

SERVICE SPECIFIC TERMS – COLOCATION

Effective starting: 20 March 2020

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1. DEFINED TERMS

1.1 “our”, “we” or “us” means Data Hub Integrated Solutions Owned By DEWA LLC (**Moro Hub**).

2. COLOCATION OFFERS

2.1 Introduction. Our colocation service offers you the ability to lease area, “Space”, in its Tier III facility. The facility offers a secure, robust, climate-controlled environment with both primary/backup power supplies. Services available include support, network connectivity, access controls along with a myriad of additional services available on request.

2.2 Offering. Colocation Service offering includes required and optional services:

Service Type	#	Component	
Colocation	1	Cabinet	Required
	2	Power	
	3	Sockets and PDUs	
	4	Access Control	
Add-ons	5	Additional Power	Optional
	6	Metered PDU	
	7	ATS	
Customised Setup	8	Cage	
	9	CCTV	
	10	Cage Access Control	
Other Services	11	Interconnection	
	12	Cross Connect	
	13	Remote Hands & Eyes	

2.3 Colocation. This is a required offering. Our standard colocation offering consists of the following components:

a) Additional Power – Optional. Additional power units (per kW) for high-density cabinets that exceeds the standard power allocation of 5kW in steps of 1kW; **b) Metered PDU – Optional.** In cabinet, zero-U, metered power distribution unit that allows remote consumption monitoring and remote power control - 230V, 32A. **c) Automatic Transfer Switch (ATS) – Optional** In cabinet, one-U, automatic transfer switch that allows seamless failover for non-dual power supply devices.

2.4 Customised setup. We offer customised setups to accommodate special security requirements. These setups can include: **a) Cage – Optional:** Build an isolated, caged white space with steel mesh to dedicate and secure a certain area for a single tenant. **b) CCTV – Optional:** Provide live and/or recorded footage for the components inside your cage; **c) Cage access control – Optional:** Offer additional security catering to your caged equipment using biometric or proximity card readers.

2.4 Other services. We are able to offer other services which might be required from time-to-time to you. These services are available on commercially reasonable best effort basis. Client is responsible for accurate instructions to be provided to our technician. We shall not be liable for, including without limitation liability for any damages, loss or breakdown to equipment resulting from this service or its unavailability: **a) Interconnection – Optional.** Cable and cabling works to interconnect Client’s cabinets; **b) Cross Connect – Optional.** Cable and cabling works to connect Client designated cabinet to the designated service provider (Telco) demarcation point; **c) Remote Hands & Eyes – Optional.** Remote support provides You access to experienced Moro technicians over email/phone to carry out remote functions/activities. This includes actions such as switch toggling, checking & securing of cables, power cycling a server, etc.

2.5 Backup/Archive. This is an optional offering. Maintain a protected copy of data or virtual machine on-site or off-site in scheduled basis. The unit of measurement is allocated storage space (GB) per site.

3. CHARGES

a) One-Time Charge (OTC): You are required to pay a one-time setup fee upon signing a Proposal (onboarding/migration and connectivity channel); **b) Monthly Recurring Charges (MRC):** Post the welcome pack being received and signed by you, monthly recurring charges will be scheduled for the duration of the contract (minimum of 24 months) in alignment with the contents of a Proposal. **c) Zero Capital Upfront (ZCU):** We can distribute OTCs over the course of the commitment duration as a contribution to the MRC for a nominal fee.

4. YOUR RESPONSIBILITIES

- 4.1 You must ensure that all personnel who are involved in the installation and maintenance of any Client-supplied equipment, or who are granted access to the data center and colocation cabinets, comply with our policies and procedures.
- 4.2 You agree to maintain all client-supplied equipment in operating condition and to remove all client-supplied equipment upon expiration or termination of the associated Service Order Form (SOF).
- 4.3 You shall comply with the SOF specification for contracted power drawn from our designated outlet(s). If Client exceeds the contracted power, we will notify You are whereby You are must reduce the power to be equal or less than the contracted power. Alternatively, power upgrade options may be sought to cater for additional requirements.
- 4.4 You shall use only electric outlets from our provided power strips.
- 4.5 You may not install any batteries or unauthorised electrical devices, sensors etc in the data center without the prior written approval of our designated facility manager.
- 4.6 You are expected to connect to both A and B power distribution systems to utilise the resiliency implemented in the data center power system. This applies to all power equipment with redundant power supplies.
- 4.7 You must inform us immediately upon discovery of any worn, frayed or cut cables by contacting our designated facility manager.
- 4.8 You may not access the area under the raised floor at any time without our prior written approval.

5. EXCLUSIONS OF OUR LIABILITY

- 5.1 We shall not be held liable for any outage or damage to client-supplied equipment or applications that should occur if You are were to exceed the circuit or fuse rating.
- 5.2 We shall not be responsible for failing to achieve and/or maintain the service level in any relevant SLA should. You must install additional PDU(s) into the power outlet; We, further, reserve the right to demand the removal of additional PDU(s).

6. SERVICE LEVEL AGREEMENT. We will guarantee the following service level to you.

- 6.1 Availability – targets.** Service availability will be 99.982%.
- 6.2 Availability – power.** The Service is “available” when the data center is powered. Power downtime would be in the event of power failure of all supplies available to the equipment within the data center. Where you have not opted for dual power feeds no downtime would be attributable. If power failure is caused by Client exceeding their power allowance or connection of faulty equipment resulting in breaker tripping, no downtime would be attributable.
- 6.3 Availability – cooling.** We will ensure the environment is monitored for temperature and humidity variations outside of the levels detailed in the sections below. We maintain a Building Management System (BMS) to monitor all aspects of the data center including, electrical and mechanical systems. Both temperature and relative humidity are average measures taken from sensors located at the top of the cold aisles. The service is “available” when the averages over a calendar month are within the below limits: a) Temperature range of 18°C to 27°C; and b) Relative humidity range of 30% to 60%.
- 6.4. Exclusions.** The following causes are excluded from the monthly calculation of service availability: a) Scheduled service downtime; b) Problems occurring outside of our network; c) Any interruptions, delays or failures caused by You are including, but not limited to inaccurate configuration, password changes, non-compliant use of any software installed on the server; Client initiated server over-utilisation; d) Your local area network (LAN); e) Anything inside your internal network, including, but not limited to, firewall configuration and bandwidth to internet, local area workstations, servers, software, and configuration.

7. SCHEDULED MAINTNEANCE. In order for us to provide a high quality of service, it will be necessary for us to occasionally conduct pre-planned maintenance to either your specific or shared infrastructure components. This maintenance may impact one or more You or services and as such, it is necessary to coordinate any maintenance activity proactively; we plan maintenance work in advance to minimise any service disruption and will notify You in advance via the Moro Hub service centre. Typically a minimum of 14 days notice will be given for planned maintenance. We will ensure any maintenance activity is completed outside of normal working hours or during your weekends.

8. SERVICE CREDITS. Service credits will be payable to You are if the service availability target is not met in any calendar month. The reimbursed amount is calculated using the following table:

8.1

Service availability	Credit
> 99.98%	No credit – within target level
99.98% - 99.49%	05% of current MRC
98.50% - 98.99%	10% of current MRC
96.50% - 98.49%	15% of current MRC
95.00% - 96.49%	20% of current MRC
< 95.00%	25% of current MRC

8.2 To receive a service credit: a) Your account must be in good standing with Moro Hub; b) You must open an incident reporting the services interruption within seventy-two (72) hours of the event; c) You must send an email or written service credit request to Moro Hub’s service desk in the month immediately following the month for which you wish to apply for a service credit.

8.3 Service availability credit requests must include the dates and specific times that the service availability was below the target levels. We will compare information provided by You are to the monitoring data we maintain. A service credit is issued only if we confirm from the monitoring data warranting the service credit.

8.4. Notwithstanding anything set forth in this Schedule, the service availability credit process shall be Your sole and exclusive remedy in connection with any issues with service availability or breach by us of the agreement related to the service availability provided under this Schedule.

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