



DATA CENTER COLOCATION SERVICE LEVEL AGREEMENT

This Data Center Colocation Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Data Center Colocation Services and sets forth the specific terms and conditions under which C Spire Business shall supply the Data Center Colocation Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

TERMINOLOGY

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- **Back-End Infrastructure** – The back-end hardware, other Equipment, cabling, rack space, switching/routing/network infrastructure, application software and operating software running in a C Spire Business Data Center that allows C Spire Business to provide Services.
- **Colocation (Colocated)** – A negotiated Service offering that provides for the installation of Customer Equipment within leased space in C Spire Business Data Centers for the purposes of the Customer’s computing, telecommunications, and/or other C Spire Business services.
- **Data Center** – The physical space within the C Spire Business facility that houses the Colocated Customer Equipment and C Spire Business’ Back-End Infrastructure.
- **Data Infrastructure** – The Ethernet switching, network/Telco uplinks, patch panels, wide area networking, firewalls and network security infrastructure, and other Internet components available in a C Spire Business Data Center. Customer must separately contract with C Spire Business for access to Data Infrastructure and use of the Data Infrastructure is not implicitly or expressly provided with Data Center Colocation Service.

SERVICE DESCRIPTION

Data Center Colocation Service provides conditioned space, power, security, lockable cabinets, shared Data Center Colocation, and/or cage space to Customer. C Spire Business Data Centers and facilities feature top-tier connectivity systems, power redundancy, and security.

The features below are included in the Data Center Colocation Service.

POWER

C Spire Business requires all electrical circuits be ordered with one (1) primary and one (1) redundant circuit for failover per cabinet. Aggregate draw may not exceed the thresholds defined herein. If Customer's actual power requirement exceeds the listed threshold, Customer may consider procurement of additional contiguous space to accommodate power consumption and heat dissipation. All power circuits are required to stay within eighty percent (80%) of the active circuit's rated value. C Spire Business will periodically review Customer's usage of primary and redundant circuits to verify that Customer is not overloading the circuit or using the redundant circuit as a primary source. If Customer refuses to rectify power non-compliance issues, then the Service Availability Service Level Agreements ("SLAs") relating to power will not be applicable to Customer.

General conditions - All power outlets and cabling within the Data Center shall conform to either the NEMA or IEC-309 standard. All circuits must be neutral isolated, and no common neutral will be provided for 208V circuits.

Each Data Center power circuit is backed up by redundant uninterruptible power supply (UPS) systems and primary or standby diesel generators.

Power specifications vary according to the service level.

CONDITIONED SPACE

Computer Room Air Conditioning ("CRAC") units are strategically placed in each Data Center to ensure that the appropriate ambient temperature and humidity thresholds are met.

- In the Birmingham 201 raised-floor Data Center location, the conditioned air is dispersed through the raised floor using perforated floor tiles designed for individual in-row cooling with partial Hot Aisle containment and no overhead duct work.
- In the Birmingham 200 non-raised-floor Data Center location, the conditioned air is dispersed using a ductless split HVAC system for ambient room temperature and a Chiller-based ductless split HVAC system with full hot aisle containment.
- In the Hattiesburg Data Center location, conditioned air is dispersed using a ducted overhead package HVAC system.
- In the Starkville Data Center location, conditioned air is dispersed through the raised floor using perforated floor tiles designed for individual in-row cooling in a standard hot/cold aisle configuration.

FIRE SUPPRESSION

C Spire Business Data Centers in Birmingham and Hattiesburg are equipped with both water-based and non-water-based fire suppression systems, depending on location and local fire codes. The Starkville Data Center is equipped with double-interlock, dry pipe, water-based fire suppression systems.

In addition to these fire suppression systems, hand-held fire extinguishers are also placed strategically throughout each Data Center. Fire suppression systems are tested annually to ensure functionality.

SERVICE REPORTING

Service availability, usage and capacity reports, if applicable, are generated on a monthly basis using various Monitoring and Management tools. Service availability, usage and capacity reports are available to Customer upon request.

HARDWARE REPLACEMENT

In the event of a failure of hardware or hardware components provided by C Spire Business, C Spire Business will provide replacement hardware or hardware components. Where available, C Spire Business will provide replacement hardware from C Spire Business inventory. If replacement hardware is not available in C Spire Business inventory, C Spire Business will arrange for replacement hardware with the supplier.

FACILITY ACCESS AND PHYSICAL SECURITY

Security includes controlled access and egress doors; controlled access permissions and access request methods; and managed key, access card and/or biometric systems for access control. CCTV/IP Video is used to monitor access, egress and C Spire Business infrastructure. Parking is available on a first-come, first-serve basis with no guarantee of availability and may incur third-party costs. C Spire Business will not be liable for any pedestrian or vehicular costs incurred in the course of gaining access to C Spire Business facilities. C Spire Business is not liable for damage, loss or theft of vehicles and/or contents thereof. C Spire Business reserves the right to access (or to allow third parties to access) any part of the Data Center or facility at any time for safety and security reasons, including Customer cage space or Customer cabinets.

C Spire Business will require a government-issued form of identification prior to granting any form of Data Center access to Customer, its employees, or Vendors.

All persons accessing the Data Center will be required to sign a Data Center Physical Access Policy statement acknowledging the terms and conditions of physical access to the Data Center. All persons entering the Data Center agree to abide by the posted Data Center Rules and Regulations. Failure to comply with Data Center Access Policy or posted Rules and Regulations will result in revocation of access to the facility.

Persons under the age of 16 are not permitted in the Data Centers. Before entry, each person under 18 must submit a "Minor Access Form," which must be signed by a legal guardian of the minor. The Customer is responsible for the safety of the minor and must escort the minor at all times.

All Data Center Facility locations remain locked at all times and require building card access to gain independent entry.

Building Card Access – One (1) access card per authorized Customer representative will be provided at no cost to Customer. Customer is responsible for notifying C Spire Business immediately upon identification of lost or stolen cards so access can be removed or disabled and the threat of unauthorized access mitigated. Customer is responsible for replacement costs of lost or stolen access cards. Customer is responsible for communicating change requests, revocation requests, lost keys or other items that can reasonably be considered to be security risks to C Spire Business immediately. C Spire Business will make reasonable efforts to address such requests within two (2) business days.

Visitor Access – Visitor access to all C Spire Business Data Centers requires prior authorization by C Spire Business. C Spire Business requires a twenty-four (24) hour or more notification of visitors. Visitors must be escorted at all times by C Spire Business personnel and/or by Customer's Authorized Contact. Customer is responsible for notifying C Spire Business and requesting escort services through the submission of the Vendor Onsite Access Request Form, available from Customer Support.

If C Spire Business is required to escort a visitor on behalf of Customer, rates for visitor escort shall be the same as the Field Support rate. C Spire Business will require a government-issued form of identification from each visitor receiving an escort and visitor must sign in at entrance to Facility. If visitor identification does not match the written request made by Customer's Authorized Contact, access will not be granted.

If telecommunication services will be provided or managed by service providers other than C Spire Business, the following conditions shall apply:

- New installation requests will require thirty (30) days written notice to allow for additional cabling as needed. Notice may be e-mailed to CSB-Support@CSpire.com and must contain the following information:
 - Name of the telecommunications service provider
 - Carrier name
 - Circuit type
 - Circuit identifier
 - Customer contact information
- Customer is responsible for notifying C Spire Business of any maintenance or support requests which will require access to C Spire Business facilities by a third party. The request should be submitted at least forty-eight (48) hours prior, be e-mailed to CSB-Support@CSpire.com and contain the following information:
 - Carrier name
 - Valid Customer point of contact
 - Circuit identifier
 - Local Exchange Carrier (LEC) identifier

SERVICE OFFERINGS

RACK SPACE

Customers can opt for lockable cabinet rack space. Cabinets are four-post racks with combination/electronically lockable doors with side panels. Customer authorized contacts will have a unique PIN or badge to access their rack space. Typical rack sizes are as follows:

- Full Rack - dedicated 42U rack
- Half Rack - dedicated 21U rack
- Third of a Rack - dedicated 14U rack

Power Specifications - C Spire Business recommends that Customer have a second power circuit on the B channel for redundancy in the Birmingham Data Centers. In the Starkville Data Center, a redundant power circuit from both the A channel and B channel is required. Circuits may trip when amps pulled exceeds eighty percent (80%) of the power rating of the circuit for an extended period of time. It is Customer's responsibility to ensure that Customer Equipment does not overload the power circuits and the power distribution units provided by C Spire Business to Customer. C Spire Business will provide a recommendation of Customer's power needs upon request.

FLOOR SPACE

For Customers that require floor space without a rack (i.e., full rack SAN, etc.), C Spire Business offers leased floor space options based on the total square feet required.

Power Specifications - All power to floor space is custom-built to Customer's original ordering specifications. A maximum of sixty (60) amps draw at 208V or (30) amps at 120V shall be enforced. Following initial installation, C Spire Business may restrict the ability to add additional power circuits based on power and cooling consumption within the Data Center.

SHARED COLOCATION

Shared colocation is space provided within a C Spire Business lockable cabinet for the purposes of hosting individual computing resources. All customers in shared colocation space must be accompanied by a C Spire Business employee for the duration of activity in the Data Center.

Power Specifications - The standard power offering for the shared colocation space is provided with one (1) 120V outlet with a maximum power draw of two (2) amps. Up to one (1) additional two (2) amp power port may be ordered to provide redundant power. At no point shall more than two (2) power ports be allocated to a single computing resource. All power ports are standard NEMA 5-15 outlets. Additional power needs will be provided as part of a custom quote.

CAGED SPACE

Caged space is an option available to Customers who are managing the Customer Equipment installed at a Data Center in whole or in part. Caged space is comprised of a mesh wall around

customer's racks/cabinets with dedicated connectivity infrastructure. This connectivity is built on a customer-by-customer basis and no pre-wired cabling is provided. C Spire Business assets or Managed Devices may be separated from the caged Customer environment for security reasons.

Power Specifications – All power to caged spaces is custom-built to Customer's original ordering specifications. A maximum of sixty (60) amps draw at 208V or (30) amps at 120V shall be enforced. Following initial installation, C Spire Business may restrict the ability to add additional power circuits based on power and cooling consumption within the Data Center.

SERVICE LEVEL METRICS

POWER SLA

C Spire Business Service Availability goal for power in our data centers is 99.99%. This equates to 4.32 minutes of downtime monthly based on a 30-day month. With exception of the Hattiesburg Data Center, C Spire Business guarantees to keep at least one channel of power in service to reach our Service Availability goal for power. Customers should use both channels of power that are available in the data center for their equipment if possible. C Spire Business offers options for ATS systems on equipment that has a single power supply at an additional cost.

Power availability is calculated based on the total power minutes per month versus the total minutes of down time per month. $((TPM - MDT) / TPM) \times 100$ where:

- TPM = Total power minutes per month. TPM does not include an outage that occurs during scheduled maintenance windows, planned major changes or emergency maintenance.
- MDT = Minutes of down time per month. MDT includes minutes per month where power is unavailable.

COOLING SLA

C Spire Business Service Availability goal for Data Center environmental (temperature and humidity) is 99.99% availability at ASHRAE Standards for Class A1 Data Centers. This equates to less than 4.32 minutes of deviation per month based on a 30-day month.

Cooling and RH availability is calculated based on the total cooling/RH minutes per month versus the total cooling/RH minutes of down time per month. $((TCRHM - MDT) / TPM) \times 100$ where:

- TCRHM = Total cooling minutes per month. TCRHM does not include an outage that occurs during scheduled maintenance windows, planned major changes or emergency maintenance.
- MDT = Minutes of down time per month. MDT includes minutes per month where power is unavailable.

AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Available space, power, hardware, and network connectivity within a given Data Center. C Spire Business reserves the right to limit availability of Service based on availability of space, hardware or network connectivity. C Spire Business also reserves the right to limit Service availability in the event that necessary Service Components are unavailable or unattainable at a reasonable cost.
- Customer is solely responsible for the timing, alarming, monitoring, performance, maintenance, provisioning and repair of Customer Equipment, unless Customer contracts with C Spire Business separately for such Services. Customer Equipment ownership, maintenance and insurance are the responsibility of Customer or its approved agent. Customer Equipment and facilities installed in a Data Center as part of a Colocation arrangement must be installed by Customer or a C Spire Business-certified Vendor.
- Authorized Contacts – C Spire Business provides reliable and secure Incident and Problem Management Services by requiring that all C Spire Business Technical Support and information requests come only from Customer’s Authorized Contacts.
- Customer shall provide an “Authorized Contact List” that will contain a minimum of one (1) primary Administrative/Billing Contact and one (1) Emergency IT Contact and may contain as many Authorized Contacts as desired. The Authorized Contact List will include the name, email address and phone number for each Authorized Contact. The Administrative/Billing Contact and the Emergency IT Contact are authorized to request Service changes and to change the Authorized Contact List. The Emergency IT Contact will receive emergency maintenance or Service-related correspondence from C Spire Business. Requests for configuration information or Service changes are accepted only from Authorized Contacts via email, fax or phone. Customer is responsible for ensuring the Authorized Contact List is accurate and maintained.

ADD-ON OPTIONS

The following options may be added to the Data Center Colocation Services. Description of Service options in no way entitles Customer to the feature, unless specified by C Spire Business and Customer in the signed Quote or signed evaluation of a Service Change request. A separate Order or Statement of Work may apply to such options and may have additional costs associated with them. Options below may not be compatible with all variants of Data Center Colocation Service.

POWER UPGRADES

Redundant power and power upgrades are available for an additional monthly recurring charge and include but are not limited to:

- 30 AMP 240VAC single-channel power upgrade
- Redundant channel 20 AMP circuit – 240VAC
- Redundant channel 30 AMP circuit – 240VAC

CROSS CONNECT

C Spire Business is a carrier-neutral Data Center, allowing for Customers to order third-party circuits for access to Customer's rack. C Spire Business requires a monthly fee for the cross-connect(s) between the carrier and Customer's rack. C Spire Business will provide CAT5e, COAX, or fiber cross-connects based on the circuit needs to each customer either via a distribution panel located in Customer's rack or appropriate cable drop(s). Customer will be responsible for providing patch connection from inside the distribution panel to Customer Equipment.

CONFIGURATION ASSURANCE

If Customer elects Configuration Assurance, C Spire Business will review Customer's power requirements based on the Customer Equipment to be hosted and power upgrades selected and then perform all the power connections to ensure Customer's power needs are met and that the Customer Equipment is properly connected to the power supply. C Spire Business will perform a test to verify that any redundant power channels perform as designed in the event of power failure. Any issues are addressed at the time of the test and subsequent tests until the failover occurs as designed.

Customer is responsible for notifying C Spire Business at least one week in advance of any planned rack configuration changes in order to assure proper power configuration remains after changes are made.

SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the Data Center Colocation Service as required:

- Rack space units, rack, or floor/cage space
- Power
- Network infrastructure
 - Ethernet drop(s)
 - Virtual Local Area Network ("VLAN")
 - Subnets
 - Routing

Additional quantity of units above may be available at additional cost. Where units are defined as "per Customer" the sum of units allocated through all other C Spire Business Services shall count toward the total.

If required, C Spire Business offers the following provisioning options for Service at additional charge as described in the Quote.

- **Installation Assistance** – This Service is available with advanced notice during regular business hours.
- **Configuration Assurance** – This Service is available with advanced notice during regular business hours.
- **Data Center Escort** – All Customers in shared colocation space must be accompanied by a C Spire Business employee for the duration of the activity in the Data Center. All

visitors and/or Vendors in the shared colocation space must be accompanied by an authorized Customer representative and/or a C Spire Business employee for the duration of activity in the Data Center.

- **Shared Colocation Equipment Removal and Installation** – Customers not wishing to pay the escorting fees may have C Spire Business staff install and remove Equipment from shared colocation spaces in the Data Center. This Service is available only during business hours unless prior arrangements are made. If outside of business hours, standard Hands-On Field Support rates shall apply. Forty-eight (48) hours advanced notice is required for this Service, and C Spire Business will perform the removal at staff convenience up to twenty-four (24) hours in advance. Installation of Equipment in a rack will take place as soon as reasonably possible, but may take up to twenty-four (24) hours to complete.
- **Cabling** – C Spire Business provides basic network cabling to dedicated servers owned by C Spire Business and provisioned for Customer use. C Spire Business reserves the right to limit any cabling requests from Customer. If non-standard cabling is allowed, additional charges may apply. C Spire Business reserves the right to bill Customer at current market rates for any cabling required to support Service. C Spire Business reserves the right to use outside contractors to perform cabling work.
- **Remote Hands** – The remote hands feature is available Monday through Friday from 7:30 a.m. to 6:00 p.m. (CST) in our Birmingham and Hattiesburg data centers. The remote hands feature in the Starkville data center is available 24x7x365. This feature does not include any troubleshooting. If troubleshooting is required, then Customer must contact C Spire Business Technical Support.

A C Spire Business technician will be available to assist Customer with tasks that fall into the category of remote hands assistance. Such activities are limited to the list below and may be subject to additional limitations defined below.

- Hard or soft reboot requests
- Crash cart requests
- Cable moves

The remote hands feature has a one (1) hour response time. Response time is measured as the time elapsing between the initial Customer request and the first C Spire Business response to the request. Any communication between C Spire Business and Customer relating to the request shall be considered a sufficient response to the request.

For the purposes of measuring response time, it is not required that C Spire Business' response to Customer include successful completion of the requested task.

The remote hands feature includes up to five (5) requests per calendar month. Additional requests will be treated as billable events. The remote hands feature includes up to fifteen (15) minutes of a technician's time. Each fifteen (15) minute block of time spent assisting Customer shall be counted against the quantity of available monthly requests as a single and unique request.

C Spire Business shall be the sole party responsible for defining which Incidents shall be classified as Hands-On Field Support Incidents. This feature is only available on Managed Devices located in a C Spire Business Data Center.

If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application into the Customer's internal network.