



This Managed Services – Managed Network Edge Policy (“Policy”) supplements and sets forth additional terms and conditions governing the Managed Network Edge Service, as specified in the applicable Order. This Policy shall form part of the terms and conditions of the Order and the applicable Digital Services Agreement, Master Country Agreement, or other similar agreement between the Parties (“Agreement”).

For the avoidance of doubt, this Policy relates to Equinix’s management of the Network Edge Device purchased by Customer. Any terms relating the Network Edge Device itself, including the Network Edge Policy, will remain valid, and those terms will prevail in case of conflict with this Policy.

1. Service Description

1.1 Definitions

Office hours	Work days between 9.00 am and 17.00 pm. Saturdays, Sundays and generally recognized public holidays are not work days.
Incident	Service issue raised by the Customer via the Service Desk
SAL	Secure Access List – List with all technical and commercial contacts of the Customer.
Service Desk	First point of contact for Incidents, changes, requests and questions.
Network Edge Device	Network Edge Device consists of one or more virtual devices which are located in Equinix IBX Centers on the Network Edge Platform.
Managed Network Edge Service	The management of the Network Edge Device, as further set out in section 1.3 of this Policy.

Except where such terms are defined in this Policy, capitalised terms used in this Policy have the meaning given to them in the Agreement.

1.2 Set Up

When Customer has placed an Order for Managed Network Edge, the Network Edge Device may be set up by Equinix, or at the request of Customer (or if the Customer has already set up the Network Edge Device) by Customer itself. Customer can set up the Network Edge Device via the Equinix Cloud Exchange Portal (currently at <https://ecxfabric.equinix.com/>). Provided Equinix sets up the Network Edge Device on behalf of the Customer, Equinix will set up the Network Edge Device on Customer’s behalf according to the

instructions in the Order, or in the absence of any instructions according to Equinix’s standard operating procedures.

In any event, Equinix shall notify Customer when the Network Edge Device has been set up and is ready for use; the date mentioned in such notice shall be the Billing Commencement Date.

1.3 Equinix Responsibilities

As part of the provision of the Managed Network Edge Service, Equinix shall perform the following actions/ tasks on the Network Edge Device:

- § Installation and set up
- § Monitoring
- § BGP configuration (Border Gateway Protocol configuration)
- § CSP routing (Cloud Service Provider routing)
- § Remote peering
- § Change Management
- § Configuring firewall policy & rules
- § Internet Key Exchange
- § Setting IPsec requirements (Internet Protocol Security requirements)
- § Firewall settings
- § General device configuration

2. Customer Responsibilities

The Managed Network Edge Service is dependent on the following Customer responsibilities and if the Customer fails to perform or fulfil the Customer responsibilities, Equinix will not be obliged to manage the Network Edge Device or any thereto related service and may charge additional non-recurring Fees that are caused by or arise from such failure to perform or fulfil the Customer responsibilities:

- A. Customer must provide all necessary information to enable Equinix to set up any required connections between Customer’s equipment and the Network Edge Device.



- B. Customer must: (i) ensure Customer's equipment remains functional and compatible with the original settings agreed during set up, and (ii) maintain and not amend Customer's equipment settings or configuration, except with Equinix's prior consultation.
- C. The Customer shall act promptly, reasonably and consistently in responding to Equinix and working with Equinix in order to agree to any aspect of any Managed Network Edge Service that is not agreed to and expressly specified within (or incorporated within) the Order.
- D. Where applicable, the Customer shall ensure that any network devices or connectivity operated by the Customer or third party (e.g. at its own office(s)/ site(s)) are functional, and are configured such that the Network Edge Device can receive and transmit traffic to such network devices or connectivity.
- E. Where applicable, the Customer shall ensure that any application hosted on an applicable Network Edge Device above the operating system level will not adversely affect the smooth running of the Network Edge Device or the provision of Managed Network Services.
- F. The Customer shall notify Equinix of any problem with the Network Edge Device of which it is aware, including where Equinix's obligations would not in themselves necessarily make Equinix aware of such Network Edge Device problem.
- G. Customer shall and shall continue to provide correct and up-to-date information to Equinix for the SAL.

Equinix shall not be obliged to carry out any or all of the Managed Network Edge Service to the extent that Equinix is unable to carry out the same as a result of the Customer having failed to carry out any Customer responsibility or having delayed in carrying out any Customer responsibility.

Some aspects of the Managed Network Edge Service should or can only be performed where Equinix representatives have discussed and/or agreed to that aspect with a technical contact of Customer (either by appointment by Customer or by existing practice between the Parties) ("Customer Representative").

In the event that:

- i. a Customer Representative and his/her contact details have not been notified to Equinix either on the relevant Order, the SAL or via the Equinix customer portal, or
 - ii. the Customer Representative is either not contactable or is unable to provide the necessary information or assistance, or
 - iii. the Customer Representative provides inaccurate information to Equinix, or
 - iv. the Customer Representative, or other party authorized by the Customer, alters the Network Edge Device resulting in an interruption in service,
- Equinix shall take any action in relation to the relevant aspects as it in its sole discretion deems appropriate or practicable (which may include taking no action whatsoever). Equinix shall not be liable for anything arising from such action or inaction (including any failure to provide all or part of the Managed Network Edge Service).
- In the event that Equinix representatives receive conflicting or different instructions from various representatives of the Customer:
- i. Equinix shall be entitled to act on the instructions of the Customer Representative as opposed to any conflicting or different instructions from the Customer; and
 - ii. in the absence of instructions from the Customer Representative, without prejudice to the paragraph above, Equinix shall take any action that it in its sole discretion deems appropriate or practicable (which may include taking no action whatsoever).

3. Miscellaneous

3.1 Service Desk

The Equinix Service Desk can be contacted during Office hours. The Service Desk will create a ticket and/or directs calls to the designated person. The Service Desk contact details are made available to the Customer.

For issues related to a Managed Network Edge Device the customer can call the Managed Services team phone number, or raise a ticket in the Managed Services Customer portal.

3.2 Escalation Procedure

Equinix uses escalation procedures to ensure that complaints about requests/deliveries and complaints about the handling of faults are given sufficient attention and priority. This is designed to ensure that faults are cleared quickly and effectively and any specific arrangements about the situation can be made with the Customer.



Escalation requests concerning handling of faults can be submitted by telephone to Equinix 24 hours a day, 7 days a week, by the responsible and authorized contact person designated by the Customer. The Customer must state the relevant ticket number for fault escalation requests.

Escalation requests concerning queries, supplies or other administrative matters can be submitted by telephone during Office hours to the Equinix Service Desk.

3.3 Expenses

If Equinix incurs expenses in the investigation of a fault, Equinix is entitled to invoice the (investigation) costs by means of a (supplementary) invoice at the then-current Smart Hands rate.

3.4 Entire Agreement

This Policy and the Order, together with the Agreement, represents the complete agreement and understanding of the Parties with respect to the subject matter herein and in the Order, and supersedes any other agreement or understanding, written or oral.