

Effective: October 24, 2016

MANAGED SERVICES - SUPPORT SERVICE SERVICES DESCRIPTION

1. Authorised Contacts

1.1 Upon becoming a customer, you must specify at least one 'List Owner' for your company who will be responsible for completing the 'Managed Services Authorised Contacts List' and keeping Equinix informed of any changes to this important document.

1.2 The Managed Services Authorised Contacts List ("Authorised Contact List") details the Customer personnel authorised to have access to the Managed Service support services, together with their contact type and associated privilege levels as set out below. Without this document in place the Customer will be unable to submit support requests

1.3 Contact Types

These are the privilege levels that are assigned to a contact. All contacts must have one of these Types assigned to them by the Customer.

(a) Basic

- i. Contacts that you do not want to be able to request support, but can receive notifications from Equinix

(b) Technical

- i. Contacts able to submit any and all general support requests, such as password resets, server reboots and user access permissions.
- ii. For any Firewall and DDoS Service, Technical Contact are limited to requesting information about these Services only but not update and or request changes to these Services.

(c) Security

- i. As above for Technical but also the ability to request update requests for Firewalls & DDoS services

1.4 Contact Attributes

In addition to the above Contact Types the following attributes can be given to any contact

(a) List Owner

- i. Contacts able to manage/update the authorised contact list

(b) Maintenance

- i. Any contact that you wish to receive maintenance email notifications from Equinix

(c) Monitoring Access

- i. Any contact that you wish to be able to login to the Managed Service Monitoring Portal (Monitoring.equinix.com)

(d) Default Contact

- i. This is a “one-off” contact that should, but does not have to, use an email distribution list on the customers email system. It is used by the API link from our Monitoring System to our Support Desk software to assign “monitoring events” to the specified contact.

1.5 All forms can be requested and submitted by contacts with the correct “List Owner” permissions via email to managementservices.uk@eu.equinix.com. Forms may also be requested by calling the Help Desk on 0800 0856 482 (or +44 (0)20 7531 8740 if you are outside the United Kingdom) however all updates to the Authorised Contacts List must be made via email or the Managed Service Support Portal.

2. **Managed Services Support Portal**

2.1 Equinix’s Managed Services support portal is the convenient and preferred way to request support. All customers with portal access enabled via the Authorised Contacts List will be provided with access to the Equinix Managed Services Support Portal of Managed.equinix.com. Customers will be provided with an authentication email to facilitate setting up a password.

2.2 The portal should be your primary tool for contacting us with your day-to-day requirements.

From the portal you can:

(a) Submit support tickets:

- i. Service Requests
- ii. Incidents

(b) Check the status and progress of previously submitted tickets such as:

- i. Service Requests
- ii. Incidents
- iii. Changes

2.3 If a Managed Services Customer does not have a portal login, please contact the Managed Service Support Desk at managementservices.uk@eu.equinix.com.

2.4 Customers who have forgotten their passwords should use the ‘Forgot Password’ link on the login page in the first instance. If further problems are experienced the Customer should request assistance via email.

3. **Managed Service Support**

3.1 The Managed Service Team has a multi-tiered structure from 1st line to 3rd line support. Our Support Desk team consists of both 1st and 2nd Line engineers and are on-hand 24/7, to provide support to our customers. Should your request need escalation to our 2nd or 3rd Line engineers the Support Desk staff will escalate your request as required.

3.2 Please note that requests for Managed Service support can only be made by (and accepted from) authorised personnel with “Technical” or “Security” permissions, as defined in the Authorised Contacts List.

(a) Requesting Support via the Managed Service Support Portal

- i. To request support via the portal please log in using your secure user name and password.
- ii. Your company name and Contact details will be populated automatically, and you will be prompted to enter the following information:
 - Ticket Title
A short description of the reason for the ticket
 - Ticket Description
More detailed information to assist Equinix to process your request
 - Ticket Category
Customers are guided to select an appropriate category based on the specifics of the request they are submitting. Not only does this help the Equinix Support Engineer to better triage the request it enables better reporting of customer tickets.
 - Impact
Should be used to define the Impact to the Customer, and to allow the Equinix Support Engineer to better Prioritise the support request.

(b) Requesting Support via email

- i. Contacts without portal access or where portal access is unavailable, support requests can be made by emailing managementservices.uk@eu.equinix.com with the following details:
 - Email Subject Line:
Ticket Title
 - Email Body
Ticket Description
Impact
- ii. The system will automatically authenticate you using your email address and populate the Company & Contact fields of the ticket.
- iii. When a request is submitted via email the system does not allocate CATEGORY, IMPACT or PRIORITY during the automated ticket generation. This is updated by the Support Desk Engineer during initial triage of the submitted ticket. If this is not included in the email the Engineer will assign a category based on your description. Furthermore a default Impact of “normal” and priority of Low will be set, this can be raised if the Customer so requires after the ticket is raised.

(c) Requesting Support in an Emergency

- i. In an emergency when you do not have access to the portal or email you can contact the Support Desk by calling on 0800 0856 482 (or +44 (0)20 7531 8740 if you are outside the United Kingdom), giving the following details
 - Company Name
 - Contact Name
- ii. Once you have been identified on our system we will call you back on the phone number(s) listed within the Authorised Contact List to enable us to authenticate you.
There are no exceptions to this, as this is the only way that we can confirm your identity.
We will then collect the required information and raise a ticket on behalf of the Customer.

(d) Once the ticket has been raised:

- i. Equinix will acknowledge the support request by issuing you with a unique ticket number via email and directly over the phone
- ii. Your request will automatically be placed in the work queue to be assigned and actioned by Equinix.
- iii. Upon completion, Equinix will resolve the ticket, which will generate an email to advise you that the work is complete and the ticket will then be closed.

3.3. Customers are always encouraged to use the portal or email to raise tickets as this ensures that all information is collected without any inconsistencies. We understand that customers may wish to talk to our Support Desk Analysts, but it is preferable that this is done after a ticket has been raised via the portal or email, as this helps speed up the process.

4. Incident Resolution

4.1 Where a support request or the Device Monitoring Service highlights an incident which affects the provision of a Managed Service to the Customer in a manner where Equinix is unable to comply with its obligations to provide that Managed Service, Equinix will use reasonable endeavours to resolve the issue as soon as practicable where it is within Equinix's control to do so. Until resolution, Equinix shall escalate such issues internally according to its internal priority and escalation policy in place from time to time.

4.2. Incident Classification

Equinix classifies incidents into the following categories:

- (a) Critical: Priority 1 ("P1"): This is where the Managed Service is no longer usable. For example all Customer firewalls crashing at the same time.
- (b) High: Priority 2 ("P2"): Sever Service degradation
- (c) Medium: Priority 3 ("P3"): Low Service degradation where the Service is impacted but still usable
- (d) Low: Priority 4 ("P4"): This is where there is an issue but there is no impact to the Service provided.

4.3. The following are Target times for incident resolution. Equinix shall use reasonable endeavours to resolve an incident as soon as is practicable.

| Ticket and Response | Problem Diagnosed / Ticket updated / Diagnosis Actioned | | Resolve by 1st line | Resolve by 2nd line | Resolve by 3rd Line | Max Resolve time |
|---------------------|---|---------|---------------------|---------------------|---------------------|--------------------------|
| Critical | 10 mins | 20 mins | 10 mins | 40 mins | 40 mins | 2 hrs max resolve time |
| High | 15 mins | 30 mins | 15 mins | 1.5 hrs | 1.5 hrs | 4 hrs max resolve time |
| Medium | 1 hr | 1 hr | 30 mins | 2.5 hrs | 2.5 hrs | 7.5 hrs max resolve time |
| Low | 4 hrs | 2 hrs | 2 hrs | 4 hrs | 4 hrs | 16 hrs max resolve time |

4.4. Where an incident is a P1 and P2 Equinix shall:

- (a) Notify the Customer of the incident as soon as reasonably practicable after Equinix is aware of it; and
- (b) Provide updates to the Customer on incident resolution progress

4.5. Updates shall be provided whenever reasonably practicable to do so or as soon as reasonable in all the circumstances after the initial notification or previous update. Updates shall include as much of the following information (without limitation) that is reasonable for Equinix to provide in all the circumstances:

- (a) the Managed Service affected;
- (b) the start time of incident;
- (c) the current status of incident resolution; and
- (d) a description of the incident.
- (e) Upon resolution of the incident Equinix will close the ticket which will generate an email to advise the Customer that the work is complete and the ticket is now closed.

5. Customer Dependencies

5.1. Each Service Description contains relevant Customer Dependencies. Equinix shall not be obliged to carry out any part of any Managed Service to the extent that Equinix is unable to carry out the same as a result of the Customer having failed to carry out any Customer Dependency or the Customer delayed carrying out any Customer Dependency.

5.2. Some aspects of the Managed Services should or can only be performed where Equinix representatives have discussed and/or agreed that aspect with the Customer.

5.3. In the event that:

- (a) a Customer's contact details have not been notified to Equinix via the Customer Portal, or
- (b) the Customer's Authorised Contact is either not contactable or is unable to provide the necessary information or assistance, or
- (c) the Customer's Authorised Contact provides inaccurate information to Equinix,

5.3.1. Equinix shall take any action in relation to the relevant aspects which in its sole discretion Equinix deems appropriate or practicable (which may include taking no action whatsoever). Equinix shall not be liable for anything arising from such action or inaction (including any failure to provide all or part of a Managed Service).

5.4. In the event that Equinix receives conflicting or different instructions from various Authorised Contacts of the Customer:

- (a) Equinix shall be entitled to act on the instructions of the Customer's Authorised Contact it deems most appropriate as opposed to any conflicting or different instructions from the Customer; and
- (b) in the absence of instructions from the Customer's Authorise Contact, without prejudice to Clause 1.3 above, Equinix shall take any action that it in its sole discretion deems appropriate or practicable (which may include taking no action whatsoever).

5.5. The Customer shall act promptly, reasonably and reasonably consistently in responding to Equinix and working with Equinix in order to agree any aspect of any Managed Service that is not agreed and expressly specified within (or incorporated within) the Order and or Runbook.

6. Service Management

6.1. Equinix can provide any automated reports from the Portal, and provide reasonable account management as agreed in writing between the parties, as part of the Service, and in consideration of the Service Fees.

6.2. Any reports or meetings or reviews can be provided by Equinix where practicable in its sole discretion. Equinix may bill for any such additional work in fifteen (15) minute intervals at £250 per hour (two hundred and fifty GBP per hour) including reasonable time spent preparing for such a review, except if such work is in response to a fault with the Service.