

CONTRACTS

INFRASTRUCTURE PORT POLICY

August 31, 2020

This Infrastructure Port Policy ("Policy") complements and provides additional terms and conditions for the Customer's use of Infrastructure Port, as described in the relevant Equinix Order. Any terms not defined in this document are defined in the Equinix Order, MCA, or other similar document.

1. Product Description

The Infrastructure Ports provide a connection to Equinix managed services infrastructures. The Infrastructure Port is an additional product to the Managed Services products in which they are needed, and must be included when the first shared services are contracted for a customer in a dedicated physical environment. The infrastructure Port can be reused for 1 or more products depending on the specific needs of each customer.

The Infrastructure Port solution is billed through a monthly recurring charge (MRC) related to the location of the components and cabling, as detailed in section 4. herein, and a non-recurring charge (NRC) related to the initial installation.

Product Enablement

Equinix is responsible for the initial installation of the product; making the Switch port available in the Managed Services infrastructure and installing transceiver on Equinix Equipment, if applicable; install cable and female connectors from the customer's Cage/Cabinet Demarcation Point to Equinix Equipment; install Demarcation Point Patch Cable for Customer's equipment; perform media conversion if necessary; perform Network Cable Connections Certification. The Customer will receive an email regarding Infrastructure Port product availability and instructions for use of the services. From that point forward, the Customer will receive instructions for use of the services and thereafter the responsibility for the rules configuration, operation, Technical support and administration of any other development programs (software) or applications that may be installed on the service used is the customer's sole discretion.

Basic Support

Equinix offers 24x7 support for Infrastructure Port product. The following services may be ordered by opening a ticket with the Equinix Service Desk, by phone or online, at no additional charge:

- Investigate and resolve connectivity performance and availability incident.
- Product information.

Additional Support

Equinix offers Additional Support, it is not included in the Infrastructure Port product. All services are listed in the Equinix Service Catalog. Requested through the Managed Services Portal and it will be charged additionally with Technical Hours, with non-recurring information (NRC).

2. Customer Responsibilities

The Customer shall: (i) provide the email address and phone number for a primary and an operational contact and ensure information is up-to-date 24 hours a day; (ii) provide all materials, equipment or facilities required to use Infrastructure Port product, and be responsible for all equipment, software, services, and Customer components not provided by Equinix, including selection, compatibility, monitoring and troubleshooting; (iii) provide all required information during product enablement; (iv) allow Equinix, without any liability or notice to the Customer, to allow duly authorized employees, agents, or state or federal police authorities to install equipment, make changes to Infrastructure Port product, or intercept any information to the extent permitted by law; (v) the customer will have 48 (forty-eight) business hours, counted from when the message is sent by Equinix, to express themselves on any failure or defect in the service enablement. After such period, if the Customer has not expressed otherwise, the services shall be considered fully enabled with retroactive billing from the date the enablement communication enablement was sent.

The Customer may not: (i) conduct any activity that may interfere with or harm any other Customer's service; (ii) take any action in order to circumvent payment to Equinix for the use of the Infrastructure Port product.

The customer's Layer 2 / Layer 3 network equipment that will receive the Infrastructure Ports must obey the following restrictions: (i) Support for 802.1q vLAN; (ii) LACP 802.3ad support required for link aggregation.

3. Service Level Agreement (SLA) - 99,99%

The purpose of this Service Level Agreement ("SLA") is to set measurable performance levels for the Infrastructure Port product and specify the discount available to the Customer if Equinix cannot achieve those levels.

For the purpose of this SLA, and subject to the final paragraph of this section, "Unavailability" is defined as the length of time that failure of any Infrastructure Port product component results in failure to access Customer data, measured from when Equinix is notified of the incident by the Customer or the actual start of the incident as mutually agreed upon between the parties, until the time that the service is no longer unavailable as confirmed by Equinix.

The maximum credit that Equinix will issue for each billing period is one (1) monthly MRC for each Infrastructure Port directly impacted



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by outages. The Customer must report unavailability and request a credit by contacting the Equinix Service Desk. Equinix may investigate and isolate the cause of unavailability during parsing of the request.

COUNTRY	SERVICES	MAXIMUM TIME FOR CRASH RECOVERY (CONTRACT MONTH)	MRC CREDIT FOR EACH INFRASTRUCTURE PORT
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BRAZIL	Network Cable Connection	4 minutes	If the unavailability exceeds the Network Cable Connection SLA limit, the customer will receive a credit equal to it's Network Cable Connection monthly recurring charge (MRC) for the affected Network Cable Connection .
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For the purposes of this paragraph, the Network Cable Connection is considered unavailable when the passive physical media Equinix uses for providing the Infrastructure Port service fails and the Network Cable Connection endpoints are not able to maintain a communication connection due to such failure.

Please note that the SLA above also covers Network Cable Connection that are converted means by Equinix, due to distance limitation. However, this does not include the Network Cable Connection Media Conversion by the customer. If a customer wishes to employ different types of media for a connection, Equinix' liability is limited from one demarcation point to another, excluding the Media Conversion equipment.

The SLA shall not apply (and Equinix will have no responsibility) if Unavailability: (a) is caused by circumstances beyond Equinix's reasonable control; (b) occurs during a scheduled maintenance window. The Equinix will ideally notify the Customer at least 15 (fifteen) days prior to any maintenance window, and at least 48 hours prior to imminent situations, and will make reasonable operational efforts to minimize the duration and impact of maintenance windows.

In addition, Equinix shall take the necessary measures to diagnose and fix any Infrastructure Port product-related emergencies in order to restore the environment, and will make reasonable operational

efforts to notify the Customer if an emergency might cause an outage.

Equinix reserves the right to make the necessary adjustments to ensure the stability and quality of services to all Customers, avoiding improper use or misuse of the product.

4. Modes

Shared Switch Port

The Shared Switch Ports are used only within Managed Services Package modalities:

- Package Type = Partial Cabinet with kVA Based Power: SPOT
- Package Type = Partial Cabinet with kVA Based Power: QUARTER

The shared Switch is the path to all Equinix Brasil managed services, except Managed Storage (Block Storage Tier 1 or 2), for customers with SPOT and QUARTER.

The product includes:

- Switch port in Partial Cabinet. The Shared Switch Port will correspond to the Ethernet speed (Fast or Giga) of the Switch already active in the Partial Cabinet.
- Patch Cable for customer equipment.

Shared Switch Ports serve as the Connection Interface for:

- Use the Partial Cabinet shared connections to connect the EQUINIX Brasil services infrastructure (Equinix Connect for Managed Services, other Service Networks and VPS);
- Other Interconnection and connectivity products (Cross Connect, Metro Connect, etc.);
- Products that depend on Equinix Connect for Managed Services IP Bandwidth (Firewall as a Service, Virtual Appliances Load Balance as a Service, etc.).

The Shared Switches of the Shared Cabinets are connected to the shared Demarcation Points, which in turn are already connected to the infrastructure of the Service Network, VPS and the IP Bandwidth (Equinix Connect for Managed Services) of Equinix Brazil, and to make the connection of the customer equipment to one of these services, only 1 Shared Switch Ports are required (or 2 for redundancy). Dedicated VLANS can be configured to use the same port for multiple services.

For the other services in the Equinix Brasil interconnection portfolio, only one service can be provisioned via Shared Switch Port. Since Shared Switch Port is used for a service, another Shared Switch Port must be used for the next service, even for Standard Cross Connects.

The connection between the Shared Switch and the customer's equipment does not pass through an intermediate patch panel or Demarcation point. This connection is not made until the customer's equipment is in the cabinet, so the pending Shared Switch Ports are not reserved waiting for the activation requested by the customer. The activation requested by the customer.

The SPOT and QUARTER are allocated in Partial Cabinets, the Shared Switch, the Shared Demarcation Point, and the entire Cabinet where they are made available is entirely the responsibility of Equinix, so the connection between the Shared Switch and customer equipment is considered a connection of standard Network Cable Connection (NCC), similar to other Switch ports in the Equinix Global standard.

The customer's equipment port must be able to connect to the Shared Switch via a Standard Cable, as well as all services that can be requested that pass through the Shared Switch: all services, except Managed Storage (Block Storage Tier 1 or 2) such as Standard Cross Connection, Equinix Connect for Managed Services, Managed Storage (SMB, NFS, Object and Block Tier 3), Virtual Appliances, Shared Cloud, Managed Backup, Firewall as a service, Load Balance as a service, etc.

The only attribute of the Shared Switch Port is the port speed, with the possible speeds set to 1Gbps. The speed of the port affects the price of the Shared Switch Port. The initial quantity of Shared Switch Ports included is defined by the customer at the time of ordering the Partial Cabinets, then, if customers need more, they can request additional Shared Switch Ports. Only one service can be provisioned per Shared switch port. Since the shared switch port is used for a service, another Shared Switch port must be used for the next service, even for Standard Cross Connections.

Shared Services Port

The Shared Services Port is a Product that includes a connection between the Customer Cabinet and the Service Network, to access certain Equinix Brazil Shared Services solutions.

The Shared Infrastructure Port is used to connect with the products: Equinix Hybrid Cloud, Database Cloud, Managed Backup and Managed Storage (for the SMB, NFS, Object and Block Tier 3 protocols) and must be included when the first shared services are contracted for a customer in a dedicated physical environment, but are not required for customers in Shared Colocation (Partial Cabinets connect to services through Shared Switch Ports) or for customers with fully virtual environments (Virtual Private Server - VPS).

Shared Services Port can be reused for 1 or more products depending on the specific needs of each customer. Dedicated VLANS can be configured to use the same port for multiple services.

The product includes:

- Switch Port on Equinix Brazil's Service Network infrastructure. The only attribute of Shared Services Port is Port Speed, the possible values are 1 Gb (one Gigabits) or 10 Gb (ten Gigabits).
- Network Cable Connection (NCC) in UTP for the Speed of 1 Gb (one Gigabits) or in Fiber Optic for the Speed of 10 Gb (ten Gigabits) of the infrastructure of the Service Network;
- Patch Cable in UTP for the Speed of 1 Gb (one Gigabits) or in Optical Fiber for the Speed of 10 Gb (ten Gigabits) for the customer's equipment.

Network Services Port

The Network Services Port is a Product that includes a connection between the Customer Cabinet and the Service Network of Managed Services products in the Network family.

The Network Services Port is used to connect with the products: Equinix Connect for Managed Services, Virtual Appliances, Managed Firewall and Load Balancer as a Service. It must be included when the first shared services are contracted for a customer in a dedicated physical environment, but they are not necessary for customers in Shared Colocation (Partial Cabinets connect to services through Shared Switch Ports) or for customers with fully virtual environments (Virtual Private Server - VPS).

The Network Services Port can be reused for 1 or more products depending on the specific needs of each customer. Dedicated VLANS can be configured to use the same port for multiple services.

The product includes:

- Switch Port on Equinix Brazil's Service Network infrastructure. The only attribute of Network Services Port is Port Speed, the possible values are 1 Gb (one Gigabits) or 10 Gb (ten Gigabits).
- Network Cable Connection (NCC) in UTP for the Speed of 1 Gb (one Gigabits) or in Fiber Optic for the Speed of 10 Gb (ten Gigabits) of the infrastructure of the Service Network;
- Patch Cable in UTP for the Speed of 1 Gb (one Gigabits) or in Optical Fiber for the Speed of 10 Gb (ten Gigabits) for the customer's equipment.

Virtual Private Server Port

The Virtual Private Server Port is a Product that includes a connection between the Customer's Cabinet and the Virtual Private Server environment of Equinix Brazil.

The Virtual Private Server Port is used to connect the customer's dedicated environment with the Virtual Private Server product. It must be included when it is necessary to connect one or more virtual environments (Virtual Private Servers) to the customer's dedicated physical environment, but they are not necessary for customers in

Shared Colocation (Partial Cabinets connect to services through Shared Switch Ports) or for customers with fully virtual environments (Virtual Private Server - VPS).

The Virtual Private Server Port can be reused by 1 or more Virtual Private Servers (VPS) depending on the specific needs of each customer. Dedicated VLANS can be configured to use the same port for multiple services.

The product includes:

- Switch Port on Equinix Brazil's Virtual Private Servers infrastructure. The only attribute of Virtual Private Server Ports is Port Speed, the possible values are 1 Gb (one Gigabits) or 10 Gb (ten Gigabits).
- Network Cable Connection (NCC) in UTP for the Speed of 1 Gb (one Gigabits) or in Fiber Optic for the Speed of 10 Gb (ten Gigabits) for the infrastructure of Virtual Private Servers;
- Patch Cable in UTP for the Speed of 1 Gb (one Gigabits) or in Optical Fiber for the Speed of 10 Gb (ten Gigabits) for the customer's equipment.

Block Storage Port

The Block Storage Port is a Product that includes a connection between the Customer's Cabinet and Managed Storage (Block - Tier 1 or 2) from Equinix Brazil.

Block Storage Ports are always charged, even when purchased with the Block Storage service. The Customer should always include a pair of ports when purchasing the first volume on Block Storage Tier 1 or 2.

The Block Storage Port can be reused for 1 or more volumes of Block Storage Tier 1 or 2 depending on the specific needs of each customer. Dedicated VLANS can be configured to use the same port for multiple services.

The product includes:

- SAN Switch port on Equinix Brazil's Block Storage infrastructure. The only attribute of Block Storage Ports is Port Speed, with 16 Gb (sixteen Gigabits).
- Network Cable Connection (NCC) for the shared Block Storage infrastructure;
- Fiber Optic Patch Cable for customer equipment.

5. Miscellaneous Provisions

This Policy and the Service Order requested by the Customer represent the complete agreement and understanding of the parties with respect to the subject matter herein and in the agreement, and supersede any other agreement or understanding, written or oral.