

THE THIRD SCHEDULE SERVICE LEVELS & COMPENSATIONS

SERVICE LEVEL

Power shall be available 100% per month excluding non-availability due planned outages, Force Majeure Event and/or failure of equipment not operated by GRID.

PLANNED OUTAGES

GRID shall give the Client reasonable notice of its planned outages.

NOTIFICATION OF OUTAGE AND SERVICE INTERRUPTION EVENTS

The Client shall report an actual or suspected outage or service interruption event immediately to GRID's support team via the support ticketing at GRID SUPPORT PORTAL and then as per the escalation procedure put in place by mutual agreement.

FORCE MAJEURE

In the event of suspension of Service due to a Force Majeure Event or third party technical fault, GRID will use all possible endeavors to resume service with minimum delay but will not be responsible for loss suffered by the Client.

GUARANTEED RESILIENCE

• AVAILABILITY GUARANTEE

GRID shall ensure that Availability of the collocated solution in any month is not less than 100%.

Availability for a month shall be calculated following the end of that month using the formula: Where:

OH = Total Operating Hours of the System during the month, where "Operating Hours" are 00.00 to 23.59; and

D = Total Downtime during Operating Hours during the month, where "Downtime" means non-availability of one or more of the primary functions of the System but excludes any agreed downtime and emergency or scheduled maintenance.

For example:

During one particular month e.g. June there are a total of 744 Operating Hours. If during that month there is Downtime of 2 hours then Availability shall be calculated as follows:

• POWER GUARANTEES

The GRID power availability target is 100%. If the power availability level drops below 100% the following service credits will be granted to you, the customer:

Power Availability	Minutes Downtime	Service Credit Awarded
<100.00%	0 - 22.32	5%
<99.95%	22.32 - 44.64	10%
<99.90%	44.64 - 66.96	15%
<99.85%	66.96 - 89.28	20%
<99.80%	> 89.28	30%

• INTERNET SERVICES GUARANTEES

1.1 Network Availability

The Supplier guarantees 99.95% uptime of the network within its data center during any calendar month, measured at its backbone routers and switches.

For the purposes of measuring performance against this SLA, standard BGP re-negotiation periods are excluded. The Supplier cannot guarantee routing, latency or packet loss once data traffic has left its own network however the Supplier, so far as is practicable, will configure its routers and switches to ensure outbound data traffic is routed via the available carriers with the best routes to the destination addresses.

1.2 Packet Loss

The Supplier guarantees less than 0.2% packet loss at any of its outgoing backbone routers during any calendar Month.

1.3 Denial of Service Attacks

The supplier shall not be liable for network instability or unavailability arising from denial of service attack directed at or originating from one or more servers within a data center through which network connectivity originates or is routed.

In case client service's availability is less than 99.95%, in a calendar month GRID will credit accordance with time exceeding 30 minutes from the time at which the request has been placed by the client based upon the following schedule:

0 - 59 Min	60 - 119 Min	120 - 239 Min	240 - 479 Min	480 - 959 Min	Over 960 Min
0.00%	5.00%	10.00%	25.00%	50.00%	100.00%

• COOLING GUARANTEES

We will maintain an air temperature within all cold aisles at the recommended industry standard. We guarantee this will not fall outside of the range of 13°C - 30°C.

If air temperature is registered outside of our stated acceptable range the following service credits will be granted:

Temperature thresholds held between 13°C & 30°C	Minutes Downtime	Service Credit Awarded
99.97%	0 - 13.4	5%
<99.85%	13.4 - 67	10%
<99.70%	67 - 133.9	15%
<99.30%	133.9 - 312.5	20%
<98.85%>	312.5	30%