CenturyLink Service Guide

Colocation Services

July 7, 2015

CenturyLink Service Guide

This CenturyLink Colocation Service Guide ("SG") sets forth a description of CenturyLink Colocation Service ("Service") offerings including technical details and additional requirements or terms. This SG is subject to and incorporated into the Master Service Agreement and Service Schedule between the parties. The specific details of the Service ordered by customer will be set forth on the relevant Service Order.

Service offerings presented in this SG include:

- North American Colocation Services
  - United States
  - Canada
- EMEA Colocation Services
  - United Kingdom
  - Frankfurt, Germany
- Asia Colocation Services

- Australia
- Hong Kong
- Japan
- Singapore

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Table of Contents

Contents

North American Colocation Services

Service Description

Colocation Service options include: space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Service Guide.

Basic Colocation Service (North America Data Centers)

Power Allocation:

Colocation Services are purchased in kilowatt units (kW). The kW allocation purchased includes the power, colocation caged space, module or enclosure, as determined by CenturyLink in its sole discretion, to support the quantity of kW purchased. The colocation space is a secure, private area within the CenturyLink Data Center. Power distribution circuits are sold separately in order to accommodate power to diverse types of equipment in the Customer's environment.

Data Center	Standard Raw Cage Space Kilowatt Offering	Inclusions	Exclusions
AB3 AT1 BO1 BO2 BO3 BR1 CH2 CH3 CH4 CW1 DL1 DL2 CL1 DC2 DC3 DC4 DC5 DC6 DC7 DN1 DN2	• Raw Cage Space purchased with power by the kilowatt • Cages are designed with steel mesh walls and an access door with a lock. • **Modules** are purchased in kilowatt increments and customer equipment is placed within contained space with two secured access One door provides access to the front of the cabinets and one door provides access	• Allocated Power in accordance with the CEC stated on customer order • Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost.	• Distribution power circuits • Rack(s) • Cabinet(S) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Custom Cabling including cable management • Gold Support may be purchased for an additional fee

DN3 LA1 MP1 MP2 NJ1 NJ2 NJ2X NJ3 NJ4 NJ5 OC2 PH1 PH2 SE2 SE3 SE4 SC4 SC5 SC8 SC9 SN1 SN2 TP1 TR1 TR3 VC1	to the back of the cabinet. Modules can be shared or dedicated. • A minimum of 250 kW must be purchased for a dedicated environment. • Modules are available in the PH1 data center.	• Project management during installation phase	• Power strips must be purchased for an additional fee • Read-in only card reader at the main cage door. Contacts will be installed at each additional cage door in each single cage • Additional card reader configurations may be installed for an additional fee. See Physical Security section of this Guide.

The following raw cage space specifications apply to customers who purchased Colocation Services based on cage space. This offering is being retired and is offered only to customers who purchased this Colocation model before 2011. Full Cage, Half Cage and Custom sized Raw Cage Space is a secure, private area within the CenturyLink Data Center. Raw Cage Space is designed to house computer and networking equipment.

Data Center	Standard Raw Cage Space Non-kilowatt offering	Inclusions	Exclusions
BO1 BO2 CH3 DC2 DC3 DL1 LA1 OC2 NJ1 NJ2 SC4 SC5 SC8 SE2	• Full Raw Cage Space is 7' W x 8' D (56sqft) • Half Raw Cage Space is 7' W x 4' D (28sqft) • Cages are designed with steel mesh walls and an access door with a lock.	• Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Overhead 12 " Wiring Tray, up to 24 Linear Feet per 8 linear feet of space • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for	• Allocated Power • Distribution power circuits • Rack(s) • Cabinet(s) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping

AT1 BO3 CH3 CH4 DL2 DC4 NJ2X NJ3 SC9	• Full Raw Cage Space is 8' W x 8' D (64sqft) • Half Raw Cage Space is 8' W x 4' D (32sqft) • Cages are designed with steel mesh walls and an access door with a lock	network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost. • Project management during installation phase	Monitoring • Custom Cabling • Gold Support may be purchased for an additional fee • Power strips must be purchased for an additional fee

Enclosures: Cabinets and Racks

Cabinets are defined as a fully enclosed shelter constructed with a high-strength steel frame which resides within the Customer's cage. Each cabinet has lockable front and rear doors and may have side panels. Cabinets are available in all a Data Centers and are to be utilized within a private customer cage. The cabinet is designed to house computer and networking equipment within the Data Center.

Racks are a high-strength steel frame only, with no side panels or doors. CenturyLink offers two types of racks that can be utilized within a Customer's cage:

- Two and four-post steel racks which are used for telecommunication and networking equipment only
- Mighty Mo racks which are used primarily for side venting equipment. These racks offer baffles that direct airflow away from the equipment into the hot aisle.

For the safety of visitors and staff all Customer provided racks and cabinets are to be installed by CenturyLink Data Center Management at Customer's cost and expense for a fee.

Enclosure: Cabinets

Data Centers	Cabinet Dimensions (Footprint)	Inclusions	Exclusions
AB3 AT1 BO1 BO2 BO3 BR1 CH2 CH3 CH4 CL1 CW1 DC2 DC3 DC4 DC5 DC6 DC7 DN1 DN2 DN3 DL1 DL2 LA1 MP1 MP2 NJ1 NJ2 NJ2X NJ3 NJ4 NJ5 OC2 PH2 SC4 SC5 SC8 SC9 SE2 SE3 SE4 SL1 SN1 SN2 TP1 TR1 TR3 VC1	Single 24” cabinet 24”W x 84”H x 42”D 45 rack units (square holes)	• One (1) 24” cabinet • Accommodates 19”W equipment • Up to two (2) internal Vertical Wiring Channel Locks • Installation, grounding and bolt-down of cabinet • Seismic bracing (where required by local building code) • Project management during installation phase	• Power purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol (“ICMP”) Ping Monitoring • Shelves may be purchased separately • Power strips may be purchased for an additional fee • Additional vertical wiring channels may be purchased separately • Gold Support may be purchased for an additional fee

Enclosures: Racks

Data Centers	Rack Dimensions (Footprint)	Inclusions	Exclusions
AB3 AT1 BO1 BO2 BO3 BR1 CH2 CH3 CH4 CL1 CW1 DC2 DC3 DC4 DC5 DC6 DC7 DN1 DN2 DN3 DL1 DL2 LA1 MP1 MP2 NJ1 NJ2 NJ2X NJ3 NJ4 NJ5 OC2 SC4 SC5 SC8 SC9 SE2 SE3 SE4 SL1 SN1 SN2 TR1 TP1	Single 24” Four-post rack 24”W x 84”H x 36”D 45 rack units (square holes) **Note:** Open, without sides. Not intended to be replacement for cabinet.	• One (1) 24" or One (1) 19” rack, as applicable • Accommodates 19”W equipment • Blanking panels for four-post racks • Two and four post rack meant for telecom equipment only • Two (12”) Vertical Wiring Channel Locks • Installation, grounding and bolt-down of rack • Seismic bracing (where required by local building code) • Project management during installation phase	• Power is purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol (“ICMP”) Ping Monitoring • Shelves may be purchased separately • Additional vertical wiring channels may be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee

TR1 VC1 TR3			

Enclosures: Mighty Mo Racks

Data Center	Rack Dimensions (Footprint)	Inclusions	Exclusions
AB3 AT1 BO1 BO2 BO3 BR1 CH2 CH3 CH4 CL1 CW1 DN1 DN2 DN3 DC2 DC3 DC4 DC5 DC6 DC7 DL1 DL2 LA1 MP2 NJ1 NJ2 NJ2X NJ3 NJ4 NJ5 OC2 SC4 SC5 SC8 SC9 SE2 SE3 SE4 SN1 SN2 TP1 TR1 TR3	Four configurations: • Rack with one wiring channel and one baffle • Rack with one wiring channel and no baffle • Rack with two wiring channels with baffle • Rack with two wiring channels with no baffle Rack Measurement: 16”D x 84” H with 2’ x 2’ base, 45 U’s Note: Wire managers add approximately 14” to front profile of rack The footprint of this rack is larger than standard cabinets care should be taken to assure that it can fit in the cage. Additional Space may be required	• One rack, as applicable • Installation, grounding and bolt-down of rack • Seismic bracing (where required) • Project management during installation phase	• Power is purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol (“ICMP”) Ping Monitoring • Shelves may be purchased separately • Additional vertical wiring channels may be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Data Centers	Size	Cabinet Dimensions (Footprint)	Inclusions	Exclusions
AB3 AT1 BO1 BO2 BO3 BR1 CH2 CH3 CH4 CL1 CW1 DC2 DC3 DC4 DC5 DC6 DC7 DN1 DN2 DN3 DL1 DL2 LA1 MP1 MP2 NJ1 NJ2 NJ2X NJ3 NJ4 NJ5 MR1 OC2 PH1 PH2 SC4 SC5 SC8 SC9 SE2 SE3 SE4 SL1 SN1 SN2 TP1 TR1 TR3 VC1	2kW ½ cabinet, 2, 4, 6, 8 kW 2 kW. 4kW 2kW ½ cabinet, 2, 4, 6, 8 kW 2kW ½ cabinet, 2, 4, 6, 8 kW 2kW ½ cabine, 2, 4, 6, 8 kW 2kW ½ cabinet, 2, 4, 6, 8 kW 2kW ½ cabinet, 2, 4, 6, 8 kW 2kW ½ cabinet, 2, 4, 6, 8 kW	Single 24" cabinet 24"W x 84"H x 36"D 45 rack units (square holes) Single 24" cabinet 24"W x 84"H x 42"D 45 rack units (square holes) Single 2kW ½ cabinets 24"W x 84" Hx42" D Each compartment contains: • 21 rack units • Front and Rear locking doors • Secure vertical cable management raceways • Cable access provisioning located on bottom and top • Separate entry for each compartment	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • One (1) 24" W cabinet • Accommodates 19"W equipment • 2 Keys • 4 shelves • 2 Vertical Wiring Channel Locks • Installation and bolt-down of cabinet • Seismic bracing (where required by local building code) • Project management during installation phase	• Power distribution circuits are purchased for an additional fee • Not an available option in a Vault • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol ("ICMP") Ping Monitoring • Additional shelves and vertical wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee
PH1	In Module: 2kW ½ cabinet, 2, 4, 6, 8,12, 14, 16, 18, 20, 22 kW			

LV8, LV9	Housed in a T-SCIF-(Thermal Separate Compartment in Facility). A T-SCIF is a 100 percent heat containment cabinet platform specifically designed to power and cool more equipment per rack more efficiently. T-SCIFs separate hot and cold aisles so that heat from equipment exhaust does not blend with cold aisles in the data center. Each cabinet installed will have an associated kW CEC.	• Cabinet inside a T-SCIF • 24”W x 93” Hx46” D • Each T-SCIF can support approximately 20 cabinets and is surrounded by cage material has a cage door equipped with a bio finger scanner and each cabinet within the SCIF has a combination lock. SCIFs may be dedicated to one customer or shared among several customers.	• Power allocation • One (1) 24” W cabinet • Accommodates 19”W equipment • 1 Card reader at cage door and 1 card reader at each end of each T-SCIF • 2 Vertical Wiring Channel Locks • Installation and bolt-down of cabinet • Seismic bracing (where required by local building code) • Project management during installation phase	• Power distribution circuits are purchased for an additional fee. • Not an available option in a Vault • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol (“ICMP”) Ping Monitoring • Additional shelves and vertical wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee • Items left in shipping and receiving for longer than 90 days from the date of delivery will be assessed a monthly storage fee until the items are removed. • Items received in shipping and receiving outside the hours of the 9AM-4PM Pacific Standard Time will be assessed a fee per pallet of items received

Common Area Colocation

Common Area Colocation is defined as a rack or cabinet in a shared caged area or in a locked cabinet outside of a private caged space in an area designated by CenturyLink. This offering is being discontinued and is only offered to those customers who currently subscribe to this service.

Not all data centers support Common Area Colocation. This service is available only in the data centers listed below. This service is offered to customers who are currently located in the common colocation areas of the data centers.

Data Centers	Cabinet/Rack Dimensions (Footprint)	Inclusions	Exclusions
BO1 BO2 CH3 DC2 DC3 DL1 LA1 OC2 NJ1 NJ2 SC4 SC5 SC8 SE2	Single 23” cabinet 23”W x 84”H x 36”D • Accommodates 19”W equipment • Up to four (4) shelves	• 2 vertical wiring channels • Lock • 4 shelves • 2 Vertical Wiring Channel Locks • Installation and bolt-down of cabinet • Seismic bracing (where required) • Project management during Installation phase	• Power is purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol (“ICMP”) Ping Monitoring • Additional shelves and vertical wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee
	23” four-post rack 23”W x 72”H x 26”D • Accommodates 21”W equipment	• One (1) 19"or 23: Rack, as applicable • 2 Vertical Wiring Channels • Raised floor • Environment Management: heating, cooling, fire suppression and controlled access • Installation and bolt-down of rack	

Vaults (available in select North America Data Centers)

Vaulting is a high-end, enclosed, secured private area within the CenturyLink Data Center. The CenturyLink Vault is designed with solid walls and a biometric key-lock access. The CenturyLink Vault provides an auditable log of all access into the vault via the biometric access handprint reader. The CenturyLink Vault has a dedicated video surveillance camera (mounted outside of the vault) to monitor and record exiting/entering activity at the door. Alarm contacts and related equipment are installed to provide an alert and a log of all unauthorized activity at the door. The CenturyLink Vault has a temperature sensor, redundant power supply availability, lighting, and a fire suppression system. In addition, the CenturyLink Vault floor is bolted down to prevent unauthorized access from under the Vault. Vaults are subject to availability. All Customer Equipment must fit in the vault space purchased.

In addition to the two standard vault configurations CenturyLink can accommodate vaults of varying sizes and kilowatt allocation.

Standard Vaulting Specifications

Vaulting Service	Secure Area Vaulting (Outside Dimensions)	Inclusions	Exclusions
CenturyLink Vault (EXEC)	8'W x 12'D x 8'H Up to eight (8) racks Up to sixteen (16) shelves 8 Vertical Wiring channels	• Wiring patch panel • External video camera surveillance • Temperature sensor • Three (3) customer access cards • Raised Floor • Environmental Management, ⇨ Heating ⇨ Cooling ⇨ Fire Suppression ⇨ Secure Access • Project Management for installation oversight • Vault provisioning	• Power distribution circuits are purchased for an additional fee • Customer is responsible for equipment installation and wiring • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee
CenturyLink Vault (JR)	8'W x 8'D x 8'H Up to four (4) racks Up to eight (8) shelves 4 Vertical Wiring channels		

EMEA

Basic Colocation Service

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Frankfurt, Germany Colocation Services

Data Center	Power Option & Cabinet Dimensions	Inclusions	Exclusions
FR6	4 kW/230V Cabinet Dimensions 600mm x 1000mm (with 45 rack units)	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • Power Allocation • One (1) Cabinet • Mechanical lock • Up to 4 standard shelves • Raised Floor • Space Footprint • Environmental Management, • Heating and Cooling • Facility-wide Fire Suppression • Controlled Physical Access • Wiring Channel • 2 Power strips-primary redundant pairs • Installation and baying of cabinet • Project Management during Installation Phase • Provide sufficient connectivity to CenturyLink supplied network services.	• Distribution power circuits • Customer is responsible for own equipment installation and wiring within their own cabinet • Power strips may be purchased for an additional fee • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee
32 Amp	32A/240V Single Phase primary/redundant with power strip		

United Kingdom Colocation Services

Basic Colocation Service

Service Description

Colocation Service options include space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides the key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Colocation Service Guide.

Power Allocation

Colocation Services are purchased in kilowatt units (kW). The kW allocation purchased includes the power, colocation space and cage or enclosure, as determined by CenturyLink in its sole discretion, to support the quantity of kW purchased. The colocation space is a secure, private area within the CenturyLink Data Center. Power distribution circuits are sold separately in order to accommodate power to diverse types of equipment in the Customer's environment.

Data Center	Standard Raw Cage Space Kilowatt Offering	Inclusions	Exclusions
L01 L03 L04 L05 L06/LOND	Raw Cage Space purchased with power by the kilowatt • Cages are designed with steel mesh walls and an access door with a lock.	• Allocated Power in accordance with the CEC stated on customer order • Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost. • Project management during installation phase	• Distribution power circuits • Rack(s) • Cabinet(S) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Custom Cabling including cable management • Gold Support may be purchased for an additional fee • Power strips must be purchased for an additional fee • Read-in only card reader at the main cage door. Contacts will be installed at each additional cage door in each single cage • Additional card reader

			configurations may be installed for an additional fee. See Physical Security section of this Guide.

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Data Center	Power Option & Cabinet Dimensions	Inclusions	Exclusions
LO1 LO3 LO4 L05 LO6/LOND	2kW ½ cabinet/240V 2.0 kW/240V 2.5 kW/240V 3.0 kW/240V 3.5 kW/240V 4.0 kW/240V 4.5 kW/240V 5.0 kW/240V 5.5 kW/240V 6.0 kW/240V 6.5 kW/240V 7.0 kW/240V 7.5 kW/240V 8.0 kW/240V 600mmX1000mm (with 42 rack units) 800mm x 1000mm (with 45 rack units) Single 2kW ½ cabinets 24"W x 84" H x 42" D Each compartment contains: • 21 rack units • Front and Rear	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • One (1) Cabinet • Raised Floor • Space Footprint • Environmental Management, • Heating and Cooling • Facility-wide Fire Suppression • Controlled Physical Access • 2 Wiring Channels • Combination lock • 2 Power strips • Installation and baying of cabinet • Project Management during Installation Phase • Provide sufficient connectivity to CenturyLink supplied network	• Power distribution circuits • Customer is responsible for own equipment installation and wiring within their own cabinet • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Additional Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee

	locking doors • Secure vertical cable management raceways • Cable access provisioning located on bottom and top • Separate entry for each compartment	services.	

Data Center	Power Circuit Description
LO1 LO3 LO4 L05 LO6	16Amp/240Volt Single Phase 32Amp/240Volt Single Phase 30 Amp/415Volt
Data Center	**Power Strip Description**
L01 L03 L04 L05 L06	C13 Power Strip – 13 Amps/CForm Connector C19 Power Strip – 16 Amps/CForm Connector

Asia

Australia

Service Description

Colocation Service options include: space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides the key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Service Guide.

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Service Options	**Includes**	**Choice of**	Sites B=Brisbane C=Canberra M=Melbourne P=Perth S=Sydney
2kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
2kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P

	Power distribution circuit		
3kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
3kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
4kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
4kW Secure Cabinet	Standard Cabinet **45UHX1200DX600W** 2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
5kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P

	Power distribution Circuit		
5kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
6kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
6kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 45UHX1200DX600W 45UHX1200DX800W	M, S, P
2kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
2kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B

3kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
3kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
4kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	**B**
4kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
5kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	b
5kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B

	Power distribution circuit		
6kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
6kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1070DX600W 42UHX1070X750W	B
2kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
2kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
3kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C

3kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
4kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
4kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
5kW Secure Cabinet	2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
5kW Secure Cabinet	2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C

6kW Secure Cabinet	Standard Cabinet **42UHX1200DX600W** 2-PDUs 2G, **metered**, ZeroU, 32 AmpsX230 Volts, (36) C13 receptacles and (6) C19 receptacles Power distribution Circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
6kW Secure Cabinet	Standard Cabinet **42UHX1200DX600D** 2 PDUs 2G, **switched plus**, ZeroU, 32Ampsx230V, (21) C13 receptacles and (3) C19 Receptacles Power distribution circuit	Standard Cabinet 42UHX1200DX600W 42UHX1200Dx800W	C
1 kW quarter Secure Cabinet	2 PDUs 2G, **metered** ZeroU, 32ampsx230volts, C13 receptacles and C19 receptacles Power distribution circuit	Quarter Rack Cabinet 45UHX1200DX 800W	B, C, M, P, S
1.5 kW quarter Secure Cabinet	2 PDUs 2G, **metered** ZeroU, 32ampsx230volts, C13 receptacles and C19 receptacles Power distribution circuit	Quarter Rack Cabinet 45UHX1200DX 800W	B, C, M, P, S
2 kW quarter Secure Cabinet	2 PDUs 2G, **metered** ZeroU, 32ampsx230volts, C13 receptacles and C19 receptacles Power distribution circuit	Quarter Rack Cabinet 45UHX1200DX 800W	B, C, M, P, S

Structured Cabling Options in Australia

Structured Cabling Services include related design and installation associated with Structured Cabling Systems (SCS) and Information Transport Systems (ITS), physical connectivity associated with Carrier Service Delivery to the Customer cage and design and installation associated with infrastructure builds within the Customer's cage environment. Structured Cabling in Australia is available in the following increments:

- 6 x CAT6 cables and patch panel
- 12 x Single-Mode fiber & patch panel

Cross Connects Options in Australia

- Rack to Carrier-Single Mode Fiber-Single Core
- Rack to Carrier-Single Mode Fiber-Dual Core
- Rack to Rack-Single Mode Fiber-Single Core
- Rack to Rack-Single Mode Fiber-Dual Core
- CAT3 Cable (delivered via CAT6) structured Cabling
- CAT6 Cable

Japan Colocation Services

Service Description

Colocation Service options include: space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides the key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Service Guide.

Power Allocation

Colocation Services are purchased in kilowatt units (kW). The kW allocation purchased includes the power, colocation space and cage or enclosure, as determined by CenturyLink in its sole discretion, to support the quantity of kW purchased. The colocation space is a secure, private area within the CenturyLink Data Center. Power distribution circuits are sold separately in order to accommodate power to diverse types of equipment in the Customer's environment.

Data Center	Standard Raw Cage Space Kilowatt Offering	Inclusions	Exclusions
TY6	Raw Cage Space purchased with power by the kilowatt • Cages are designed with steel mesh walls and an access door with a lock.	• Allocated Power in accordance with the CEC stated on customer order • Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost. • Project management during installation phase	• Distribution power circuits • Rack(s) • Cabinet(S) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Custom Cabling including cable management • Gold Support may be purchased for an additional fee • Power strips must be purchased for an additional fee • Structured Cabling may be purchased for an additional fee • Read-in only card reader at the main cage door. Contacts will be installed at each additional cage door in each single cage • Additional card reader configurations may be installed for an additional fee. See Physical Security section of this Guide.

Enclosures: Cabinets

Cabinets provide a high strength steel frame structure and are available in all CenturyLink Data Centers. Each Cabinet provides a front and rear locking door. The cabinet is designed to house computer and networking equipment located in a common space area within the Data Center.

Data Centers	Cabinet/Rack Dimensions (Footprint)	Inclusions	Exclusions
TY6	600 mm x 100 mm Accommodates 19"W equipment With 42 rack units Up to four (4) shelves	• 2 vertical wiring channels • Lock • 4 shelves • 2 Vertical Wiring Channel Locks • Installation and bolt-down of cabinet • Seismic bracing (where required) • Project management during Installation phase	• Power is purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol ("ICMP") Ping Monitoring • Additional shelves and vertical wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee

Power Distribution Circuits

Data Center	Power Circuit Description
TY6	30Amp/200Volt - Three Phase-NEMA L6 20Amp/100Volt - Single Phase-NEMA L5 30Amp/200Volt - Single Phase-NEMA L6

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position

within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Data Center	Cabinet Dimensions (Footprint)	Inclusions	Exclusions
TY6	• 3kW 700mmx 1000mm Cabinet (with 42 rack units) • 4kW 700mm x 1000mm Cabinet (with 42 rack units)	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • Raised Floor • Space Footprint • Environmental Management • Heating and Cooling • Facility-wide Fire Suppression • Controlled Physical Access • One (1) 600mm x 1000 mm Cabinet • Vertical Wire Management • Key lock • 1 Power strip • Installation and baying of cabinet • Project Management during Installation Phase • Provide sufficient connectivity to CenturyLink supplied network services. • Energized power in increments of 3kW, 4kW, 6kW are delivered at 100V or 200V	• Customer is responsible for own equipment installation and wiring within their own cabinet • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee.

Hong Kong Colocation Services

Service Description

Colocation Service options include: space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides the key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Service Guide.

Power Allocation

Colocation Services are purchased in kilowatt units (kW). The kW allocation purchased includes the power, colocation space and cage or enclosure, as determined by CenturyLink in its sole discretion, to support the quantity of kW purchased. The colocation space is a secure, private area within the CenturyLink Data Center. Power distribution circuits are sold separately in order to accommodate power to diverse types of equipment in the Customer's environment.

Basic Colocation Service

Cages

Data Center	Standard Raw Cage Space Kilowatt Offering	Inclusions	Exclusions
HK2	Raw Cage Space purchased with power by the kilowatt • Cages are designed with steel mesh walls and an access door with a lock.	• Allocated Power in accordance with the CEC stated on customer order • Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost. • Project management during installation phase	• Distribution power circuits • Rack(s) • Cabinet(S) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Custom Cabling including cable management • Gold Support may be purchased for an additional fee • Power strips must be purchased for an additional fee • Structured Cabling may be purchased for an additional fee • Read-in only card reader at the main cage door. Contacts will be installed at each additional cage door in each single cage • Additional card reader configurations may be installed for an additional fee. See

			Physical Security section of this Guide.

Enclosures: Cabinets

Cabinets provide a high strength steel frame structure and are available in all CenturyLink Data Centers. Each Cabinet provides a front and rear locking door. The cabinet is designed to house computer and networking equipment located in a common space area within the Data Center.

Data Centers	Cabinet/Rack Dimensions (Footprint)	Inclusions	Exclusions
HK2	600 mm x 1000 mm Accommodates 19"W equipment With choice of 42, 45, 47 rack units 800 mm x 1000 mm Accommodates 19"W equipment With 42, 45, 47 rack units Up to four (4) shelves	•2 vertical wiring channels •Lock •4 shelves •2 Vertical Wiring Channel Locks •Installation and bolt-down of cabinet •Seismic bracing (where required) •Project management during Installation phase	• Power is purchased for an additional fee • Customer is responsible for own equipment installation and wiring • Customer is responsible for setting up and monitoring alarms or events generated by Internet Control Messaging Protocol ("ICMP") Ping Monitoring • Additional shelves and vertical wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Power strips may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements must be purchased separately. Customer's total power consumption associated with each Secure

Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Data Center	Power Option & Cabinet Dimensions	Inclusions	Exclusions
HK2	2kW/220V ½ cabinet 2kW/220 V 2.5kW/220V 3kW/220V 3.5kW/220V 4 kW/220V 4.5kW/220V 5.0kw/220V 5.5kW/220V 6.5kW/220V 7.0kW/220V 7.5kW/220V 8.0kW/220V Cabinet Dimensions: 600mm x 1000mm (with choice of 42, 45 or 47 rack units) 800mm x 1000mm (with choice of 42, 45, or 47 rack units) Single 2kW ½ cabinets 24"W x 84" H x 42" D Each compartment contains: • 21 rack units • Front and Rear locking doors • Secure vertical cable management raceways • Cable access provisioning located on bottom and top • Separate entry for each compartment	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • One (1) Cabinet • Raised Floor • Space Footprint • Environmental Management, • Heating and Cooling • Facility-wide Fire Suppression • Controlled Physical Access • Wiring Channel • Mechanical lock • 2 Power strips • Installation and baying of cabinet • Project Management during Installation Phase • Provide sufficient connectivity to CenturyLink supplied network services.	• Distribution Power Circuits • Customer is responsible for own equipment installation and wiring within their own cabinet • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional power strips may be purchased for a fee • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee

Power Distribution Circuits

Data Center	Description
HK2	• 16Amp/220Volt – Single Phase - IEC60309 (2P+E) • 32Amp/220Volt – Single phase - IEC60309 (2P+E) • 16Amp/380Volt – Three phase - IEC60309 (3P+N+E) • 32Amp/380Volt – Three phase - IEC60309 (3P+N+E

Power Strips

Data Center	Type
HK2	• 24 Outlet Ammetered Metal Cased PDU - 20nos. IEC320 C13 10A & 4nos IEC320 C19 16A socket - 2 x 16A Circuit Breaker - 3M power cord, with 32A IEC60309 Commando Plug

Colocation in the Carrier Room and Meet Me Room

Data Center	Secure Cabinet in MMR	Secure Cabinet in Carrier Room
HK2	0 kW Full Cabinet 2 kW Full Cabinet 0kW ½ Cabinet 2kW ½ Cabinet	0kW Cabinet 2kW Cabinet 4kW cabinet

Carriers may not place equipment in a customer cage without expressed written consent from CenturyLink. All Carrier equipment must be placed in the Carrier/Node Room.

Singapore Colocation Services

Service Description

Colocation Service options include: space, power, power strips, racks, cabinets, secure kW cabinets, roof rights, office space, reservations and structured cabling. CenturyLink provides the key features on a 24/7/365 basis, including conditioned power, cooling, fire suppression, controlled access, and Gold Support.

CenturyLink only provides the infrastructure equipment and a service component set forth herein and makes no commitment to supply any service or item that is not listed in this CenturyLink Service Guide.

Power Allocation

Colocation Services are purchased in kilowatt units (kW). The kW allocation purchased includes the power, colocation space and cage or enclosure, as determined by CenturyLink in its sole discretion, to support the quantity of kW purchased. The colocation space is a secure, private area within the CenturyLink Data Center. Power distribution circuits are sold separately in order to accommodate power to diverse types of equipment in the Customer's environment.

Basic Colocation Service

Cages

Data Center	Standard Raw Cage Space Kilowatt Offering	Inclusions	Exclusions
SG2 SG8	Raw Cage Space purchased with power by the kilowatt • Cages are designed with steel mesh walls and an access door with lock.	• Allocated Power in accordance with the CEC stated on customer order • Raised Floor • Space Footprint • Environment • Management • Heating • Cooling • Fire Suppression • Controlled Physical Access • Cage Provisioning • One (1) six (6) port RJ-48 copper patch panel and cabling to node room for network terminations is included with first raw cage. Additional patch panels may be ordered as a separate item and at an additional cost. • Project management during installation phase	• Distribution power circuits • Rack(s) • Cabinet(S) • Installation and wiring for customer-owned equipment • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Custom Cabling including cable management • Gold Support may be purchased for an additional fee • Power strips must be purchased for an additional fee • Structured Cabling may be purchased for a fee • Read-in only card reader at the main cage door. Contacts will be installed at each additional cage door in each single cage • Additional card reader configurations may be installed for an additional fee. See Physical Security section of this Guide.

Secure Kilowatt Cabinets

Secure Kilowatt Cabinets provide a high strength steel frame structure that are available in increments of kilowatts of allocated power purchased by Customer. Kilowatt Cabinets are available in non-caged areas in the Data Centers and are designed to house computer and networking equipment. Secure Kilowatt Cabinets are subject to availability. Each Secure Kilowatt Cabinet provides a front and rear locking door. All Customer equipment must fit and allow the cabinet to be secured in a locked position within the Secure Kilowatt Cabinet space purchased. Power distribution and wiring requirements

must be purchased separately. Customer's total power consumption associated with each Secure Kilowatt Cabinet shall not exceed the total allocated kilowatts assigned to the cabinet or Committed Electrical Capacity as stated on the relevant Service Order.

Data Center	Power Option & Cabinet Dimensions	Inclusions	Exclusions
SG2 SG8	2kW ½ kW cabinet 2kW/230V 2.5kW/230V 3kW/230V 3.5 kW/230V 4 kW/230V 4.5 kW/230V 5.0 kW/230V 5.5 kW/230V 6.0 kW/230 V 6.5 kW/230 V 7.0 kW/230V 7.5 kW/230V 8 kW/230V Cabinet Dimensions 600mm x 1000mm (with 45 rack units) 800mm x 1000 mm (with 45 rack units)	• Allocated Power in accordance with the CEC stated on customer order is assigned to the cabinet • Allocated power • One (1) Cabinet • Raised Floor • Space Footprint • Environmental Management, • Heating and Cooling • Facility-wide Fire Suppression • Controlled Physical Access • Wiring Channel • Mechanical lock • 2 Power strips • Installation and baying of cabinet • Project Management during Installation Phase • Provide sufficient connectivity to CenturyLink supplied network services.	• Distribution power circuits • Customer is responsible for own equipment installation and wiring within their own cabinet • Power strips may be purchased for an additional fee • Customer is responsible for setting up and responding to any alarms or events generated by Internet Control Message Protocol ("ICMP") Ping Monitoring • Additional shelves and wiring channels must be purchased separately • Gold Support may be purchased for an additional fee • Structured Cabling may be purchased for an additional fee

Data Center	Description
SG2 SG8	• 16A/230V – Single Phase - IEC60309 (2P+E) • 32A/230V – Single phase - IEC60309 (2P+E) • 16A/400V – Three phase - IEC60309 (3P+N+E) • 32A/400V – Three phase - IEC60309 (3P+N+E)

Common Service Description

The following Common Service Description applies to CenturyLink service offerings described in this Service Guide.

Power

All CenturyLink Data Centers provide uninterruptible power in-line with UPS and diesel generator backup in the event of a utility power failure. To conform to the National Electrical Code (NEC) for maximum power use, each power circuit is limited to 80% of the circuit breaker rating.

Customer may order a variety of primary power circuits in the Data Centers. Customer may also order primary only or primary/redundant power circuit pairs. In the case of a primary only power configuration, should CenturyLink have a failure of power to the environment, the SLA will not be in effect. In the case of a redundant power configuration, the primary circuit will be loaded up to the designated capacity of the circuit, with no load on the redundant circuit until such time that the primary circuit may fail, or distribute the load between the two circuits (usually a 50/50 mix) so long as the total potential draw between the two circuits is below the capacity of primary circuit. All redundant pair circuits require single-circuit load capacities compliance across the pair.

Customer's total power consumption associated with its Services shall not be below the minimum watts per square foot rating as set forth in the CenturyLink Customer Information and Handbook and Information Guide, or other applicable Data Center information guide ("Customer Guide") unless dictated by CenturyLink Data Center Management. When ordering power allocation, CenturyLink will supply space to accommodate the Customers' power requirements. CenturyLink may, in its sole discretion, conduct periodic audits to determine Customer's compliance with the allocable power usage.

For safety considerations, the Data Center only supports NEMA (or equivalent) locking receptacles power strips. All power circuits will terminate in a female locking receptacle unless they are to be hard wired into the Customer's equipment. Power for rack or cabinet mounted equipment must be dedicated to that rack or cabinet. Internally connecting power between adjacent racks or cabinets is not allowed.

CenturyLink provided power strips are the property of CenturyLink. In the event a power strip fails, CenturyLink will replace with equal or equivalent replacement power strip at no expense to the Customer. All Customer provided power strips must be the metered display type.

General Restrictions and Requirements

- CenturyLink audits Customer power circuits upon installation and randomly verifies power and circuit usage. If more power is needed beyond the Customer's current configuration, Customer shall purchase additional power as required by CenturyLink. Purchasing additional space may also be required.
- The daisy chaining, or other similar combination, of power strips is strictly prohibited per fire code requirements. When an additional outlet is needed, Customer must purchase additional power circuits and power strips.
- The lifting of floor tiles or access to the plenum within the Data Center is strictly prohibited.
- Any non-standard power configuration not listed in this SG requires a custom part number and will be treated as a product deviation.

- A power setup fee is required for every power circuit.
- Customer must receive prior written approval from CenturyLink with regard to hot and cold aisle layout configurations and adhere to those requirements prior to equipment installation.
- Customer must obtain prior written approval for their cabinet or rack layout from CenturyLink's Facilities Operations management prior to installation and adhere to those requirements.
- Special venting configurations must be pre-approved by CenturyLink and will incur additional set-up costs.
- All equipment must be positioned to vent hot air into the hot aisle
- Any void in rack space must be closed with a blanking panel. Periodic compliance audits will be conducted. Customer will be notified of blanking panel management violations and is required to close any rack or cabinet void with a blanking panel within three (3) business days of notification. If Customer fails to comply with the blanking panel request within the 3 day grace period, CenturyLink will install blanking panels on behalf of the Customer and Gold Support hours will be applied.
- Unless provided by Customer, all cabinets and racks are the property of CenturyLink.
- Customer shall not modify in any way a CenturyLink owned cabinet.
- CenturyLink provided cabinets and racks are not the property of customer
- Customer provided cabinets or racks must be:
    - Approved in advance by CenturyLink
    - Installed, seismically braced, where necessary, and bolted down and grounded solely by CenturyLink for an additional fee to be paid by Customer.
    - Seismically compliant for the Data Center in which they are to be installed.
- In geographic areas that are seismically active, installation of CenturyLink owned cabinets or racks will include additional seismic bolt-downs to meet all building and safety codes.
- All cabinets are pre-positioned by CenturyLink. Customer must receive prior written approval from CenturyLink with regard to hot and cold aisle layout configuration and adhere to those requirements prior to equipment installation.
- Customer must obtain prior written approval for their cabinet or rack layout from CenturyLink's facilities operations prior to installation and adhere to those requirements.
- All approved Customer-provided cabinets will be installed solely by CenturyLink for an additional fee to be paid by Customer.
- All approved Customer provided power strips will be installed solely by CenturyLink for an additional fee to be paid by Customer.
- CenturyLink will review the Customer equipment inventory list and determine the appropriate cabinet or rack to be used during the installation phase. All equipment must fit in the Cabinet space purchased. Any additional power and wiring requirements must be purchased separately.
- All Data Centers provide uninterruptible power in-line with UPS and diesel generator back up in the event of a utility power failure.
- Customer's total power consumption associated with its Services shall not exceed the total allocated kilowatts or Committed Electrical Capacity as stated on the Service Order per purchased per cabinet. CenturyLink may, in its sole discretion, conduct periodic audits to determine Customer's compliance with the allocable power usage.

Common Service Requirements

If ordered by Customer, CenturyLink will use good faith efforts to assign Internet address space for the benefit of Customer during the Service Term. Any IP addresses and space provided to Customer by CenturyLink are solely for Customer's use with the Service, and are non-portable and non-transferable. Neither Customer nor any End Users will own or route any IP addresses or space provided by CenturyLink, and, upon any termination of Service, Customer's access to such IP addresses and space will cease.

If any third party software, including any corresponding documentation, is provided to Customer by CenturyLink in connection with CenturyLink Service, Customer agrees to use such third party software strictly in accordance with all applicable licensing terms and conditions. CenturyLink makes no representations or warranties whatsoever with regard to such third party software.

Access to CenturyLink Premises is limited to Customer and its Authorized Representatives. Customer and its Authorized Representatives shall:

(a) Comply with all applicable rules and procedures for the relevant CenturyLink Premises, including without limitation, the CenturyLink data center Customer Guide;
(b) Not physically access any of CenturyLink's Managed/Utility Hosting area within the CenturyLink Premises for any reason, unless approved in writing by CenturyLink and accompanied by a CenturyLink escort at all times.

All Customer Equipment must comply with all applicable manufacturer specifications, regulations and industry standards, including those relating to proper installation, power consumption and ventilation/heat dissipation. Specifically, all Customer Equipment must be UL-listed and comply with the National Electrical Code. CenturyLink may,

(a) require that Customer provide a current, written list of all Customer Equipment located in the Customer Area,
(b) affix an asset tag on any Customer Equipment within the Customer Area

Service Delivery Management

The Customer will be assigned a Project Manager to coordinate and manage the installation process. The CenturyLink Project Manager works closely with Customer personnel throughout installation. The tasks performed by the Project Manager include:

- Conducting a Welcome Call
- Developing the installation plan
- Designing space layout plan
- Coordinating space build out
- Coordinating the installation of Customer's equipment
- Collecting key Customer data including contacts and operating procedures to be supported by CenturyLink
- Customer setup in the CenturyLink Network Control Center for on-going monitoring and technical support

Additional Colocation Services

The following services may be purchased by Customer in addition to the Services described in this SG. All additional services ordered by Customer shall be set forth in specific detail on the relevant CenturyLink Service Order and shall be subject to and incorporated into the Master Service Agreement and Service Schedule between the parties.

Physical Security Services--Access Controls

The following Physical Security Services-access controls may be purchased by Customer in addition to the Services of this Service Guide at an additional cost.

Access Mode	Inclusions
Card Reader In	• Card reader is placed on the outside of the monitored space. • Entrant must scan their card to enter the monitored space. • Monthly reporting includes those cardholders who have entered the Customer space. • Monthly report includes tracking of those entering the Customer space only.
Card Reader In/Out	• Card reader is placed on the inside and outside of the monitored space. • Entrant must scan their card to enter or exit the monitored space. • Monthly reporting includes those cardholders who have entered and exited the Customer space.
Bio Hand In Only	• Biometric hand scanner and a card reader placed outside of the monitored space • Entrant must scan their hand and use a security card on the outside of the monitored space. Monthly reporting includes those people who have entered the space. • Monthly reporting includes tracking of those entering the Customer space only
Bio Hand In/Read Out	• Biometric hand scanner outside of space and card reader inside and outside of the monitored space. • Entrant must scan their hand and use a security card on the outside of the monitored space. • To exit the space only a security card is used. • Monthly reporting includes those people who have entered and exited the Customer space.
Bio Finger In Only	• Biometric finger scanner and a card reader placed outside of the monitored space • Entrant must scan their hand and use a security card on the outside of the monitored space. Monthly reporting includes those people who have entered the space. • Monthly reporting includes tracking of those entering the Customer space only • Available in select data centers: AB1, BR1, CH2, CH4, DN1, DN2, DN3, SE4, SN1, SN2 TP1
Bio Finger In/Read Out	• Biometric finger scanner outside of space and card reader inside and outside of the monitored space. • Entrant must scan their hand and use a security card on the outside of the monitored space. • To exit the space only a security card is used. • Monthly reporting includes those people who have entered and exited the Customer space. • Available in select data centers: AB1, BR1, CH2, CH4, DN1, DN2, DN3, SE4, SN1, SN2 TP1
Ad Hoc Reporting	For those customers who may or may not have incremental physical security at the cage.

Access Mode	Inclusions
Security Access Report	• Tracks customers with no permanent badge and who sign in to the data center via the access log sheet • One time only request and billed by the hour to assemble • Requested via ticket and billed in Gold Support hours
Electronic Access Control Report	• For those customers who do not have incremental physical security at the cage • Report that tracks those customer visitors who enter the main lobby door, portal or mantrap and the inside security door to the data center • One time only request and billed by the hour to assemble • Requested via ticket and billed in Gold Support hours
Electronic Access Control Report	• For those customers who do not have incremental physical security at the cage • Report that tracks those customer visitors who enter the main lobby door, portal or mantrap and the inside security door to the data center • Automatic Monthly recurring report billed by the hour to assemble • Requested via ticket and billed in Gold Support hours

Physical Storage

CenturyLink offers several physical storage options. They are:

Storage drawers:

Storage drawers are to be used in the customer's data center cabinets and are black powder coated finished, heavy gauge steel constructions that are capable of holding up to 100 lbs. The top cover can double as a shelf for supporting more equipment. Full extension ball bearing slides allow the drawer to be slid in and out with ease. The drawer includes four mounting holes per U space. Each rack mount space (U space) features four mounting holes so that the drawer can be securely installed. To maintain the maximum weight capacity, the manufacturer suggests installing rack screws through every hole. Great for storing small items inside the cabinet and keeps your cage neat and tidy. Comes in the following dimentions:

- **3U** 19"W x 16"D x 5.25"H (interior)
- **2U** 19"W x 16.'D x 3.47"H (interior)

Storage Lockers:

- Storage lockers: Lockable, metal lockers in a common area, that offer 4 options:
  - 24"Wx24"Dx72"H
  - 24"Wx36"DX72"H
  - 24"Wx24"Dx36"H
  - 24"Wx36"Dx36"H

Storage Rooms:

Storage room with an external lock and sold by the square foot in various sizes dependent upon the data center location.

Reservation of Power and Space

A paid reservation for power and space within the data center for Customer's future use is available. With this reservation, Customer will have the space and power available to them when they need to expand within the data center. Reservations are intended to hold the power and space in inventory for the Customer until the Customer exercises intent to issue a standard order. The reserved space will not be erected until the Customer executes an order to convert the reservation to a standard Colocation service. Customer may not take possession of the space until a conversion service order is executed at which time the Customer will be charged for non-recurring and monthly recurring charges.

Reservation of Power and space is available for both Cages and Secure kW Cabinets, however, they are not available in the Las Vegas Data Centers.

Right of First Refusal (ROFR)

Right of First Refusal allows the customer to have the right to space and power in the future. Customers holding an ROFR will have 5 business days from notification to exercise their right to the space and commence payment immediately upon optioning the space. ROFR is not a guarantee of contiguous space. This space is not erected until a conversion service order is executed at which time Customer will be charged for non-recurring and monthly recurring charges. Should customer order ROFR full terms of the ROFR service will be added to the Service Order.

ROFR is not available for Secure kW Cabinets.

Roof Rights

CenturyLink offers the ability to license roof space to its customers. Customers may purchase by antenna position or dish position. The design of roof rights includes the following:

- CenturyLink will provide the following services related to roof top communications structures:
    - Design and Install the pathways - raceways and support structure from Colocation space (or anywhere in the DC) to the roof
    - Design, Install and Test the low voltage cabling
    - Design, Install the Electrical circuits (working with CenturyLink Facilities Teams)
    - Design Install Physical Security Applications (CCTV, Access Control, Burglar Alarm)
    - Install Masts
    - Install and position Antennae
    - Oversee all activities associated with Connectivity and Power
    - Coordinate and Manage other Roofing Trades (penetrations, pitch-pockets, Cranes)
    - Crane coordination, if necessary
    - Provide T Series Layer 1 Drawings with written SOWs with BOMs & pricing
    - Provide "As-Builts"
    - Assistance with filing of permits and interfacing with End Users
    - Two offerings: Roof Rights for antennas and Roof Rights for dishes

Cross Connects

The Cross Connect Service solution provides a platform for customers and vendors to interconnect devices in and between CenturyLink Data Centers. Cross Connects Service is implemented by the CenturyLink engineering team and is not monitored nor covered by a Service Level Agreement (SLA). The fees and capacity for the Cross Connect Services are based on the customer's traffic requirements. Cross Connect Services allow customers to connect their cage/rack to a vendor providing services in a CenturyLink Data Center. The fiber cross-connect to extend a Customer cage/rack allows a Customer to connect two of their cage/racks together for the transfer of high

bandwidth data that cannot be transferred over copper cross-connects due to a distance or a bandwidth limitation. Cross-connects to the Hosting Area Network (HAN) for utility computing services are available via a Customer Access Extension (CAE) and may consist of a FastE or GigE, single line or multi line.

Upon receipt of a CenturyLink Service Order that includes Cross Connect Service, CenturyLink will confirm the service order with Customer; create a service request for the installation technicians to cross-connect the Customer cage/rack to the vendor, HAN, Data Center, or alternate cage/rack via the managed fiber infrastructure.

Cloud Connect

The Cloud Connect Service package provides a private VRF connecting either a Customer Access Extension (Colocation) or a VLAN (HAN) into a single customer VPDC. Cloud Connect Service allows customers to integrate their Colocation or HAN environments with VPDC. A service package specific CAE or VLAN is required for each Cloud Connect service package.

Line Types Supported

The following CenturyLink devices are used. This requirement applies only to the Colocation side of the connection.

Supported Line Types

Line Type	Notes
POTS (CAT3)	(telephone line), ISDN, or DSL
CAT5E	DS-1, E-1, PRI, Ethernet
CAT6 (Asia)	DS-1, E-1, PRI, Ethernet
Coax	DS-3, E-3
Singlemode Fiber	Ethernet, SONET, SDH
Multimode Fiber	Ethernet, SONET, SDH

Gold Support Services

Gold Support Service is available for purchase in three forms:

- Prepaid Gold Support-Monthly Recurring Option is for a fixed block of support hours purchased each month. Support hours provided at Customer's request during a calendar month are subtracted from the number of hours purchased. Unused hours may not be carried into successive months. Customer shall remit payment for all hours billed regardless of whether hours are used.
- Prepaid Gold Support-Non Recurring Option is for a fixed block of support hours purchased and consumed over several months. Support hours provided at Customer's request are subtracted from the number of hours purchased until exhausted.
- No Commitment or Ad hoc Gold Support is purchased for those instances where there are unplanned events and are not purchased in advance.

Each plan provides 24/7/365 support by CenturyLink Support Engineers.

Gold Support Overage Hours and Pricing

Prepaid Gold Support-Monthly Recurring Option

- Gold Support can be purchased in hourly increments for a calendar month as determined by Customer, during a minimum of twelve (12) months (Monthly Recurring Charge).
- All Gold Support charges are billed in 15-minute increments and are rounded up to the next 15 minute increment.
- If Gold Support usage exceeds the prepaid amount of hours purchased in a given month, the additional hours worked will be charged at the Ad-Hoc Gold Support rate. Unused hours may not be carried into successive months.

Prepaid Gold Support-Non Recurring Option

- Gold Support can be purchased in hourly increments as determined by Customer. Unused hours are carried over month to month until they are consumed and are billed as a non-recurring charge when consumed.
- All Gold Support charges are billed in 15-minute increments and are rounded up to the next 15 minute increment.
- Once Gold Support usage exceeds the prepaid amount of hours purchased the additional hours worked will be charged at the Ad-Hoc Gold Support rate. Customers will continue to be billed at the ad-hoc rate until their hours are replenished.

Ad Hoc Gold Support

- Ad Hoc Gold Support option requires a 15-minute minimum purchase.
- Ad Hoc Gold Support Service may not be scheduled ahead of time.
- Ad Hoc Gold Support is subject to availability.

Types of Services Provided with the Purchase of Gold Support

Reboot Service

Reboot services such as simple shutdowns and startups performed on the Customer's server or application are considered Gold Support and are charged as such unless otherwise noted in the Customer's Service Order.

Telco Support

Gold Support provides onsite Telco support, troubleshooting, and coordination to assist Customer in establishing clean circuits from their colocation area to remote sites. Technicians are capable of interfacing with carriers and performing head-to-head testing, noise and signal tests, loop-back tests and testing for framing, pattern synchronization, as well as cycle redundancy check (CRC) errors on various types of circuits.

Provisioning Services

The installation and/or replacement of Customer provided computer systems and network devices such as SCSI cards, video cards, Ethernet cards, power supplies, fans, CD-ROMs, Floppy drives, hubs, switches, port cards, supervisor cards, route switch modules, uplink modules and software patches.

Services Available

- Rack and stack
- OS Loads
- Cable Management
- Cage Visio drawings
- General Network and System Troubleshooting
- Work with customer third party vendors
- Tape backups
- Server equipment builds
- Oversight and compliance of third party vendors

Services Not Available

- Web site content development
- Backup system design
- Use of loaner or test equipment
- Spares or loaner equipment
- InterNIC registration by customer initiated change request (other than assistance listed above)
- ***Note: this is not an exhaustive list of excluded services***

Term of Service

A twelve-month Initial Term on the Service Order is required for Prepaid Gold Support. Customer is responsible to define how Gold Hours are to be utilized provided they are within the scope of the Service description as stated herein. CenturyLink reserves the right to limit Service to CenturyLink approved products.

Ordering Gold Support

A signed Service Order is required to request Prepaid Gold Support. Ad-Hoc Gold Support may be requested by Customer by contacting the CenturyLink Support Center and Customer agrees to pay the relevant charges subsequently billed by CenturyLink related to such requested Support. In the event Customer requests Support from but does not have the applicable Service Order in place, CenturyLink may elect to perform the work in advance and in good faith subject to Customer payment of the Ad Hoc rate for any Gold Support Services rendered and as invoiced by CenturyLink.

Additional Terms

CenturyLink Support Engineers will be on-call 24/7/365 basis with a targeted thirty (30) minute response time from notification by CenturyLink support personnel.

Structured Cabling Services

Structured Cabling Services include related design and installation associated with Structured Cabling Systems (SCS) and Information Transport Systems (ITS), physical connectivity associated with Carrier

Service Delivery to the Customer cage and design and installation associated with infrastructure builds within the Customer's cage environment.

The standard phases of Structured Cabling Services are:

Phase	Tasks
Analysis	Review of Customer's IT requirements and data assets.
Documenting the Design	Floor plan design provisioning and controlled revision schedules for modifications. Provision and review of Rack/Cabinet elevation design and controlled revision schedules for modifications.
Requirements Gathering	Perform site survey. Establish Scope of Work.
Articulate Design & Engineering Requirements	Render pricing against scope.
Engineer and Install	Develop SCS project plan. Develop pull schedules and labeling schemes. Develop rack and stack requirements. Stage and deploy solution. Perform certification testing.
Document and Certification	Document solution and provide as-built drawings. Provide Test Results. Issue Certificate of Warranty.

Structured Cabling Services include a manufacturer's installation and product warranty. Structured Cabling Services are performed by industry and manufacturer trained installers in accordance with CenturyLink mandated standards.

CenturyLink Structured Cabling Services Standards and Requirements

CenturyLink DCS and Facilities Teams engage early in the design process to maintain CenturyLink standards:

- Perform feasibility on the Colocation space and power requirements
- Establish the required cage space footprint
- Establish the rack and cabinet layout
- Establish the support structure requirements
- Establish the "hot and cold aisle" containment requirements
- Identify Customer rack and cabinet elevation requirements
- Identify Customer connectivity requirements
- Establish the performance requirements the Structured Cabling System is to support
- Create labeling schemes and run lists for the Structured Cabling System
- Establish testing parameters with the customer for the Structured cabling System
- Establish the quality assurance and hand-off documentation requirements with the customer
- Provide detailed technical specification documents on all products
- Provide SOW requirements based on the design and associating design/estimate
- Establish project plans and installation schedules
- Achieve and acquire all detail associated with the CenturyLink "Layer1 Design Package" (See Layer1 Design Package Sample")

Use of Third Party Cabling Vendors – "Non-Approved Installers"

Customer shall follow an established and formalized set of processes for all Structured Cabling Services as determined by CenturyLink. Prior to CenturyLink granting Customer's third party cabling vendor ("Cabling Vendor") permission to perform cabling installation within a CenturyLink Data Center, the Cabling Vendor's foreman must pass the CenturyLink Facilities Work Rules test and the Structured Cabling Contractor Exam with a competency score of at least 80%. In accordance with CenturyLink's cabling standards, Customer shall be responsible for the payment of a compliance and oversight fee ("Compliance and Oversight Fee") which will be charged to Customer in the form of Gold Support hours throughout the duration of the Cabling Vendor's provisioning of structured cabling. The Compliance and Oversight Fee will appear on the Customer invoice as Gold Support.

In order to maintain CenturyLink's strict cabling standards, CenturyLink will levy a compliance and oversight fee in the form of Gold Support hours for the duration of the provisioning of Structured Cabling Services should a third party structured cabling vendor be chosen to provide the Structured Cabling Services. The Compliance and Oversight fee will appear on the Customer invoice as Gold Support. Compliance and Oversight tasks of the Structured Cabling Services include:

- All items outlined in the above Service Standards and Requirements
- All Items provided in the CenturyLink Non-Approved Installer Criteria Document
- Pre-installation review and approval of all engineering diagrams
- Proactive consultation and recommendation of changes to design
- Oversight of third party installation.

Appendix: Data Center List

Data Center	Data Center Location
AT1	Atlanta, GA
AB3	Albuquerque, NM (Floor 3)
AB3	Albuquerque, NM (Floor 4)
BO1	Boston, MA
BO2	Boston, MA
BO3	Boston, MA
BR1	Burbank, CA
CH2	Chicago, IL
CH3	Chicago, IL
CH4	Chicago, IL (Suite 410)
CH4	Chicago, IL (Suite 810)
CH4	Chicago, IL (Suite 830)
CL1	North Lewis Center, OH
CW1	Mosses Lake, WA
DC2	Sterling, VA
DC3	Sterling, VA
DC4	Sterling, VA
DC5	Sterling, VA
DC6	Sterling, VA
DC7	Sterling, VA
DL1	Dallas, TX
DL2	Dallas, TX
DN1	Highlands Ranch, CO
DN2	Highlands Ranch, CO
DN3	Englewood, CO
LA1	El Segundo, CA
LV8	Las Vegas, NV
LV9	Las Vegas, NV
MP1	Minneapolis, MN
MP2	Shakopee, MN
NJ1	Jersey City, NJ
NJ2	Weehawken, NJ
NJ2	Weehawken, NJ (Suite 130)
NJ2X	Weehawken, NJ
NJ3	Piscataway, NJ

Data Center	Data Center Location
NJ4	Piscataway, NJ
NJ5	Newark, NJ
OC2	Irvine, CA
PH1	Phoenix, AZ
PH2	Scottsdale, AX
SC4	Santa Clara, CA
SC5	Santa Clara, CA
SC8	Santa Clara, CA
SC9	Santa Clara, CA
SE2	Seattle, WA
SE3	Seattle, WA
SE4	Tukwila, WA
SL1	Hazelwood, MO
SN1	Sunnyvale, CA
SN2	Sunnyvale, CA
TP1	Tampa, FL
Canada	
MR1	Montreal, Quebec
TR1	Mississauga, Ontario
TR3	Markham, Ontario
VC1	Vancouver BC
EMEA	
FR6	Frankfurt, DE
LO1	Slough, UK
LO3	London, UK
LO4	London, UK
LO5	Slough, UK
LO6	Winnerish, UK
Asia	
HK2	Hong Kong
SG2	Jurong East, SG
SG8	Geo-Tele Centre, SG
TY6	Tokyo, Japan
3PBRIS1	Brisbane, Australia
3PCANB1	Canberra, Australia
3PMELB1	Melbourne, Australia
3PPER1	Perth, Australia
3PSY4	Sydney, Australia