

# PRODUCTS AND SERVICES

## EQUINIX PRICING AND BILLING GUIDELINES

The following information provides the current pricing and billing policy, as well as invoicing procedures.

Pricing is always billed at the price established on the Service Order, Master Service Agreement (MSA), Service Order Amendment or the Equinix current price list, unless otherwise approved by Equinix. It is important to make special note of the following:

- Effective with all Service Orders (formerly called Sales Orders) signed on June 1, 2003, or later, customers will be charged non-recurring charges (NRCs) and monthly recurring charges (MRCs) for cabinets, cross connects and power on the billing commencement date specified in the Service Order, MSA or Service Order Amendment (the "Billing Commencement Date").
- Where applicable, all local, municipal and state taxes will be applied.
- All invoices are due 30 days net, unless otherwise agreed to by Equinix in writing.
- All MRCs will be prorated to the Billing Commencement Date.
- Once the MRC starts billing, it is always billed a month in advance, unless agreed to by Equinix in writing.
- The NRC is considered a setup fee (establishment of account, processing, allocation and reservation of cabinet space, power resources, cable tray presence, etc.) and is typically chargeable at the same time MRC begins billing. The installation of products by Equinix is not required to charge the NRC.
- Equinix provides a choice of telecommunications carriers in each International Business Exchange™ (IBX®) data center. Equinix tries to ensure that a customer's carrier of choice is available; however, standard contract terms state that billing will start on the Billing Commencement Date without regard to the availability of a specific carrier.
- The following are pricing and billing guidelines for specific products and services. Should you have any questions concerning your invoice, please call or email the point of contact on the invoice.

## Colocation

### CAGES AND CABINETS

- The cabinet MRC and NRC are billed on the Billing Commencement Date (all NRCs are billable on that date).
- Cabinet reinstalls are treated like new installations. The cabinet NRC is charged again when a reinstall is requested and the MRC is reinstated.

### POWER

- Customers are required to pay for the quantity of power specified on the Service Order for the term specified.
- Additional power may be ordered beyond the quantity requested on the original Service Order. All additional power circuits are charged in accordance with the Service Order Amendment approved by the customer for the term agreed to by the customer.  
  
Note: Customers cannot order a redundant circuit without first ordering a primary circuit.
- The circuit MRC and NRC are billed beginning on the Billing Commencement Date specified on the Service Order or Service Order Amendment (all NRCs are billable on that date), whether or not installation plans are defined or the installation is complete.
- Power is energized on installation of the circuit unless a specific request is made not to energize the circuit. If a request is made not to energize power on installation, a subsequent energize request must later be made by the customer. Power is billed on the Billing Commencement Date, whether or not the circuit is energized.
- The MRC for power continues to be billed if a customer requests that the power be de-energized.
- Power reinstalls are treated exactly like new installations. The power NRC is charged again when a reinstall is requested and the MRC is reinstated.

### EQUINIX SMART HANDS™

- All Smart Hands activities are ordered and approved through an authorized customer contact. Customers will be advised of such charges at the time the order is placed.
- Customers are charged the Equinix materials rate for all parts or equipment utilized while performing Smart Hands work.
- Customers may request a quote of the estimated time and materials costs, at no charge, prior to Smart Hands work being performed.
- Equipment Installation Assistance charges are billed upon the Equinix completion date.
- Customers are charged a Smart Hands after hours rate in IBX data centers that do not have 24/7 onsite technical support.
- Smart Hands are billed in arrears.

### ANTENNA

- The quantity of satellite/antenna space and the price is determined on the Service Order.
- Customers may utilize only the amount of satellite/antenna space specified on a Service Order.
- If a customer wants additional space beyond the quantity specified on the Service Order, a new Service Order must be signed.
- Satellite/Antenna space can be ordered only through a Service Order.
- Orders for Satellite/Antenna space cannot be made through the Equinix Response Center (ERC).
- The satellite/antenna NRC and MRC are billed beginning on the Billing Commencement Date specified in the Service Order or Service Order Amendment (all NRCs are billable on that date) whether or not installation plans are defined or the installation is completed.

### IBXFLEX™

- IBXflex can be ordered only through a Service Order or through the [Equinix Customer Portal](#).
- The quantity of space and the price are determined on the Service Order. Customers may utilize only the amount of space specified on a Service Order.
- If a customer wants additional space beyond the quantity specified on the Service Order, a new Service Order must be signed.
- The IBXflex NRC and MRC are billed beginning on the Billing Commencement Date specified in the Service Order or Service Order Amendment (all NRCs are billable on that date), whether or not installation plans are defined or the installation is completed.

### CUSTOM REQUEST

- A “custom” request is defined as work requested by a customer that is not covered as part of an existing standard Equinix product or service.
- Custom work can be ordered only through a Custom Sales Order. Orders for custom work cannot be made through the Equinix Service Desk.
- The price for custom work is unique to the job in question and will be broken into two parts on the Sales Order and Invoice: Custom Parts and Custom Labor.

## Interconnection

### SWITCH PORTS

- Switch port types and rates are determined on Service Orders.

- Customers may install a switch port only if a Service Order is submitted.
- The switch port NRC and MRC are billed beginning on the Billing Commencement Date specified in the Service Order or Service Order Amendment (all NRCs are billable on that date), whether or not installation plans are defined, or the installation is complete.

### CROSS CONNECTS

- Customers are required to pay for the quantity of cross connects specified on the Service Order or Service Order Amendment for the term specified.
- Additional cross connects may be ordered beyond the quantity requested on the original Service Order. All additional cross connects will be charged in accordance with the Service Order Amendment approved by the customer for the term agreed to by the customer.
- The cross connect MRC and NRC are billed beginning on the Billing Commencement Date specified in the Service Order or Service Order Amendment (all NRCs are billable on that date) whether or not installation plans are defined, or the installation is complete.
- Requests for a connection from a patch panel to a demarcation point are ordered and charged as an Equinix Smart Hands service.
- Cross connects from a customer's cage to IBXflex space are chargeable as cross connects.
- Cross connect reinstalls are treated like new installations. The cross connect NRC is charged again when a reinstall is requested and the MRC is reinstated.

### EXTENDED, METRO AND EXTENDED METRO CROSS CONNECTS

- Customers are required to pay for the quantity of services specified on the Service Order or Service Order Amendment for the term specified.
- Equinix will charge third-party or Building Meet-Me-Room (MMR) fees in applicable locations for extended cross connects and extended metro cross connect services.

### CARRIER ETHERNET EXCHANGE

- Customers are required to pay for the quantity of services (ports) specified on the Service Order or Service Order Amendment for the term specified.

### INTRA-BUILDING INNERDUCT (IBID)

- Customers are required to pay for the quantity of services specified on the Service Order or Service Order Amendment for the term specified.