

GAOHONG COLOCATION SERVICE DESCRIPTION AND SERVICE LEVEL AGREEMENT

This Exhibit sets forth the description of the colocation Services provided by Gaohong pursuant to the Agreement and the applicable service level agreement (“SLA”). Capitalized terms which are used but not defined in this Exhibit will have the meaning defined in the Agreement.

1. **Service Description** – The Services are comprised of the Licensed Space, power, Cross Connects and related Services at a Data Center. Gaohong also provides to Customer cooling, fire protection, and physical security (in accordance with the Data Center’s certifications and standards). Licensed Space is located within the Data Center listed on the Order:

a. **Security/Access Controls.** Gaohong has established and will maintain appropriate physical, technical and organizational safeguards, and controls which, in Gaohong’s sole discretion, are designed to protect the security of (i) the Data Center; (ii) the Licensed Space which contains Customer’s Equipment; and (iii) the Services (collectively, “Safeguards”). Safeguards will include the following:

Building Perimeter Security	Gaohong continually monitors all entrances and exits to each Data Center. Specific architectural features and physical construction of individual Data Centers provide additional security and differ by location.
Colocation Area Security	Within each Data Center, the colocation area is protected by additional security measures to form multiple layers of security. Gaohong employs appropriate facility access controls to limit physical access to the Licensed Space, and examples of such access controls include visitor access authorization and validation via customer administrators and security officers, security mantraps, biometric readers and access card readers, locking cabinets, and extensive monitoring by video and/or Data Center site staff.
Private Cage	Customer may select a private cage with access to the private cage restricted only to authorized personnel by means of an additional card reader or biometric scanner on the cage door.
Secure Cabinet	Customer may select a secure cabinet with access to the secure cabinet restricted only to authorized personnel by means of an additional locking mechanism on the cabinet door.
Security Systems	Gaohong will use business systems designed to optimize security and such other security measures that Gaohong deems appropriate.

b. **Electrical Power.** Gaohong has designed electrical power delivery systems to provide an uninterrupted supply of electrical power through various primary and secondary supply mechanisms. For electrical power delivery to the Licensed Space, Customer may choose between the following configurations:

Non-Redundant Power	Electricity delivered via one (1) power circuit.
Redundant Power	Electricity delivered via two (2) power circuits from two different power busses

c. **Climate Control.** Gaohong has designed climate control systems in the colocation area which are designed to provide a predictable and consistent environment as follows:

Temperature	Temperature is maintained between 18°C (64.4°F) and 27°C (80.6°F)
Relative Humidity	Relative Humidity is maintained between 25% and 65%

d. **Cross Connects.** Cross Connects permit Customer to connect Customer’s Equipment to other Gaohong customer equipment or Gaohong interconnection exchanges located within a Data Center or between Data Centers on a single Gaohong campus. Cross Connects are available in various media types.

e. **Smart Hands.** At Customer’s request, Gaohong will provide Smart Hands, which provide remote support of Customer’s Equipment within a Data Center. Smart Hands only consists of visual and physical support of hardware (i.e., no application support or access to Customer Data). Smart Hands examples include: assisting Customer with moving Customer’s Equipment and uncrating from boxes; labeling equipment and cable connections; inventorying Customer’s Equipment; and installing cabling between or from Customer’s Equipment to Customer’s demarcation equipment. Smart Hands requests may be expedited at the request of Customer and as agreed by Gaohong.

f. **Maintenance.** Gaohong maintains its Data Center via a comprehensive, coordinated program of preventive maintenance. Maintenance activities are fully scripted, scheduled, reviewed, and approved by Gaohong operations and engineering management prior to execution of the work. Gaohong will inform customers of any maintenance via email or the Customer Portal. Gaohong will use reasonable efforts to provide Customer with maintenance notifications in accordance with the following timeframes, but failure to do so will not entitle Customer to credits. Gaohong will use commercially reasonable efforts to minimize disruption to the Services when performing maintenance.

Maintenance Type	Notification Objective
Scheduled Maintenance	at least 30 days in advance
Remedial Maintenance	at least 3 days in advance
Urgent or Emergency Maintenance	0 and up to 3 days in advance

g. **Security Breach Notifications.** Gaohong will contact Customer via phone or email of any actual or attempted unauthorized access of Customer's Licensed Space (i.e., private cage or cabinet) ("**Security Breach**") within twenty-four (24) hours of discovery, or as soon as is practical given the circumstances. In the provision of Licensed Space and Services, Gaohong does not manage nor monitor Customer's Equipment and does not monitor any Cross Connects. Customer is solely responsible for monitoring Customer's Equipment and its network traffic.

h. **Incident Management.** Gaohong will maintain sufficient capability, systems, and processes to promptly respond to and address incidents within the Data Center that affect, or have the potential to affect, the Licensed Space and Services or the operation of the Data Center. Gaohong monitors the critical equipment providing the Services and alerts staff to investigate and take appropriate and timely corrective action for power, environmental, security, fire suppression, and life safety incidents. If Gaohong becomes aware of an incident that affects the Licensed Space and Services (other than a Security Breach which is governed by Section 1(g) of this Exhibit), Gaohong will inform Customer and advise Customer of the nature of the incident within thirty (30) minutes of discovery, or as soon as is practicable given the circumstances. Gaohong will provide Customer with regular updates (at least every two (2) hours) with the status of the incident and the actions taken. Customer may monitor the progress of the incident via the Customer Portal.

2. **Service Level Agreement**

a. **Electrical Power**

Service Level Name	Redundant Power Service Level	Non-Redundant Power Service Level
Availability	99.999%+	99.99%+
Service Level Threshold	This service level is met by achieving less than twenty-six (26) seconds of Unavailability over a calendar month per cabinet.	This service level is met by achieving less than four (4) minutes of Unavailability over a calendar month per cabinet.
Unavailability	A redundant power service is considered Unavailable when a functioning cabinet that includes Customer provided automatic failover capability is powered by two (2) power circuits from different power busses, and both power circuits experience a simultaneous interruption in electrical power such that the cabinet experiences an interruption in electrical power.	A non-redundant power service is considered Unavailable when a functioning cabinet is powered by one (1) power circuit, and the power circuit experiences an interruption in electrical power such that the cabinet experiences an interruption in electrical power.
Credits	Subject to Section 3, if Unavailability exceeds the applicable Service Level Threshold, Customer will be entitled to a credit equal to 1/30th of the number of affected cabinets multiplied by the average power MRC per cabinet (i.e. total power MRC divided by the total number of cabinets) in the Licensed Space within which the Unavailability occurred (" Loaded Cabinet MRC "). Further, Customer will be entitled to an additional credit equal to 1/30th of Loaded Cabinet MRC for the affected cabinet(s) for every full hour of Unavailability beyond the applicable Service Level Threshold.	



b. **Climate Control**

Service Level Name	Temperature Service Level	Humidity Service Level
Availability	99.99%+	99.99%+
Service Level Threshold	This service level is met by achieving less than four (4) minutes of Unavailability over a calendar month per cabinet.	This service level is met by achieving less than four (4) minutes of Unavailability over a calendar month per cabinet.
Unavailability	Temperature is considered Unavailable when the temperature drops below 18°C (64.4°F) or exceeds 27°C (80.6°F). Gaohong measures temperature between three (3) and five (5) feet [between 0.9144 metres and 1.524 metres] from the floor and no closer than twelve (12) inches [30.48 centimetres] from the cool air intake side of a cabinet.	Humidity is considered Unavailable when the humidity drops below twenty five percent (25%) or exceeds sixty-five percent (65%). Gaohong measures humidity between three (3) and five (5) feet [between 0.9144 metres and 1.524 metres] from the floor and no closer than twelve (12) inches [30.48 centimetres] from the cool air intake side of a cabinet.
Credits	Subject to Section 3, if Unavailability exceeds the applicable Service Level Threshold, Customer will be entitled to a credit equal to 1/30th of the Loaded Cabinet MRC. Further, Customer will be entitled to an additional Service credit equal to 1/30th of Loaded Cabinet MRC for the affected cabinet(s) for every full hour of Unavailability beyond the applicable Service Level Threshold.	

c. **Cross Connects**

Service Level Name	Cross Connect Availability Service Level	Cross Connect Provisioning Service Level	
Availability	99.99%+	Not applicable	
Service Level Threshold	This service level is met by achieving less than four (4) minutes of Unavailability over a calendar month per Cross Connect.	Upon Gaohong acceptance of an Order, Gaohong will install into Customer's existing Licensed Space up to three (3) Cross Connects per day, per Data Center as follows:	
		<u>Cross Connect Interval Type:</u>	<u>Provisioning Interval:</u>
		Data Center Premium	Twenty-four (24) hours
		Data Center Plus	Three (3) business days
Unavailability	A Cross Connect is considered Unavailable when the passive physical media that Gaohong uses for the Cross Connect fails and the endpoints are unable to maintain a communication connection due to the failure of the physical media.	Not applicable	
Credits	Subject to Section 3, if Unavailability exceeds the Service Level Threshold, Customer will be entitled to a credit equal to the MRC for the affected Cross Connect.	Subject to Section 3, if Gaohong does not provision Cross Connect(s) in accordance with the Service Level Threshold, Customer will be entitled to a credit equal to 100% of the NRC of the affected Cross Connect.	

3. **General**

a. **Credits**. The credits set forth in this Exhibit are Customer's sole and exclusive remedy if Gaohong fails to meet the service level thresholds stated herein. In any calendar month the maximum credit(s) to which Customer shall be entitled will not exceed the MRC for such Licensed Space or Service.

b. **Reporting Unavailability and Requesting Credit**. All periods of Unavailability must be verified by Gaohong, and approved credits will be applied by Gaohong to the invoice for the month following the month in which the credit was approved. The period of Unavailability will be measured from the earlier of: (i) the time Gaohong becomes aware of the incident as evidenced by Gaohong's system logs or data, monitoring systems or applicable incident report; or (ii) Customer's notification to Gaohong of the incident (i.e., Customer opens a trouble



ticket) provided that Gaohong can confirm the incident began when Customer claims it did; and ends when the Unavailability has been remedied, as confirmed by Gaohong (i.e., closing of the trouble ticket). In order to be eligible for a credit, Customer must report the Unavailability to Gaohong within seven (7) days of the incident. In order to receive a credit from Gaohong, Customer must request the credit by notifying the applicable Gaohong country contact in writing within fifteen (15) days of the last day of the month in which the Unavailability is remedied (i.e. the trouble ticket is closed).

c. **Exceptions.** Customer will not be entitled to a credit if the event or condition that would have otherwise given rise to the credit was caused by any of the following: (i) Force Majeure Events; (ii) scheduled maintenance; (iii) Customer's Equipment; or (iv) actions or inactions of Customer or its representatives.

