



Colocation Service Availability Metric

1. Power Service Level Scope If Customer has purchased and installed a redundant power solution as part of their Licensor Services, Licensor will use commercially reasonable efforts to ensure that Customer's power will be available to Customer's cage, cabinet, or rack 100% of the time except as part of scheduled maintenance.

If Customer has purchased and installed a non-redundant power solution as part of their Services, Licensor will use commercially reasonable efforts to ensure that Customer's power to Customer's cage, cabinet, or rack will not experience an electrical outage exceeding 15 seconds except as part of scheduled maintenance. This guarantee does not extend past Licensor's power interface at Customer's cage, cabinet or rack, and does not include Customer's electrical connections within their cage, cabinet, or rack.

At no time shall the customer's total power draw (A-side, B-side or A-side and B-side combined) exceed 80% of the Primary (A-side) allotment. Over utilization by the Customer may result in loss of Remedies and Credits due in accordance with the Colocation Service Availability Metric.

A. Remedies and Credits Credits for power outages are determined and calculated on a per-occurrence basis, commencing upon the NOC's initial awareness of an outage and ending when the electrical service has been restored. Customer must have specifically purchased and installed redundant power feeds from Licensor to qualify for redundant power guarantees. Customer's service credit is a prorated amount derived from Customer's monthly space and power fee for the affected service. All credits must be requested from Customer's Digital Realty Sales team in writing within 90 days of the resolution of the outage for which the credit is being requested. Remedies shall only be given on affected cabinets, cages, or racks purchased from Licensor. Digital Realty will process the customer credit applying the credit parameters as specified below.

Category: Power Type of Credit: Non-Proactive

Type of Power Services	Length of Outage	Amount of Credit
Redundant	1 second to 30 minutes	2 days space and power fees for the affected service
	31-60 minutes	4 days space and power fees for the affected service
	Greater than 60 minutes	One week space and power fees for the affected service
Type of Power Services	Length of Outage	Amount of Credit
Non-Redundant	>15 seconds	2 days space and power fees for the affected service

2. Environmental Service Level Scope Licensor will use commercially reasonable efforts to ensure that the average temperature of open space in Licensor's colocation area will remain between 64.4 F (18 C) and 80.6 F (27 C). All temperature readings will be limited to measurements taken in Licensor designated cold aisles. Average relative humidity will remain between twenty-five percent (25%) and sixty-five percent (65%) Relative Humidity ("RH"). If the average temperature or average humidity of the open space in the colocation area experiences a sustained outage greater than fifteen continuous (15) minutes, Customer may be eligible for a service credit to be applied to Customer's next monthly invoice for services. This commitment does not apply to localized conditions within a particular customer cabinet, cage, rack or other enclosed space e.g. improperly positioned customer equipment venting heated air into designated cold aisles.

A. Remedies and Credits Credits for environmental service exceptions are determined and calculated on a per-occurrence basis, commencing upon the NOC's initial awareness of an outage and ending when the environment has been normalized. Customer's service credit is a prorated amount derived from Customer's monthly space fee for the affected service. Non-proactive credits must be requested from Customer's Digital Realty Sales team within 90 days of the resolution of the outage for which the credit is being requested. Remedies shall only be given on affected cabinets or cages purchased from Licensor. Digital Realty will process the customer credit applying the credit parameters as specified here.

Category: Temperature Type of Credit: Non-Proactive

Allowed parameters	Amount of Credit
64.4 to 80.6 degrees Fahrenheit	2 days space fee for the affected service

Category: Humidity Type of Credit: Non-Proactive

Allowed parameters	Amount of Credit
25% to 65% RH	2 days space fee for the affected service



- 3. Chronic Outage** Customer may elect to terminate an affected Service prior to the end of the Service Term without termination liability if, for reasons other than an excused outage Customer experiences:
- a. in any two (2) consecutive months, cumulative facility downtime or environmental service exceptions that equals or exceed four (4) hours per month; or
 - b. at any given time, Licensor has facility downtime or environmental service exceptions that exceeds eight (8) consecutive hours
- 4. Installation Interval** Licensor will manage the installation interval based on the Service Delivery Installation Matrix posted on the Digital Realty Customer Portal at <https://marketplaceportal.com/> and included with the Digital Realty Customer Resource Guide or such other period as may be mutually agreed to, in writing, by the parties..

The guarantee for Colocation service installation is determined and calculated on a per-install basis. The processing of any Customer credit will be done by Digital Realty, who will apply the credit parameters specified in the Service Delivery Installation Matrix.