.

Customers are to contact their account representative for further details.