

SERVICE SPECIFICATION: MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES

Document Control					
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1. Service Description

The service regarding the MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES is linked to the COLOCATION, CONNECTIVITY and MANAGED SERVICES products. This service consists of MONITORING basic resources of servers and links acquired directly from carriers.

This service is offered in 2 (two) MODALITIES: SERVER RESOURCES MONITORING consists of monitoring and warning in the event of failure in servers hosted in EQUINIX Brazil's Data Center; CUSTOMER PAP LINK MONITORING consists of monitoring and warning in the event of failure in dedicated links acquired by the CUSTOMER directly to a carrier and connected to equipment hosted in EQUINIX Brazil's Data Center.

The provision of MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES is invoiced through a monthly recurring charge (MRC) related to the acquired monitoring mode, as detailed in section 3 hereof.

2. Features

I. Support

A description of the Support offered by EQUINIX Brazil can be found below:

Basic Support	Administrative Support	Commercial Support	Technical Support
Available 24/7	Available from 9 a.m. to 6 p.m. (business days)	Available from 9 a.m. to 6 p.m. (business days)	Available 24/7
Registration changes; Registration of authorized personnel in the customer portal; Call opening; Technical visit scheduling;	Billing and Collection;	Request for additional services;	Monitoring customization; Failure Warning; Assistance in configuring the monitoring agent;

II. Activities

Activities related to MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES are carried out by EQUINIX Brazil's team, and the respective results are available in the CUSTOMER PORTAL.

Failure warnings may be submitted via SMS and email. The CUSTOMER is responsible for updating registration information.

In the event of failure in EQUINIX Brazil's SHARED equipment impacting a large number of CLIENTS, SMS and emails may not be sent due to extensive equipment failure. In this case, EQUINIX Brazil's SUPPORT CENTER must be contacted for further information.

Any activity related to the recovery of warning for services that are not managed by or acquired from EQUINIX Brazil shall be subjected to TECHNICAL HOURS and, therefore, shall entail additional charges. Such activities must be requested by opening a ticket at EQUINIX Brazil's CUSTOMER PORTAL or CALL CENTER, available 24/7/365, as described in the WELCOME KIT.

EQUINIX Brazil may choose not to perform certain activities, tasks, or comply with requests that are not included in the scope of services provided, or if such activities may potentially compromise the security of the server or any network devices. In these cases, EQUINIX Brazil shall notify the CUSTOMER of such decision via the CUSTOMER PORTAL.

The CLIENT is responsible for closing all warnings sent by EQUINIX Brazil. In the event of failure to close warnings, EQUINIX Brazil will not be responsible for future notifications.

III. Responsibilities

The CUSTOMER is responsible for:

- Installing and updating the agent provided by EQUINIX Brazil in the equipment.
- Grant access to EQUINIX Brazil's monitoring servers to the service ports to be monitored.
- Keep the CUSTOMER's technical contact information updated to enable the receipt of notifications.
- Grant access to EQUINIX Brazil to the monitoring agent installed on its server.

IV. Functionalities

The service involving the MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES the following functionalities through the CUSTOMER PORTAL:

- **Inventory Monitoring:** This functionality allows the CUSTOMER to issue the report indicating Host information, monitored items, Triggers and the list of contact individuals able to receive the report.
- **Suspension of the Monitoring Equipment:** This functionality allows the CUSTOMER to register the maintenance period of monitored equipment, that is, the time set when the monitored equipment will not receive warning notifications. The CUSTOMER may create, modify, extend, terminate, or delete the maintenance period through the CUSTOMER PORTAL, limited to all monitored items. The maintenance period allowed in the CUSTOMER PORTAL shall be at least 15 minutes and at most 30 calendar days.

3. Modes

I. SERVER RESOURCES MONITORING

This MODE consists of monitoring and generating samples, through the CUSTOMER PORTAL (in the MONITORING section), of the use of the following capabilities:

- CPU - monitors the processor utilization per server in percentage of total use of nodes.
- RAM - monitors RAM usage per server in percentage of total use.
- Data Discs - monitors disk usage by volume in percentage of use.
- Connectivity - monitors the server connectivity through ICMP, providing active or inactive status results.
- Services (ports) - monitors up to 5 (five) services via connectivity tests (TELNET + port), providing active or inactive status results.
- Digital Certificate - monitors the expiration date of the CUSTOMER's Digital Certificate, if acquired from EQUINIX Brazil.

This service will be acquired based on the number of servers (physical or virtual) to be monitored. The CUSTOMER must comply with the following predetermined assumptions:

- Agent installation provided by EQUINIX Brazil on the equipment to be monitored and granting of access to EQUINIX Brazil's monitoring servers.
- Public IP addressing in the equipment.
- Granting of access to EQUINIX Brazil's monitoring servers to the service ports to be monitored.
- The CUSTOMER's technical contact information to enable the receipt of notifications, as previously mentioned.

II. CUSTOMER PAP LINK MONITORING

This MODE consists in offering CUSTOMERS that acquired a direct link with the carrier without going through EQUINIX Brazil, the possibility of monitoring and viewing, via the CUSTOMER PORTAL (in the BAND/CONNECTIVITY section), the use of the following capabilities:

- Local end (EQUINIX Brazil) - monitors the CUSTOMER's dedicated link in the local end (EQUINIX Brazil), based on availability of active/inactive status.
- Remote end (CUSTOMER) - monitors the CUSTOMER's dedicated link in the remote end (CUSTOMER), based on availability of active/inactive status.
- Bandwidth Consumption (MRTG) – monitors the contracted CAPACITY made available to the CUSTOMER through MRTG graphics updated every 5 (five) minutes via the CUSTOMER PORTAL.
- Online Bandwidth - made available to view in real time using the link usage graph in 2 (two) second-intervals and total view of 14 (fourteen) seconds via the CUSTOMER PORTAL.

This service will be acquired based on the number of circuits to be monitored. The CUSTOMER must comply with the following predetermined assumptions:

- Provide public IP addressing in the equipment (local and remote).
- Grant access to EQUINIX monitoring servers to the equipment IPs.
- Ensure that the devices (local and remote) support the SNMP v2 protocol.
- Provide SNMP v2 community in Read-Only mode.
- Provide contact information with the carrier, as well as information about business data, carrier contact phone number, circuit ID number, remote technical contact information for tests with the carrier.

4. Service Level Agreement

The table below sets out the commitment concerning the time to handle MONITORING Warnings by EQUINIX Brazil's team:

Tasks	Description	Indicator	Maximum time to handle the incident
Interaction in the event of Warnings	Filter and send notification	PRT5	Readiness within 5 minutes

The service involving the MONITORING OF CUSTOMER PAP LINK OR SERVER RESOURCES was designed to offer the following minimum monthly availability:

Service	SLA (Service Level Agreement)	How is it calculated?
Monitoring of Customer PAP Link or Server Resources	99.00%*	$\frac{\text{Total number of warnings filtered and notified promptly within 5 minutes}}{\text{Total number of warnings received}}$

**The CUSTOMER is responsible for managing his environment and settling the warnings as described in item "III. Responsibilities" hereof. If the CUSTOMER does not guarantee these premises, the failures will not be accounted for in the SLA the calculation concerning this product.*

If the percentage of handled warnings whose service was completed within 15 minutes is less than 99% (ninety-nine percent), due to failures that took place in EQUINIX Brazil's environment due to software, hardware or connectivity issues, EQUINIX Brazil will provide discounts that are proportional to the percentage exceeded in the contractual month.

EQUINIX Brazil will perform routine scheduled maintenance on IBX. In cases of routine scheduled maintenance, the CUSTOMER EQUIPMENT and/or EQUIPMENT FROM EQUINIX Brazil may be unable to transmit and/or receive data for the time that is necessary for the solution of the situation and the CUSTOMER may be unable to access them, without generating any responsibility to EQUINIX Brazil. EQUINIX Brazil will inform the CUSTOMER about the schedule for performing routine scheduled maintenance with 15 days in advance, preferably, and at least with 48 hours in advance for imminent situations. Scheduled preventive maintenance by EQUINIX Brazil and notified to the CUSTOMER within the minimum of 48 (forty-eight) hours in advance will not be counted for the calculation of the availability mentioned above.

EQUINIX Brazil may carry out emergency maintenance procedures at any time. In this case, the CUSTOMER EQUIPMENT and/or EQUIPMENT FROM EQUINIX Brazil may be unable to transmit and/or receive data for the time necessary for the solution of the situation and the CUSTOMER may be unable to access them. Therefore, the CUSTOMER will be entitled to the discounts as stated in the Service Level Agreement, as mentioned above.

The maximum number of discounts that EQUINIX Brazil can offer a CUSTOMER in a particular contract month is limited to the value of 30 (thirty) days of the value purchased by the CUSTOMER, regardless of the number of times that the service provided to the CUSTOMER remains inoperative, or the duration of the above-mentioned inoperativeness during the same contract month.

The discount will be calculated using the fee related to the month in which the event took place as a reference.

5. General provisions

The availability of the MONITORING CLIENT PAP LINK OR CAPABILITIES services shall be reported by means of written communication sent to the email address of the CUSTOMER's TECHNICAL EXPERT IN CHARGE, who shall have 48 (forty-eight) business hours, counted from the moment that the message is sent by EQUINIX Brazil, to inform any failures or defects to enable the purchased service.

After such period, in case the CUSTOMER has not pronounced on it, the services shall be considered fully enabled with retroactive billing from the date that the communication on the enablement was sent.

EQUINIX Brazil may not be held liable for the configuration, operation, technical support, and management of development programs (software) or applications eventually installed by the CLIENT in servers, except for applications managed by EQUINIX Brazil.