

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: COLOCATION SERVICES

#### PART A – PRODUCT OVERVIEW

Colocation Services are available at a number of secure New Zealand Data Centres. Colocation Services provide a carrier grade data centre environment for your hardware so you can enhance your uptime, redundancy, security and connectivity.

#### PART B – COLOCATION SERVICES

##### 1. YOUR COLOCATION SERVICE

1.1 Your Colocation Service is comprised of the components set out in the following table.

Component	Description
Standard Rack Colocation Service	Our Standard Rack Premium Colocation service is available with the following options: <ul style="list-style-type: none"><li>• Full, Half or Quarter Rack</li><li>• Secure master lock, or secure slave lock</li><li>• Power: included in Quarter Rack Service; Metered and charged in real time for Full Rack or Half Rack Service.</li></ul>
Customer Supplied Rack Colocation Service (600mm foot print)	You supply the Racks. We install Seismic bracing and single phase overhead outlets. PDUs are not supplied.
Electronic locking retrofit	Retro fit electronic locking to your supplied racks.
Tape Management Service	Backup of up to 43 tapes per rack space. Additional tapes are chargeable.
Remote Hands Service	We can execute specific commands on your equipment on special request.
Installation Services	Installation services include installation of your equipment into the racks, or installation of your customer supplied rack, price on application.

- 1.2 **Standard Rack Colocation Service:** We can provide a standard rack colocation service. The rack is seismically braced. You can select from the following size options:
- Full Rack:** rented 48U Cabinet, 600\*1200 rack space, 32A single phase (A+B) APC AP7553 PDU's, power metered and charged in real-time;
  - Half Rack:** rented Half Cabinet 21U bay in 600\*1200 rack space, single phase 8x C13 only, power metered and charged in real-time;
  - Quarter Rack:** rented Quarter Cabinet 10U bay in 600\*1200 rack space, single phase 8x C13 only, power included.
- 1.3 **Lock options:** Standard racks are available with the following lock options:
- Full Rack:** electronic master lock or electronic slave lock.
  - Half Rack:** electronic master lock or electronic slave lock.
  - Quarter Rack:** electronic master lock.

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- 1. 4 **Customer Supplied Rack Colocation Service:** You can choose to supply your own racks. Each customer supplied rack will be installed in a 600mm wide rack space. We will install seismic bracing on your rack. Single phase A+B pair overhead outlets are supplied. PDUs are not supplied. Power is metered and charged (see clause 2.5).
- 1. 5 **Lock options:** Customer supplied racks can be retrofitted with electronic master locks or electronic slave locks.
- 1. 6 **Extra Width Racks:** Standard racks are installed in a 600mm wide rack space. If a wider rack is installed, the rack charge will be adjusted upwards proportionally by the size greater than 600mm, i.e a 750mm wide rack will be charged at 1.25 times the Monthly Fee for that rack.
- 1. 7 **Tape Management Service:** We will manage backup tapes in accordance with the Off-site Tape Handling Policy.
  - (a) We will manage up to 43 tapes per rack space. Tapes will be mounted/dismounted and sent to offsite secure storage. Additional tapes are available for a charge.
  - (b) There is no charge for tape recall from off-site storage in the normal delivery cycle.
  - (c) Urgent tape recall within 90 minutes from off-site storage standard delivery cycle or standard Business Hours is an additional charge.
- 1. 8 **Equipment Monitoring:** we will do a floor walk of the Data Centre Site once per shift to check for equipment alarms or alerts.
- 1. 9 **Remote Hands Service:** Our “Remote Hands” service is available on request which can include the following actions:
  - (a) power cycle your Customer Equipment;
  - (b) execute specific commands on your Customer Equipment; or (c) Mount or dismount tapes.
- 1. 10 **Installation Services:**
  - (a) We will provide a single point of contact for the planning and scheduling of all installation activities.
  - (b) We can install your racks into the Data Centre Site. Additional fees apply.
  - (c) We can provide a quote for the installation of your Customer Equipment into the rack. You will need to provide a detailed equipment layout specification for this purpose.
  - (d) If you choose to install your Customer Equipment in your rack yourself, you will need to comply with our Health and Safety requirements.

## 2. DATA CENTRE

### Sites

2. 1 The following Data Centre Sites will deliver the Services provided under this Service Description:

Data Centre Site	Site Location	Tier
Orbit	Auckland	Tier 3
Kapua	Hamilton	Tier 3+
Abel	Wellington	Tier 2
Gloucester	Christchurch	Tier 2

The Colocation Service offers a Data Centre environment with the following features:

- 2. 2 **Security and Access:** We manage access to the Data Centre Sites in accordance with the Access Security Policy. You can access the Data Centre Site at any time (24/7), and you must comply with customer requirements in the Access Security Policy. Security and access features include:
  - (a) comprehensive electronic access control systems;

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- (b) 24 x 365 operations and guard personnel onsite;
  - (c) closed circuit television cameras (CCTV);
  - (d) visitor sign-in system; and
  - (e) Identification badge for visible identification.
- 2.3 You will provide details of persons authorised to access your Customer Equipment.
- 2.4 You must not allow a third party to access the Data Centre Site or use your Service without our prior written consent.
- 2.5 **Fire prevention:** we will provide fire prevention and extinguishing systems to protect your Customer Equipment. We will notify you immediately of any event where a fire has been detected and has or will impact your Customer Equipment.
- 2.6 **Power:** Power is metered and charged in real time. Power costs include an Energy Use Charge and a Peak Power Demand Charge. See the Pricing Schedule for the power pricing calculations.
- 2.7 If you take a Full Rack Colocation Service, you will ensure that the power loading and distribution of your racks will meet the overall guidelines for the Data Centre including specific load limits of:
- (a) the average power requirement across all of your Racks will not exceed 6.2kW per rack; and
  - (b) No individual rack will exceed 12kW in total power requirement without prior written approval from us. Costs for exceeding 12kW may vary depending on requirements and will be notified by us to you.
- 2.8 **Power Availability:** We measure power availability over a three year period. Our Data Centre Sites have the following power availability levels:

Data Centre Site	Site Location	Power Availability
Orbit	Auckland	99.995%
Kapua	Hamilton	99.995%
Abel	Wellington	99.982%
Gloucester	Christchurch	99.95%

- Power availability will be met if the A power supply, or the B power supply, or both the A and B power supplies are providing power to your racks.
- Loss of power to a single corded device in your racks will not be a loss of power availability. You should use in rack STSes to ensure continuity of power supply to single corded equipment
- By way of example, power availability of 99.995% equates to power being unavailable to your racks for no more than 78 minutes in any 3 year period (1.095 day).
- Power availability will not be measured during times of Heightened Risk or planned maintenance. We will notify you of these periods in advance.

- 2.9 **Resiliency:** The following levels of resiliency will be provided:
- (a) N+1 chillers;
  - (b) 2N chilled water pumping systems;
  - (c) N+2 air handling units;
  - (d) 2N rack power supplies (A&B);
  - (e) 2N UPS system, with each UPS system able to handle the full load on failure of the A or B supplies;
  - (f) N+1 main board, transformer and generator set.

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### 3. GETTING COLOCATION SERVICES

- 3.1 Colocation Services are available on a 12, 24 or 36 month term.

## PART C OTHER TERMS AND CONDITIONS

### 4. MAINTENANCE

- 4.1 The Cabinet Space and our Equipment will be marked with standard identification/coding system. You will not mark either the Cabinet Space or Equipment.
- 4.2 All interconnection of Customer Equipment with our facilities will be carried out by One New Zealand at the customer's expense.

### 5. CUSTOMER EQUIPMENT

- 5.1 You are responsible for the Equipment. One New Zealand have no responsibility for the maintenance or repair of your Equipment. You shall maintain and keep maintained the safe and good operation of your Equipment at all times and otherwise in accordance with the Minimum Hosting Requirements Policy.
- 5.2 You will ensure that all Equipment has all necessary or desirable approvals or permits and complies with all relevant standards or regulatory requirements, including without limitation compliance labelling requirements.
- 5.3 Installation of additional Equipment at the Data Centre Site is on request, and is subject to availability and acceptance.
- 5.4 The implementation of new Equipment, or the disestablishment of Equipment must be requested by following the process outlined in the Change Process.
- 5.5 You will provide advance notice of any housing requirements as they pertain to the provision of new rack implementations and additional power circuits. The notice requirements are:
- (a) 10 Business Days where the power requirements of the new implementations is less than 1SkW over any three month continuous period;
  - (b) 90 Business Days where the power requirements of the new implementations is 15kW or greater over any three month continuous period. Full Rack Space customers only.

### 6. RELOCATION

- 6.1 One New Zealand may from time to time require your Equipment to be moved from its current location and installed in some other part of the Data Centre Site. If this occurs, One New Zealand will provide you with three months' notice. Subject to clause 13.3, One New Zealand will pay the costs and expenses arising in connection with any such relocation of any your Equipment.
- 6.2 One New Zealand will consult with you prior to any relocation and discuss the timing and manner of such relocation to ensure minimum disruption to the operation of your Equipment.
- 6.3 At the end of the term agreed with One New Zealand you will remove your Equipment from the Data Centre Site.

### 7. INSURANCE

- 7.1 Your Equipment is at your risk and you will be responsible for insuring your Equipment including fire, theft and flood.
- 7.2 You will keep in full force and effect a public liability insurance policy with a reputable insurer covering all liabilities to third parties arising from or in connection with its occupation or use of or access to the Data Centre Site .

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### 8. DISASTER RECOVERY

8. 1 You will provide One New Zealand with a Disaster Recovery Plan for your equipment housed in the Data Centre site, for our review and agreement. The Disaster Recovery Plan will specify the actions and responsibilities of us and you in the event of a disaster that directly impacts the location where the Equipment is housed. The Disaster Recovery Plan will ensure there is a structured approach to relocating the Equipment and making the Equipment operational.

### 9. DEFINITIONS

In this Service Description, in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

**"Access Security Policy"** means the Data Centre access/security policy referred to in Annexure 1

**"Business Hours"** means 8.30am to 5pm on Business Days;

**"Cabinet Space"** means One New Zealand's standard colocation cabinet located at the Data Centre sites;

**"Change"** means a change to the Data Centre, the Services or the Customer's requirements;

**"Change Process"** means the Data Centre Change Process as agreed with One New Zealand;

**"Customer Equipment"** means equipment owned by the Customer or in their control and stored at the Data Centre;

**"Half Rack Service"** means a Data Centre provided electronically secured 600mm wide x 1200mm deep rack with 21 u usable space with two power PDU's to A and B power supply, Includes all setup costs;

**"Minimum Hosting Requirements"** means the Data Centre minimum hosting requirements referred to in the Minimum Hosting Requirements Policy;

**"Quarter Rack Service"** means a Data Centre provided 600mm wide x 1200mm deep rack 1 Ou usable space, fully segregated, electronic locking enabled, two single phase power PDU's to A and B power supply, includes all setup costs and includes and Secure Slave Rack maintenance;

**"Rack Space"** means a 600mm wide x 1200mm deep area in the Data Centre for Customer Equipment;

**"Support Hours"** means twenty-four (24) hours a day, seven (7) days a week, 365 days a year and 366 days a year in any leap year.