

**TERACO COLOCATED SPECIFIC TERMS AND CONDITIONS**

<b>Colocation Services</b>	means the provision of an empty cabinet for the installation of equipment by the Customer with necessary power in a secure, controlled environment;
<b>Colocated Equipment</b>	means the equipment installed at the Premises by the Customer subject to a Service Schedule and includes without limitation servers, peripherals, routers, switches, software, databases, data cables, and uninterruptible power supplies;
<b>Customer Account</b>	"Customer Account" means a mechanism which allows the Customer access to the System;
<b>Customer Data</b>	Means data - transmitted to the Customer via the System (or on the Customer System as the case may be), stored by the Customer on the System (or on the Customer System as the case may be), or transmitted by the Customer via the System, in the day-to-day utilisation of a Service;
<b>Customer System</b>	Means the Colocated Equipment operated together by the Customer as a system.
<b>Good Industry Practice</b>	means the exercise of that degree of skill, diligence, prudence and foresight which would reasonably be expected from a skilled and experienced service provider engaged in the provision of similar Services seeking in good faith to comply with it's contractual obligations, complying with all applicable laws, codes of professional conduct, relevant codes of practice, relevant standards, building regulations, all conditions of planning and other consents;
<b>Initial Period</b>	means the period identified in a Service Schedule for which the Services described in that Service Schedule will be provided by the Service Provider to the Customer and on the terms and conditions of this Agreement and that Service Schedule.
<b>Service Schedule</b>	means a goods, licence, services or work order agreed to and signed by both the Parties, pursuant to the Master Services Agreement entered into between the Parties describing the specific Services to be provided to the Customer, including all additional terms and conditions relating to such Service.

## **1. STATUS AND PRECEDENCE**

- 1.1 Except where specifically provided to the contrary in a Service Schedule and then only to the extent so specified, each Service Schedule shall be subject to the service specific terms as well as the terms of the Master Services Agreement. Insofar as any of the service specific terms conflicts with Master Services Agreement, the provisions of the Service Schedule shall prevail to the extent only of that conflict.
- 1.2 Save where expressly provided to the contrary, the terms and conditions of one Service Schedule shall not apply to any other Service

## **2. DURATION AND TERMINATION OF THIS MASTER SERVICES AGREEMENT.**

- 2.1 Each Service Schedule shall endure for the Initial Period, whereafter it shall automatically renew for a further 12 (twelve) month period ("Renewal Term"), subject to the right of either Party to terminate a Service Schedule with effect from the end of the Initial Period or a Renewal Term (as the case may be) on no less than 3 (three) months written notice to the other Party.
- 2.2 For the avoidance of doubt, any provision of this Agreement which contemplates performance or observance subsequent to any termination or expiration of this Agreement shall survive any termination or expiration of this Agreement and continue in full force and effect.

## **3 FEES AND PAYMENT**

- 3.1 The Customer shall be liable for and shall pay the Fees in respect of Services supplied pursuant to this Agreement on the basis set out in the Service Schedule.
- 3.2 In respect of Power Availability licenses, the Customer subscribes for a specific band of power usage. Should Customer use in excess of the allocated power band for more than 10 hours in any month:
- 3.2.1 The Service Provider may bill the Customer for such excess usage at the unit rate set out in the Service Schedule per additional 1.KVA of power (which amount will escalate on the basis set out in clause 3.14) utilised by the Customer In the relevant month; and

3.2.2 if the Customer exceeds the allocated power usage band on a second occasion during any 12 (twelve) month period, the Customer will automatically be upgraded into the relevant power usage band and be billed accordingly by the Service Provider on the basis contemplated in clause 3.4

3.3 Unless otherwise agreed upon in writing, in terms of a Service Schedule:

3.3.1 all Fees shall be invoiced by the Service Provider monthly in advance and paid in full within 30 (thirty) calendar days of the date of the Service Provider's invoice;

3.3.2 all fees invoiced by the Service Provider, shall be for a full calendar month, back dated to the 1st of the month in the month during which the Services commence;

3.3.3 a final invoice will be issued Including the calendar month preceding the anniversary of the Service Schedule. Services however will continue until the anniversary date of the Service Schedule;

3.3.4 notwithstanding the provisions of clause 3.3.1 any fees incurred on a Time and Materials basis shall be billed monthly in arrears and shall be payable by the Customer within 30 (thirty) calendar days of the date of the Service Provider's invoice In respect thereof;

3.3.5 the Fees referred to in this Agreement exclude all taxes (including, without limitation, value added tax and other taxes levied in any jurisdiction but excluding taxes based on the income of the Service Provider, duties, tariffs, rates, levels other governmental charges or expenses payable in respect of the Services), all of which shall be payable by the Customer, in addition to the Fees stipulated in this Agreement;

3.4 If any payment due from customer to the Service Provider, including any interest and any other charges payable thereon, is not received by the Service Provider by the due date of payment therefor and the Customer does not pay all such amounts within five (5) days of the Service Provider's written notice calling upon the Customer to do so, then the Service Provider may (without limiting any other remedies it may have in terms of this Agreement or in law) in its sole discretion and upon written notice:

3.4.1 With immediate effect suspend (in whole or in part) the Services up until such time as all arrears amounts, including any interest thereon is paid in full, and/or

3.4.2 Terminate:

3.4.2.1 the particular Service Schedule to which the breach relates; or alternatively

3.4.2.2 the entire Agreement (and all Service Schedules issued pursuant thereto);

on written notice to the Customer and in either of the above circumstances, the Service Provider shall be entitled, without limitation of its rights in law, to (a) recover from the Customer all damages the Service Provider may suffer by reason of such termination, all arrears in fees and other costs, charges, assessments, and reimbursements, or (b) declare to be due and payable immediately, the then present value (calculated with a discount factor of the Prime Rate) of the entire amount of monthly fees which would have become due and payable under all terminated Service Schedules for the remaining terms of such Service Schedules (had this Agreement not been terminated). The Customer agrees to pay all such liquidated damages within 30 (thirty) days of the date of termination of this Agreement or the relevant Service Schedule, as the case may be, the Service Provider and the Customer agreeing that the Service Provider's actual damages in such event are impossible to ascertain and that the amount set forth above is a reasonable estimate thereof; and/or

3.4.3 prevent and/or restrict the Customer's access to and/or removal of any Colocated Equipment from the Premises; and/or

3.4.4 exercise a lien over the Colocated Equipment and to use such equipment for its own benefit pending payment of any outstanding amounts.

3.5 Monthly recurring fees shall continue to accrue and be payable by the Customer, notwithstanding the Service Provider's exercise of available remedies set forth in clause 3.6. the Service Provider's right of retention in respect of Colocated Equipment shall continue until such time as the Customer has paid all amounts due to the Service Provider under this Agreement in full, provided that if the Customer has not paid all arrear amounts in full within 120 (one hundred and twenty) days of the Service Provider's notice in terms of clause 3.4, the Service Provider shall be entitled to sell and/or dispose of such Equipment in satisfaction of any amounts owed by the Customer to it, consistent with applicable law.

3.6 All outstanding amounts shall attract interest at the Prime Rate. Such interest shall be calculated from the due date of payment to the date of actual payment, both days inclusive, calculated daily and compounded monthly in arrears.

3.7 all amounts due and payable by the Customer shall be paid to the Service Provider via EFT in South Africa Rand, or such other currency as may be specified in the relevant Service Schedule, without deduction or setoff for whatever reason. The Customer will not be entitled to withhold payment of any amounts payable to

the Service Provider in terms of this Agreement to satisfy any claim of the Customer arising from this or any other Agreement.

3.8 Where the Service Provider is required to perform additional services outside of the scope as envisaged by the Service Schedule, the Customer shall reimburse all reasonable expenses as are properly incurred by the Service Provider and the Service Provider's Personnel in fulfilling these additional services. Such expenses include, but are not limited to, travelling, subsistence, goods and services purchased on the Customer's behalf, communications, stationery, report and presentation material. All such expenses shall be subject to the prior written approval of the Customer.

3.9 If the Parties (acting in good faith) dispute the calculation or quantum of any payment (or part thereof) but do not dispute whether the payment (or part thereof) is due and payable, then such dispute shall be referred to an independent Accountant to be agreed between the Parties (or failing agreement, appointed by the South African Institute of Chartered Accountants ("Accountant")) to determine the quantum of the outstanding payment. The Accountant shall act as an expert and not as an arbitrator and will be requested to give his decision as soon as practicable and, in any event, by no later than 10 (ten) Business Days after the dispute is referred to the Accountant. The Accountant's determination shall be final and binding on the Parties and the relevant Party shall pay all amounts determined by the Auditor to be payable within 7 (seven) days of determination by the Accountant.

3.10 Escalations:

3.10.1 All Fees stipulated in a Service Schedule are subject to an annual escalation by the Service Provider on 1 July of each year during the term of this Service Schedule.

3.10.2 In addition, charges payable in respect of a Power Availability License may be subject to additional halfyearly escalation on 1 July and 1 January of each year during the term of this Service Schedule.

#### **4. SECURITY OF THE PREMISES**

4.1 the Service Provider shall Implement security measures commensurate with Good Industry Practice in respect of the System and the Premises.

4.2 If the Customer discovers a security violation, or reasonably considers that a security violation is imminent, it shall immediately advise the Service Provider thereof in writing.

- 4.3 The Customer shall not do anything to encourage, and shall take all reasonable measures necessary to ensure that no unlawful access is gained to the Premises, the System, or the Customer System due to its default.
- 4.4 Subject to compliance by the Service Provider with its obligations in terms of clause 4.1, the Service Provider shall not be liable for any loss, harm or damage suffered by the Customer arising out of a breach of security in respect of the System or the Premises. Further, the Customer indemnifies the Service Provider against any loss, harm or damage suffered by the Service Provider, including third party claims, arising out of any breach of security caused by the acts or omissions of the Customer or its Personnel.
- 4.5 Risk in the Colocated Equipment shall at all times vest In the Customer, who shall be responsible for insuring same.
- 4.6 In the event of a security violation, or If the Service Provider, in its sole discretion, determines that a security violation is Imminent, the Service Provider may take whatever steps it deems necessary to protect its System and/or the Premises, including without limitation:
- 4.6.1 changing Customers' access codes and passwords, and
  - 4.6.2 temporarily preventing access to the Customer Account or Customer System as the case may be, and
  - 4.6.3 preventing access to the System and/or Premises.
- 4.7 The Customer shall give reasonable cooperation to the Service Provider in any investigation which may be carried out by the Service Provider relating to a security violation.
- 4.8 If the Service Provider is providing a Colocation Service or a Cage Area, the Service Provider shall grant the Customer and its Personnel access to the Premises and Site for the purposes of installation, testing, commissioning, operation, repair, upgrade and maintenance of the Colocated Equipment at all times, provided that such access shall be subject to the Service Provider 's access, security, health and safety policies from time to time, as published and amended on the Website of <https://www.teraco.co.za/> from time to time. the Service Provider reserves the right to deny any person access who fails to, or who the Service Provider believes may fail to, adhere to such policies. Without limiting the foregoing, the Service Provider reserves the right to search any person entering or leaving the Premises and the Customer shall notify its Personnel of such possibility.

4.9 the Service Provider may relocate the Customer within the Premises on no less than 7 (seven) days' notice to the Customer.

4.10 the Service Provider may on prior written notice to the Customer inspect the Customer's installation and Colocated Equipment to ensure compliance with the building regulations and restrictions agreed between the Parties.

4.11 The Customer shall maintain the Site in a neat and tidy state and shall, upon termination of the Service Schedule in respect of any such area return the Site to its original state, fair wear and tear excepted.

## **5. SUSPENSION OF SERVICE**

5.1 The Service Provider is entitled to suspend provision of the Services to the Customer under the following circumstances:

5.1.1 where the Customer has not made payment of monies owing to the Service Provider by due date as set out in clause 3,

5.1.2 where such suspension is necessary to maintain security as set out in clause 4,

5.2 the Service Provider is entitled to suspend Services as set out in clause 5.1 immediately and without notice, provided that the Service Provider shall use reasonable commercial endeavours to notify the Customer of any such suspension.

5.3 The period of suspension shall be that which is reasonable under the particular circumstances which gave rise to the suspension.

## **6. DATA & CONTENT**

6.1.1 While the Service Provider recognises the Customer's right to privacy of its data, the Customer agrees that the Service Provider may monitor the Customer's use of the System so as to ensure that the System is operating properly.

6.1.2 the Service Provider has no knowledge of or interest in the data transmitted to, stored on or accessed from the Colocated Equipment by the Customer, subject to the further terms of this Agreement. the Service Provider has moreover no duty to monitor any content made available or published through the System, subject to the provisions of clause 8.

6.1.3 The Customer agrees that no action shall lie against the Service Provider for any damages howsoever arising as a result of any act or omission relating to the transmission of data to and from the Colocated Equipment, its storage on the Colocated Equipment or its publication using the Colocated Equipment to third parties, and the Customer further indemnifies and holds the Service Provider harmless in respect of any action brought by a third party resulting from such acts or omissions.

## **7. MAINTENANCE**

7.1 The Service Provider may be required to suspend access to the System in order to carry out routine maintenance to the System, provided that the Service Provider shall endeavour to undertake same at times of low traffic volume.

7.2 the Service Provider shall use best endeavours to advise the Customer within a reasonable time of the time and expected duration of such suspension of Service due to maintenance.

7.3 Notwithstanding the above, the Service Provider may suspend access to the System without notice should maintenance be necessary in an emergency.

## **8. STATUTORY COMPLIANCE**

8.1 The Customer further notes that the Service Provider is obliged to comply with certain statutory provisions including, but not limited to those set out in:

8.1.1 the Regulation of Interception of Communications and Provision of Communication-related Information Act (Act 70 of 2003), and

8.1.2 the Film and Publications Act (Act 65 of 1996), and

8.1.3 The Electronic Communications and Transactions Act (Act 25 of 2002)

the Service Provider 's compliance with such statutory provisions may include steps which would otherwise constitute infringements of the Customer's privacy, such as the interception of the Customer's communications or the examination of Customer Data. The Customer agrees that no action shall lie against the Service Provider for any damages howsoever arising as a result of such steps, and the Customer further indemnifies and holds harmless the Service Provider in respect of any action brought by a third party resulting from such steps in relation to the Customer's System.

## **9. WARRANTIES**

9.1 the Service Provider warrants that:

9.1.1 it has the facilities, infrastructure, capacity and capability to provide the Services;



9.1.2 it will provide the Services:

9.1.2.1 with promptness and diligence and in a workmanlike manner and in accordance with Good Industry Practice;

9.1.2.2 In accordance with all applicable laws and regulations.

9.2 Save for the foregoing warranties, and any specific warranties that may be contained in the Service Schedules, the Services and Site are provided "as is" and "as available" and without any further warranty of any nature whatsoever, whether express or implied, including without limitation warranties of merchantability, fitness for purpose, title or non-infringement of intellectual property rights.

## **10. PUBLICITY**

10.1 The Service Provider invests in marketing its Customers' businesses and promoting interconnection between its customers. The Customer therefore agrees to the Service Provider issuing a news release about the Customer's use of the Service Provider's services from time to time, subject to the Customer's prior written approval of the wording of any such release.

## **11. TERMINATION AND BREACH**

11.1 The Service Provider shall tender return of the Colocated Equipment immediately upon termination of the Service Schedule to which it pertains, subject to the provisions of clause 3.4.4

11.2 Should either Party fail to comply with any of its obligations or commit a breach of this Agreement and fail to remedy such default or breach within 7 (seven) days after having received a written notice to do so, or be placed in provisional or final liquidation, or judicial management, or enter into any compromise or scheme of arrangement with its creditors, or fail to satisfy a judgment taken against it within 10 (ten) days, the other Party shall be entitled to terminate this Service Schedule on written notice to the defaulting Party.

11.3 The provisions of this clause will not affect the rights of the Parties to claim damages in respect of a breach of any of the provisions of these service specific terms.

## **12 TERMINATION ASSISTANCE**

12.1 Upon termination of this Agreement or any Service Schedule, subject to due payment by the Customer of all undisputed amounts due and payable to the Service Provider, the Service Provider shall

render such reasonable assistance to the Customer so as to enable the Customer to migrate any Services affected by such termination to a service provider of the Customer's choice.

13. This Agreement constitutes a stipulatio alteri in favour of the Affiliates of the Parties, which is capable of acceptance by such Affiliate through the conclusion of a Scope of Work, and each such Scope of Work will clearly indicate that it is concluded pursuant to this Agreement.

**SCHEDULE 1: SERVICE LEVEL AGREEMENT**

Contract Year	means a 12 (twelve) month period from the Commencement Date of a Service Schedule and each subsequent anniversary thereof during the currency of this Agreement;
Premises	means the building in respect of which the Service Provider makes Sites available and provides the Services
Service Availability Level"	means the time during a particular calendar month, measured as a percentage, when the Service is accessible. The calculation of the Service Availability Level shall not take account of uptime lost due to the negligent acts or omissions of the Customer or Force Majeure, but shall take account of uptime lost due to maintenance carried out on the System by Service Provider; and
"Service Availability Level Target"	means the target as applied separately to each measure.
Site	Means the area allocated to the customer by the Service Provider for the purpose as specified on the Service Schedule.

**1. SUPPORT**

1.1. The Service Provider shall provide the Customer with technical support Services through a call centre, which the Service Provider shall maintain at its cost.

1.2. The technical support Services shall be available telephonically 24 hours a day and 365 days a year, and the Service Provider may at its instance provide for Incident submittal by any other medium including without limitation email and voice mail .

1.3. Incident reports on any service level breaches per parameter will be made available on written request.

## **2. SERVICE ESCALATION**

2.1 In the event that the Service Availability Level of a particular Service falls below the Service Availability Level Target and the Customer Is not satisfied with the actions being taken by the Service Provider Support Personnel, the following escalation path should be followed:

[https://www.firstnet.co.za/\\_files/ugd/2b7a0b\\_a84255f308eb451aa51ca3374113f814.pdf](https://www.firstnet.co.za/_files/ugd/2b7a0b_a84255f308eb451aa51ca3374113f814.pdf)

2.2 All incidents will have a support specialist allocated responsible for:

2.1.1 Resolution of all calls and fault repair;

2.1.2 Service Level Agreement resolution feedback;

2.1.4 Service improvement opportunities and initiation of penalties when applicable;

2.1.6 Management of resolution, including technical reviews and root cause analysis.

## **3. SERVICE PARAMETERS**

### **3.1. DOWNTIME MEASUREMENT**

3.1.1 "99.999% availability" is defined as being when the service is not available for less than 5 minutes and 16 seconds accumulated in a 12 month period.

3.1.2. "99.99% availability" is defined as being when the service Is not available for less than 52 minutes and 34 seconds accumulated downtime in a 12 month period.

3.1.4 Loss of service to a fraction of the customer equipment accumulates, on a pro rata basis.

### 3.2. POWER GUARANTEES

3.2.1. Power guarantee: 99.999% availability of power to PDU (cabinet power bar).

3.2.2 Metrics: Downtime to the PDU will be measured as a complete lack of power to a rack from both the active and passive standby power socket from the time that such status is detected by Teraco's Building Management System, to the time that power is restored to either or both main and standby power sockets.

3.2.3. Power availability shall be expressed as a percentage of time the power is available as measured on Teraco's Building Management System over a 12-month period.

3.2.4. Conditions: Power consumption per cabinet may not exceed 3.3KVA, unless negotiated prior to signing the Service Schedule.

### 3.3. ENVIRONMENTAL GUARANTEES

3.3.1 Temperature Parameters: 99.99% availability of 26°C, +/- 40C

3.3.2 Relative Humidity guarantee: 50% +/- 10%.

3.3.3 Metrics: As used in this SLA: (a) relative humidity is the ratio of water vapour density (mass per unit volume) to saturation water vapour density, expressed in a percentage; and (b) both temperature and relative humidity are daily averages measured in the return air path.

3.3.4 Conditions: Equipment to be installed according to supplier's recommendations, but with no less than 1U clearance between rack mounted units.

### 3.4 PHYSICAL INTERCONNECT

3.4.1 Service levels only apply where the Physical Interconnect is provided by the Service Provider and the Customer has a Service Schedule with monthly recurring charges.

3.4.2. Network guarantee: 99.99% availability of connectivity to rack/cabinet for redundantly connected access only.

3.4.2 The Customer has the option of deploying a redundant link per connection and will need to subscribe to this link on a Service Schedule. The redundantly routed pair of network cables will be presented to the agreed upon primary (A) and standby (B) points.

3.4.3 Access to services via Teraco network cabling is provided via a redundantly routed pair of network cables presented to agreed primary (A) & standby (B) points.

3.4.4. Metrics: Downtime will be measured as a complete lack of connectivity to both A & B points at the rack from the Service Provider system from the time of notification by the Customer. This service level is measured by a customer notifying the Service Provider (opening a "trouble ticket") that there is a loss of access to services over both the active and passive standby the Service Provider network cabling service. If at least one of the redundant services proves not to be faulty, the trouble ticket is closed and there is no

accumulation of downtime, Otherwise, the Service Provider repairs or replaces the faulty service. Trouble ticket opening time to closing time in the latter case is appended to accumulated downtime.

3.4.5. System availability shall be expressed as a percentage of time the system is available over a calendar year.

3.4.6. Conditions: Customer has made provision to use both primary and secondary network points. Customer notifies the Service Provider of any suspected faulty circuits or connections. Customer notifies the Service Provider in writing of any changes made to cables or terminators belonging to the customer.

3.4.7. Exceptions: Carrier outages will not be included.

### **3.5. WIRELESS COLOCATION**

#### **3.5.1. Power**

3.5.1.1 97% uptime of power to Customer's POE [Power Over Ethernet].

3.5.1.2 A single power feed is provided, backed up by a generator and UPS's.

3.5.1.3 Power will be limited to 0.2kva per 'U' space and excessive power usage will be negotiated.

#### **3.5.2. Interconnect**

3.5.2.1 A single physical data cable [Ethernet CAT6 or Fibre Optic Lead] will be provided to the Customer's cabinet in the Datacentre.

3.5.2.2. The Customer has the option of deploying a redundant link per connection and will need to subscribe to this link on a Service Schedule.

**SCHEDULE 3: SERVICE DESCRIPTIONS**

Where appropriate reference to Teraco shall be deemed a reference to the Service Provider and vice versa.

<b>Access Control</b>	Access to the physical environment is controlled and by means of biometric units at entry points.
<b>Cage or Caged Space</b>	An area physically cordoned off and separately lockable, within a Teraco Data Centre by means of a steel cage, border, fence or bars or as specifically defined by the respective Service Schedule, in which a single Customer's Equipment, Racks or Cabinets are contained.
<b>Carrier Hotel Power</b>	A service provided by Teraco consisting of resilient power within a single Rack, Cabinet or Cage commencing with a minimum of 2.2kVA and increasing in increments of 1.1kVA to a maximum of 3.3kVA, provided in the form of redundant A and B feeds from two separate Power Distribution Units (PDU's) within each Cabinet. Specific availability levels are defined within the Service Level Agreement in Schedule 1. It is the Customer's responsibility to ensure that the Customer Equipment is able to draw power from either the A feed or B feed at any time to ensure resilience. A minimum of 2.2kVA of resilient power to a single Rack, Cabinet or Cage in the form of redundant A and B feeds from two separate Power Distribution Units (PDU's) within each Cabinet.
<b>Carrier Hotel Space</b>	This is the separate area within the Teraco Data Centre for the colocation of telecommunications carriers only. Carriers will typically be providers of physical telecommunications infrastructure into the building, such as fibre or wireless networks. Teraco shall determine, at its sole discretion, whether Customers can co-locate within the Carrier Hotel Space.
<b>Colocation</b>	The services offered in a Teraco Data Centre, in units of Racks or Cabinets. The Colocation service offered excludes all the Customer Equipment within the Cabinet. The Customer shall be responsible for cabling within the Cabinet. Should the Customer wish Teraco to provide cabling within the Cabinet, Teraco can perform this, by prior agreement, on a Time and Materials basis. Colocation of Cabinets is possible either within the Carrier Hotel Space or within the Colocation Space, which denotes all other space within the Teraco Data Centre, available for Customer Colocation.
<b>Colocation - Data Centre</b>	Supplied as a predetermined floor area (footprint) of 600mm x 1200mm.

<b>Colocation - Wireless and Wireless Tower</b>	Supplied as a predetermined pole position (footprint), in the designated wireless colocation space, of 1000mm x 1000mm, or Supplied as a single predetermined position, on a tower erected for such purpose, of top 7 meters or lower 8 meters, for the sole use of radio, microwave and other wireless equipment. The placing, mounting or Installation of equipment on the high site or tower, shall be the responsibility of the Client. Teraco shall be able, at its sole discretion, to move or terminate the service offered, should other Customers be at risk of interference. Note: Colocation on a Wireless Colocation tower or high site, is at the sole risk of the Customer, as Teraco cannot guarantee protection from any weather elements such as rain, wind or lightning, furthermore it is the customers risk as to whether wireless connectivity takes place. Where possible, Teraco will take reasonable steps to restrict physical access to such Wireless Colocation Spaces
<b>customer Physical Interconnect</b>	A Physical Interconnect, including cables, connections, and other wiring, that runs specifically between items of Customer Equipment belonging to the same Customer in the same Rack or Cage. Customer Physical Interconnects can be provided by either Teraco or the Customer, by prior written agreement.
<b>Customer Equipment</b>	For each Customer, all network and/or computer equipment and/or electronic equipment (including wiring and the Customer Interconnects between such equipment and the Customer's termination Equipment) that the Customer deploys within any Teraco Data Center.
<b>Environmental Monitoring</b>	Of temperature and humidity.

<b>FinVault Space</b>	This is the separate area within the Teraco Data Centre for the colocation of financial services providers only.
<b>Fire Suppression</b>	Is a standard feature
<b>NAPAfrica</b>	The neutral layer 2 (two) internet exchange point operated within certain Teraco Data Centres by Teraco. Customers may connect to ports on NAP Africa by prior agreement. Peering between Customers is negotiated independently by those Customers.
<b>Physical Interconnect</b>	An interconnection (including without limitation: Fibre, PSTN (copper), Ethernet or wireless) that exists in a Customer's Cabinet or Cage and exits a Customer's Rack or Cage or that runs between two Teraco Customers, or a Customer and another party in a Teraco Data Center (including interconnections such as wireless, Bluetooth, laser and infrared connections). Physical Interconnects are provided by only Teraco. Customers may not provide their own Physical Interconnects. Should this be a specific requirement by a Customer, this would be negotiated separately and fall outside of the usual SLAs on such Interconnections.
<b>Power Availability License</b>	A service provided by Teraco consisting of resilient power within a single Rack, Cabinet or Cage in increments of 1.kVA to a maximum of 3.3kVA, provided in the form of redundant A and B feeds from two separate Power Distribution Units (PDU's) within each Cabinet. Specific availability levels are defined within the Service Level Agreement in Schedule 1. It is the Customer's responsibility to ensure that the Customer Equipment is able to draw power from either the A feed or B feed at any time to ensure resilience.
<b>Power - Data Centre</b>	1.kVA of resilient power to a single Rack, Cabinet or Cage in the form of redundant A and B feeds from two separate Power Distribution Units (PDU's) within each Cabinet.
<b>Power Distribution Unit</b>	Only 8 port (non-POMs) are supplied as a standard

<b>Racks or Cabinets</b>	Steel cabinets or racks which are of a predetermined floor area (footprint) of 600mm x 1200mm and can be from 43 - 47u(nits) high. Cabinets are generally supplied by Teraco although Customers may supply their own Customer Cabinets by prior written agreement. Alternative cabinet sizes are also allowed, by prior written agreement.
<b>Remote Hands</b>	The use of a Teraco Technician to perform basic tasks on clear instruction and on behalf of the Customer and at the sole risk of the Customer. The basic tasks shall be limited to tasks such as tape swapping, unplugging of equipment, removing and swapping of cables, checking to see if equipment is turned on and other tasks as listed from time to time. Note: Teraco Technicians are not qualified server or network equipment specialists.
<b>Security</b>	24x7 security at entry points to facility and on the premises.
<b>Structured Cabling Equipment</b>	(1) patch panels, DSX panels for all category type twisted pair, co-axial, single and multimode fibre, or (2) other appropriate (as determined by Teraco) equipment.
<b>Teraco Data Centers</b>	The Teraco Data Centres leased or owned by Teraco including all related areas, if any, which may be used by the Customer, such as parking and respective common areas, such as toilets. -
<b>Teraco Data Center</b>	the areas (as determined by Teraco at its sole discretion) in which Teraco makes Teraco Data Center date cabinet(s) available for its Customers. Teraco Data Center Spaces may be located in a Teraco Data Center or in areas in, reasonable proximity to a
<b>Spaces</b>	Teraco Data Center.
<b>Wireless Interconnect</b>	The physical data cable connection between the Customer's Wireless Equipment that is colocated on a Wireless Access Colocation tower or high site, which connects the wireless equipment with the Customer's Equipment within a Rack, Cabinet or Cage inside a respective Teraco Data Centre
<b>Wireless Access Equipment Power</b>	Any power that is supplied to the Customer's Equipment, in the form of a single feed (A), and may not be guaranteed.



