

May 14, 2019

EQUINIX METRO CONNECT and INTER-METRO CONNECT POLICY

This Equinix Metro Connect and Inter-Metro Connect Policy ("Policy") supplements and sets forth additional terms and conditions governing Customer's use of the Equinix Metro Connect and Inter-Metro Connect (defined below) as further described in the applicable Order. Words capitalized but not defined in this Policy will have the meaning defined in the Agreement.

1. Description of Products

Metro Connect ("MC") provides fiber optic connectivity between Equinix IBX Centers within a metro area.

Inter-Metro Connect ("IMC") provides fiber optic connectivity between Equinix IBX Centers in different metro areas.

Unprotected MC and IMC provides at each IBX Center a single path, a single switch, and a single handoff.

Protected MC and IMC provides resiliency at each IBX Center by using two diverse paths with a single switch and a single handoff.

Dual Diverse MC and IMC provides added resiliency at each IBX Center by using two diverse paths with two switches and two handoffs.

2. Service Level Agreement

This Service Level Agreement ("SLA") defines measurable performance levels and, subject to the last paragraph of this section, specifies Customer's sole and exclusive remedies if Equinix fails to achieve the service levels specified in the tables below.

"Unavailability" for this product is defined as: a communications failure between the endpoints of the MC or IMC caused by failure of the passive physical media or Equinix's switching components.

Table 1: Unprotected MC and IMC

MONTHLY AVAILABILITY	CONSECUTIVE MINUTES OF UNAVAILABILITY	MRC CREDIT FOR EACH AFFECTED UNPROTECTED MC OR IMC
99.9%-99%	44 minutes to < 7 hours	10%
99%-98%	7 hours to < 14.4 hours	50%
98%-97%	14.4 hours to < 21.6 hours	75%
< 97%	> 21.6 hours	100%

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Table 2: Protected MC and IMC		
MONTHLY AVAILABILITY	CONSECUTIVE MINUTES OF UNAVAILABILITY	MRC CREDIT FOR EACH AFFECTED PROTECTED MC OR IMC
99.99% - 99.9%	4 minutes to < 44 minutes	5%
99.9%-99%	44 minutes to < 7 hours	10%
99%-98%	7 hours to < 14.4 hours	50%
98%-97%	14.4 hours to < 21.6 hours	75%
< 97%	> 21.6 hours	100%

Table 3: Dual Diverse MC and IMC		
MONTHLY AVAILABILITY	CONSECUTIVE MINUTES OF UNAVAILABILITY	MRC CREDIT FOR EACH AFFECTED DUAL DIVERSE MC OR IMC
99.999%-99.99%	26 seconds to < 4 minutes	2%
99.99%-99.9%	4 minutes to < 44 minutes	5%
99.9%-99%	44 minutes to < 7 hours	10%
99%-98%	7 hours to < 14.4 hours	50%
98%-97%	14.4 hours to < 21.6 hours	75%
< 97%	> 21.6 hours	100%

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Unavailability periods must be verified by Equinix and begin from the earlier of (i) Customer's written notification to Equinix, and (ii) the demonstrated start of the Unavailability as agreed by the parties; and ends when the Unavailability has been remedied. All approved credits will be applied by Equinix to the invoice for the month following the month in which the credit was approved. Notwithstanding anything to the contrary, Equinix will have no liability and 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: (a) circumstances beyond Equinix's reasonable control; (b) Customer's act or omission, or an act or omission of the customer to whom Customer connects; (c) scheduled maintenance; or (d) Customer does not request a credit from Equinix in writing at the appropriate country contact within seven (7) days after the incident entitling Customer to a credit has been remedied.