

CONTRACTS

SERVICE LEVEL MANAGER (SLM)

June 13, 2019

This Policy complements and provides additional terms and conditions for the Customer's use of "Service Level Manager (SLM)", as described in the relevant Equinix Business Proposal. Any terms not defined in this document are defined in the Equinix Commercial Proposal, MCA, or other similar document.

1. Product Description

The Service Level Manager product consists of providing the customer with an Equinix professional responsible for analyzing and monitoring the customer's environment hosted within Equinix IBXs, as well as being responsible for their demands and business goals, giving the necessary support to take the measures and decisions.

The service scope of the Service Level Manager follows the best practices of the ITIL model, which maintains and improves the quality of IT services through a continuous cycle of crisis management, delivery of monthly results and monitoring of agreements with the modality contracted by the customer.

The key benefits of the service for the customer are:

- Alignment of the organization's goals with the goals of the IT team;
- Personalized service according to customer performance indicators;
- Managerial and technical interface between the customer and Equinix;
- Support in making decisions and identifying opportunities;
- Support in planning and change management.

The professional's availability is restricted to business hours. Cases outside business hours, whether emergency or planned, can be answered by the Service Level Manager or directed to other professionals, according to the escalation list defined and communicated to the customer in advance, without any additional billing.

2. Service Features

Modalities

Standard

The Standard service is recommended for customers with low- or medium-complexity environments, for customers with a more structured internal staff and/or customers with low- to moderate-criticality environments for the business. The average allocation

time of the Standard Service Level Manager is 12 hours per month.

Premium

The Premium service is recommended for customers with medium- or high-complexity environments, for customers with a less structured internal staff and/or customers with high-criticality IT environments for the business. The average allocation time of the Premium Service Level Manager is 48 hours per month.

Platinum

The Platinum service is recommended for customers who need some customization in the scope. In this mode, you can use the support of the Service Level Manager in SLA monitoring, shared management or communication with IT service providers who work in the customer environment hosted by Equinix. In such cases, the scope of work definitions will be drawn up at the time of sale and will be listed in the contract.

In all modalities, additional hours may be granted to the standard allocation time by mutual agreement with Equinix in case of incidents or proven special needs and according to the professional's availability. When the customer requires extra support, Equinix reserves the right to bill additional hours that exceed the acceptable time required for such operation, through prior customer acceptance.

Scope of work

The Service Level Manager's scope of work can be divided into 4 main operational modules, as described below: Incident Management, Crisis Management, Quality Management and Change Management.

Regarding technical support, the main channels continue to be Equinix's official service teams: Global Service Desk (via portal or telephone) and/or Customer Success Manager. The role of Service Level Manager is to monitor and prioritize, when applicable, and to monitor related indicators.

Incident Management

- Follow-up of requisitions and incident tickets, as indicated by the customer;
- Management of complex and related operational incidents, which require the co-operation of multiple areas of operation;
- Presentation of the report on indicators related to incident management.

Crisis Management

- Creation of a metrics plan for crisis management in conjunction with the customer;
- Support in risk mapping and recommendations for business continuity plans;
- Coordination of the implementation of the recovery plan defined by the customer;
- Focal point and resource monitoring during crises;
- Presentation of the report on indicators related to crises management;
- Documentation and crisis reports.

Quality Management

- Definition and control of the Service Level Agreement (SLA) in conjunction with the customer;
- Continuous improvement consulting, preparation of plans and suggestions for improvement;
- Environmental risk monitoring;
- Customized reports relevant to the customer's business.

Change Management

- Request analysis;
- Change planning;
- Allocate resources for change management;
- Guarantee for the change process;
- Change process completion reports.

Activities, deliverables and routines

- On-site immersion of the Service Level Manager in the customer's operation (minimum of 4 hours per month);
- Monthly face-to-face meetings for the customer's executive team to present results.

3. Customer Responsibilities

The customer shall:

- (i) provide an email address and phone number for a primary contact and an operational contact, ensuring such information is constantly up to date;
- (ii) provide all necessary information during product enablement;
- (iii) by contracting with Equinix and by means of judicial determination or decision by a competent body, authorize access, modification, interception of information and others by officials, public agents, state or federal police authorities, without prior communication, nor responsibility of Equinix;

The customer may not:

- (i) conduct any activity that may interfere with or impair the service of any other customer;
- (ii) Take any action for the purpose of avoiding payment to Equinix Brazil for the use of the product.

4. General Provisions

The professional's travel costs outside the Rio de Janeiro and Sao Paulo regions, if necessary, will be charged separately, except in cases where this is agreed and provided for in the contract.

The ITIL (Information Technology Infrastructure Library) methodology was created for the management of information technology services, becoming standard in a mundial parameter.