

COLOCATION – EQUINIX DATA CENTERS SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) defines the measurable performance levels for the provision of the Services and specifies the remedies available to Customer if Verizon fails to achieve these levels. Words capitalized but not defined in this SLA will have the meaning defined in the Service Attachment.

1. POWER SERVICES

1.1. Redundant Power at 99.999+% availability. This is met by achieving less than five (5) minutes of Unavailability over a twelve (12) month period (“Redundant Power SLA Threshold”) per cabinet. For the purposes of this paragraph, 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. Subject to Section 4, if Unavailability exceeds the Redundant Power SLA Threshold, Customer will be entitled to a Service credit equal to 1/30th of the Monthly Recurring Charges (“MRC”) for the affected power circuits and Licensed Space MRC for the cabinet attached thereto (“Loaded Cabinet MRC”). Further, Customer will be entitled to an additional Service credit equal to 1/30th of Loaded Cabinet MRC for the affected Loaded Cabinet for every full hour of Unavailability beyond the Redundant Power SLA Threshold.

1.2 Non-Redundant Power at 99.99+% availability. This is met by achieving less than fifty two (52) minutes of Unavailability over a twelve (12) month period (“Non-Redundant Power SLA Threshold”) per cabinet. For the purposes of this paragraph, 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. Subject to Section 4, if Unavailability exceeds the Non-Redundant Power SLA Threshold, Customer will be entitled to a Service credit equal to 1/30th of the Loaded Cabinet MRC for the affected Loaded Cabinet. Further, Customer will be entitled to an additional Service credit equal to 1/30th of Loaded Cabinet MRC for the affected Loaded Cabinet for every full hour of Unavailability beyond the Non-Redundant Power SLA Threshold.

2. LICENSED SPACE ENVIRONMENTAL SERVICES

2.1 Temperature at 99.99+% availability. This is met by achieving less than fifty two (52) minutes of Unavailability over a twelve (12) month period (“Temperature SLA Threshold”) per cabinet. For the purposes of this paragraph, temperature is considered Unavailable when the temperature drops below 64.4 F (18 C) or exceeds 80.6 F (27 C). Subject to Section 4, if Unavailability exceeds the Temperature SLA Threshold, Customer will be entitled to a Service credit equal to 1/30th of the Loaded Cabinet MRC for the affected Loaded Cabinet. Further, Customer will be entitled to an additional Service credit equal to 1/30th of Loaded Cabinet MRC for the affected Loaded Cabinet for every full hour of Unavailability beyond the Temperature SLA Threshold.

2.2 Humidity at 99.99+% availability. This is met by achieving less than fifty two (52) minutes of Unavailability over a twelve (12) month period (“Humidity SLA Threshold”) per cabinet. For the purposes of this paragraph, Humidity is considered Unavailable when the humidity drops below twenty five percent (25%) or exceeds sixty-five percent (65%). Subject to Section 4, if Humidity Unavailability exceeds the Humidity SLA Threshold, Customer will be entitled to a Service credit equal to 1/30th of the MRC for the affected Loaded Cabinet. Further, Customer will be entitled to an additional Service credit equal to 1/30th of Loaded Cabinet MRC for the affected Loaded Cabinet for every full hour of Unavailability beyond the Humidity SLA Threshold.

3. CROSS-CONNECT

3.1 Cross Connect service at 99.99+% availability. This is met by achieving less than fifty two (52) minutes of Unavailability over a twelve (12) month period (“Cross-Connect SLA Threshold”) per Cross-Connect. A Cross-Connect is considered Unavailable when the passive physical media that

Verizon uses for the Cross-Connects fails and the endpoints of the Cross-Connect are not able to maintain a communication connection due to the failure of the physical media. Subject to Section 4, if Cross-Connect Unavailability exceeds the Cross-Connect SLA Threshold, Customer will be entitled to a Service credit equal to the MRC for the affected Cross-Connect.

4. GENERAL

4.1 Notwithstanding anything to the contrary in this SLA or the Service Attachment the following provisions apply to all Services:

The Service credits and termination right set forth in this SLA are Customer's sole and exclusive remedy if Verizon fails to meet the service level thresholds stated herein, and in any calendar month the maximum Service credit to which Customer shall be entitled for any Service will not exceed the MRC for such Service. All periods of Unavailability must be verified by Verizon, and approved credits will be applied by Verizon to the invoice for the month following the month in which the credit was approved. The period of Unavailability is measured from Customer's notification to Verizon of the incident to the time the Unavailability has been remedied as confirmed by Verizon. For avoidance of doubt, Verizon measures Temperature and Humidity Unavailability between three (3) and five (5) feet from the floor and no closer than twelve (12) inches from the cool air intake side of a cabinet. Customer shall not be entitled to a Service credit if the event or condition that would have otherwise given rise to the credit was caused by any of the following: acts of God, war or acts of terrorism, labor strikes or other labor action, fire, flood, earthquake, landslide, earth movement, hurricane, typhoon, tsunami, volcanic eruption or other natural disaster, riot or civil unrest, official orders from judicial, law or civil authorities, scheduled maintenance windows, Customer's Equipment, actions or inactions of Customer or its representatives, actions or inactions outside of Verizon's reasonable control; or if Customer does not request a credit from Verizon in writing at the appropriate country contact specified below within fourteen (14) days after the incident entitling Customer to a credit has been remedied. For questions or support please work with your authorized Verizon Sales Representative or the Service Desk in your region.

5. Chronic Outage Termination Right.

If three (3) events entitling Customer to a credit occur on a particular Service within a consecutive ninety (90) day period, Customer may terminate the Service immediately (without being liable for early termination fees) upon written notice to Verizon, provided such notice is provided to Verizon within ninety (90) days of the event giving rise to Customer's right to terminate. Verizon will cooperate in reasonable trouble testing.

6. Maintenance Notifications,

Verizon will meet the notification objectives below but failure to do so for Urgent or Emergency Maintenance will not entitle Customer to Service credits. Notification Objectives: Scheduled Maintenance -- at least 30 days, Remedial Maintenance -- at least 14 days, Urgent or Emergency Maintenance -- 0-3 days. Verizon will use commercially reasonable efforts to minimize disruption to Customer's Services when performing scheduled maintenance.

7. Smart Hands

7.1 Smart Hands Service description.

Smart Hands allows customers to manage/outsourcing their business operations and maximize uptime within the Site Location by utilizing Verizon's technical resources. Smart Hands provides a wide range of support, whether you require technical assistance within the Site Location or from a remote location. Verizon is equipped to offer a full scope of services to be there when you can't. Verizon technicians are trained to be the eyes and hands for management of your infrastructure.

7.1.1 Smart Hands tasks. On-site technical assistance; equipment installations; Interface card removal and installation; Test carrier circuits; Take inventory of equipment; recording digital pictures and recording serial numbers; Power cycling a router; server, switch, and soft-booting a server; Move equipment within your space and cabinets; Ladder racking, pre-wiring of patch panels and

equipment; Assemble, install and maintain cabling; Verify cable integrity on installed media; Providing visual verifications; Include but not be limited to, install, replace or remove equipment, such as a router, switch card, disk drive, memory.; Assistance in the conference room and AV equipment setup; Add, remove or verify a demarcation; Assist with uncrating equipment from boxes and ship replaced equipment; Extend patch cables from the patch panel to equipment.

7.2 Response Time. In those IBX Centers with 24/7 site personnel, Verizon shall respond to Customer within 30 minutes of receiving a Severity 1 Smart Hands request. A Severity 1 Smart Hands request is when Customer's service is not operational and no work around is possible, or work around exists but is unacceptable to the Customer due to the impact on the Customer's business. Customer shall be entitled to a credit equal to ten percent (10%) of the fees paid for the Smart Hands Service for each request during the calendar month to which Verizon fails to respond within such defined time period. Additionally, for a request other than a Severity 1 Smart Hands request (such as Severity 2 and Maintenance) in those IBX Centers with 24/7 site personnel, and for all requests in an IBX Centers without 24/7 site personnel, Verizon shall use commercially reasonable efforts to respond to Customer within two (2) hours of receiving the request, however failure to achieve this objective will not entitle Customer to service credits. See chart below.

Column1	24/7 Coverage	Non 24/7 Coverage
Severity 1	30 mins	2 hours
Severity 2	2 hours	2 hours
Maintenance request	2 hours	2 hours