

**SERVICE SCHEDULE
FOR GLOBAL ZONE COLOCATION**

The Parties agree and acknowledge that all the terms set out in the General Terms and Conditions for Global Zone Services shall be deemed to form an integral part of this Service Schedule for Global Zone Colocation Service (“**GZ-Colo**”), and shall be read in conjunction with it (the “**Agreement**”). This document sets out the specifications applicable for **GZ-Colo** offered by Batelco to the Customer in accordance with the relevant duly signed Order Form.

1. SERVICE DESCRIPTION

GZ-Colo Service is a rented space with full rack(s) hosting in a secure and reliable carrier-neutral environment within Batelco Data Centre facilities with controlled environmental conditions and redundant power supply.

Batelco shall offer the GZ-Colo Service to the Customer in accordance with the below Service specifications and the Service Level Agreement(s), which may be amended from time to time.

2. DEFINITIONS

In this schedule, words and phrases not otherwise defined below shall have the meaning given to them in the Agreement.

TX-Gate means the patch panel set up and maintained by Batelco within the Global Zone MMR and used to facilitate Cabling between the A-End and the Global Zone MMR.

GZ-Gate means the patch panel set up and maintained by Batelco within the Global Zone MMR and used to facilitate Cabling between the B-End and the Global Zone MMR.

Meet Me Room or **MMR** a Batelco managed and secured separated space within the Global Zone, accessible to Batelco personnel only, where all Cross-Connects are established, as facilitated by patch panels and Pre-cabling.

Sublicensee A customer of Customer or other third party who sublicenses all or part of the Allocated Space from Customer.

3. SERVICE SPECIFICATIONS

3.1. Allocated Space and Rack. Allocated area within Global Zone where the Customer Equipment is hosted in a Full rack provided by Batelco;

Allocated Space	600mm W x 1000mm D
Rack	42U

3.1.1. Each rack can be secured by locks on the front and rear doors;

3.1.2. Cabling is strictly extended between the Racks and GZ-Gate only and is subject to Non-Recurring Charges;

3.1.3. Cabling between Customer rack(s) within Global Zone is prohibited and must be directed to GZ-Gate;

3.1.4. Any breach by the Customer of this clause 3.1 constitutes a material breach of this Agreement.

3.1.5. Except to the extent provided in the Agreement, none of Batelco, its personnel, or agent(s) or sub-contractor(s) shall be liable by reason of (a) taking any action permitted by this Agreement or (b) any neglect or default in connection with the performance of this Agreement, save in respect of any loss or damage which is suffered as a result of wilful misconduct or gross negligence by Batelco, its personnel, or agent(s) or subcontractor(s).

3.1.6. **AC Power.** Batelco provides Customer with redundant conditioned power fed by an industrial power grid of 220V-240V and 50Hz by Bahrain’s Ministry of Electricity, protected by a modular UPS power system with an N+1 setup along with backup turbine diesel generators.

Power per rack	1kW to 3kW
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3.1.7. Electrical supplies to cabinets are connected to two Power Distribution Units (“**PDU**”).

Power Availability	99.9982%.
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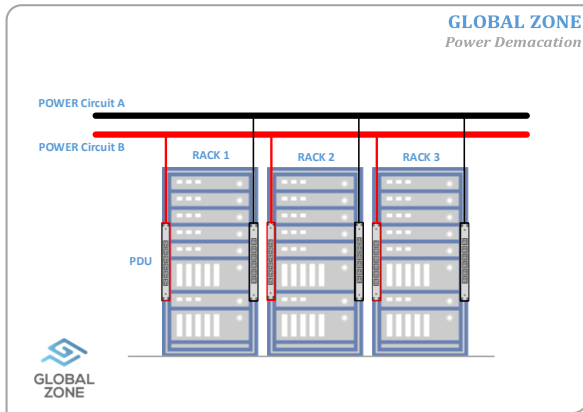
3.1.8. Power consumption above 1kW is subject to Rental Charges calculated based on the monthly consumption of utilities costs.

3.1.9. **Air Conditioning.** The site is cooled at full capacity with air conditioners supported by temperature sensors, humidity sensors, and extra air conditioners for backup support.

Cooling Availability	99.9982%.
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3.2. Service Demarcation

- 3.2.1. **Power.** The power demarcation point with Customer is determined at the rack PDU. Batelco provides two (2) redundant (A+B) power circuits to two (2) separate PDUs installed in each rack.



- 3.2.2. **Network.** Each Customer rack or group of contiguous racks will have a minimum of one (1) demarcation panel for network connectivity occupying the top 1U of the rack. Four rack units (4U) beneath the demarcation panel will be kept vacant by Customer. The standard in-rack demarcation panel has a maximum of 24 ports per panel with standard termination for LC fibre.

4. CUSTOMER OBLIGATIONS

4.1. Customer shall:

- 4.1.1. Only access the front of the panel (B-End) and is not allowed to access the back of the panel;
- 4.1.2. Not move and/or remove the power demarcation point and/or the network demarcation point and/or the Cross-Connects from the demarcation panel;
- 4.1.3. Not run patch cables back through the network demarcation panel;
- 4.1.4. Not place packing materials like carton and plastics on ventilated or louvered tiles as it may obstruct the airflow resulting in hotspots causing fire or dust;
- 4.1.5. Not leave the Allocated Space door(s) open as this may lead to hotspots and overpressure inside the Allocated Space may disappear resulting in dust inside the

Allocated Space, servers and AC filters leading to malfunction of the servers.

- 4.1.6. Not open the raised floor as this may result in an unstable raised floor, loss of cooling capacity, short-circuiting of air, extra re-heating, dehumidification and security breach.

- 4.2. Only Customer's personnel and third parties who are authorized by Customer and Batelco are allowed into Global Zone. Customer and/or Customer's authorized representative shall issue a prior written request for authorization to Batelco requesting access for personnel and/or designated third parties to access into Global Zone, where Batelco shall approve or reject such request within one (1) Working Day of receipt.

- 4.3. Customer is responsible to keep Batelco informed of any changes to the list of personnel authorized to access the Allocated Space.

- 4.4. Subject to the terms and conditions of the Agreement, Customer will have access to the Allocated Space twenty-four (24) hours per day, every day of the year subject to notifying Batelco with a minimum of twenty-four (24) hours prior to the scheduled visit.

- 4.5. Customer cannot sublicense the Allocated Space to a Sublicensee.

5. SUSPENSION OF SERVICE

- 5.1. Without prejudice to its rights under clause(s) 6.3 and 13 of the General Terms and Conditions, Batelco reserves the right, at any time, to suspend power to one or more of Customer's racks immediately and without notice if in Batelco's reasonable judgment such suspension is necessary to mitigate immediate risks related to health, safety, or equipment damage (whether such equipment is owned by Customer, a 3rd party, or Batelco).

- 5.2. In the event that Batelco determines that Customer is drawing more power than the contracted power in kVA or kW defined in the Order Form, Customer shall reduce the power draw to the contracted power within seventy-two (72) hours after written notice from Batelco. In the event that Customer fails to so reduce its power draw, Batelco may suspend provision of power to the affected racks.

6. REMOVAL OF CUSTOMER EQUIPMENT

- 6.1. Upon termination of the Agreement, Customer shall have removed all Customer Equipment at its own risk and costs.
- 6.2. Customer shall pay for restoring Customer Allocated Space, or any other part of the Global Zone used by Customer, to the same condition as they were provided to Customer at the Service Commencement Date (except for normal wear and tear).
- 6.3. For every month, or part thereof, that Customer has failed to meet the obligations as set forth in this Clause 6, Customer will be obliged to pay Batelco damages that amount to twice the MRC as they were the month before the termination.
- 6.4. If Customer fails to remove Customer Equipment or to restore Customer Allocated Space by the date the Agreement terminates, Batelco shall have the right, without incurring any liability whatsoever, and, at Customer's expense:
 - a) remove Customer Equipment from Global Zone;
 - b) restore and reinstate Customer Allocated Space or any other part of Global Zone used by Customer to the same condition they were in at the Service Commencement Date;
- 6.5. Batelco shall be entitled, at its sole discretion, to engage third party contractors to carry out the activities described in Clause 6.4 and to pass on any invoices from such third party contractors to Customer who will pay for all reasonable charges appearing on such invoices. Customer will not hold Batelco liable for and waives any right to claim losses and/or damages with regard to damage to or loss of Customer Equipment after the Agreement has terminated.
- 6.6. Customer shall reimburse all costs, damages and expenses incurred by Batelco in connection with Clause 6.1, 6.4 and 6.5 to Batelco within 14 (fourteen) calendar days of receipt of the invoice detailing such costs and expenses.

7. HANDS & EYES SERVICE

- 7.1. Hands & Eyes Service is an optional managed colocation service designed to provide

Customer with certain types of on-site technical assistance and support.

- 7.2. **Process.** Hands & Eyes is provided only upon initial written Customer request by e-mail, in accordance with the terms and conditions set forth herein. The Hands & Eyes Engineer shall call Customer designated contact number prior to proceeding with any requested work.
- 7.3. **Charges.** Customer shall pay a Non-Recurring Charge based on an hourly rate that is reflected in the Agreement. Batelco will charge Customer for increments of one (1) hour with a minimum of one (1) hour, as agreed upon between the Customer and Batelco in the relevant Order Form.
- 7.4. **Engineer.** Hands & Eyes engineers can provide basic support on Customer Equipment, such as resetting of interfaces, power on, power off equipment, setting switches, pushing buttons and reading displays. Hands & Eyes Service may also include maintenance, installation work, configuration or troubleshooting.
- 7.5. Hands & Eyes Service is provided on Customer Equipment of any make or model provided Customer gives specific instructions on the work that needs to be done. The Engineer has general knowledge of providing support on ICT equipment. Customer must provide adequate instructions and be available via telephone during the pre-agreed time window.
- 7.6. **Tools.** Batelco has no obligation to provide the Engineer or Customer with any special tools or any spare parts to Customer Equipment. Customer shall be solely responsible for the availability of such special tools or spare parts to the Engineer.
- 7.7. Testing tools shall be made available subject to availability and Non-Recurring Charges.
- 7.8. Batelco will not provide solution consultation on hardware fixes or software problems.
- 7.9. **Service Levels.** For Hands & Eyes Service requests received at least twenty-four (24) hours prior to the scheduled event, Batelco will meet the requested timeline. For emergency and short notice requests, the standard response time is four (4) hours.