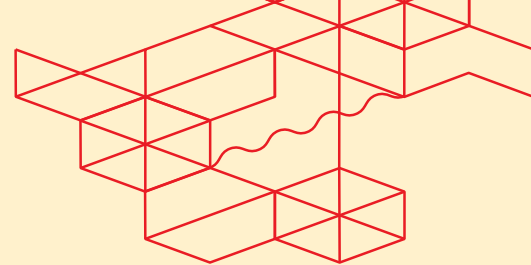


Managed Private Storage (MPS) – Service Description

Version 1.0, October 2025

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1. Managed Private Storage

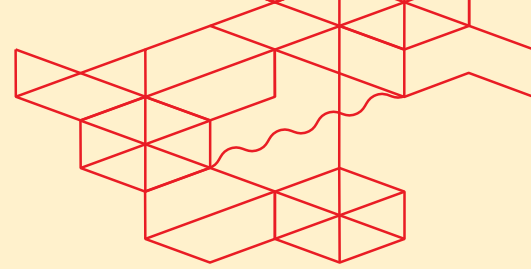
Managed Private Storage provides scalable, secure, and flexible storage resources to businesses of all sizes across the globe. Managed Private Storage is designed to meet the growing demand for high-performance, cost-effective data storage solutions, thus allowing businesses to focus on their core competencies without worrying about the infrastructure for data management. Equinix provides a “Storage-as-a-Service” option for customers in a “Cloud-adjacent” environment, that can be consumed on a utilization model aligned with their demand.

Managed Private Storage offerings are billed a monthly recurring charge (MRC) for the amount of reserved capacity and performance. There is also a non-recurring charge (NRC) for the initial installation. Overage charges occur if the customer exceeds the utilization of their reserved capacity in that month (The service allows for bursting of up to 25% of the reserved capacity).

Key Features

- **Global Reach:** customers can choose the location where they store their data based on their business needs and/or data sovereignty requirements.
- **Scalability:** Customers have a reserved amount of capacity with incremental available for bursting (up to 25% of reserved capacity). Customers can eliminate upfront hardware costs while also ensuring available capacity as their business grows.
- **Replication & Redundancy:** With Inter-IBX protection, data is automatically replicated across regions to ensure data redundancy across geographically diverse locations. This protects against data loss and minimizes application downtime.
- **Security & Compliance:** Prioritize data security by utilizing **data encryption at rest and in transit**. Regular audits both safeguard data and ensure security compliance. **Ransomware protection** features such as S3 Object Locking Write Once Read Many (WORM)
- **Service Level Agreement:** Service Level Agreement (SLA) for Availability (see section 9)
- **Instant Global Connection:** Customers have access to either Equinix Fabric or direct connections into our Storage platform. Managed Private Storage supports environments whether they are hosted in Equinix Colocation space, on customer premise or part of other Equinix Managed Services. Managed Private Storage is accessible both Locally (within the IBX) or Geographically (in another IBX/Region).
- **Encryption -** Software-based encryption technologies ensure that data at rest cannot be read if the storage medium is repurposed, returned, misplaced, or stolen.

With $D = f_1 \circ f_2 \circ \dots \circ f_n$, $D = f_1 \circ f_2 \circ \dots \circ f_n \circ f_{n+1} \circ \dots \circ f_m$, $D = f_1 \circ f_2 \circ \dots \circ f_n \circ f_{n+1} \circ \dots \circ f_m \circ f_{m+1} \circ \dots \circ f_p$

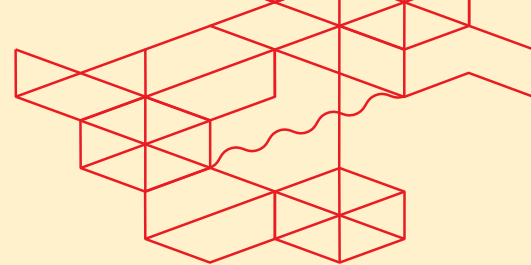
**Block Storage Use Cases for MPS - Block:**

- **Databases:** Ideal for storing and managing data for high-performance databases, enabling rapid data processing and transaction speeds.
- **Storage for Virtual Machines Storage:** Provides the speed and reliability necessary for hosting virtual machines, ensuring quick boot times and consistent application performance.
- **Transactional Workloads:** Essential for applications with high read/write requirements, delivering dependable throughput and low latency.

With MPS - Block, you receive robust management capabilities, protection against data loss with advanced replication and backup techniques, and a scalable infrastructure that evolves with your business needs.

Key Features include:

- **Scalability:** Seamlessly scales to accommodate your evolving data storage requirements, supporting everything from terabytes to exabytes efficiently.
- **High-Performance Connectivity:** Offers iSCSI support for fast, reliable data transfers to and from your systems.
- **Security:** Features advanced security measures including encryption and secure access controls to safeguard sensitive data.
- **Data Protection:** Provides comprehensive data protection with synchronous and asynchronous replication options to ensure business continuity.
- **Inter-IBX Replication:** Advanced replication across multiple sites enhances fault tolerance and availability, available as an optional upgrade in some markets.
- **Data Sovereignty:** Ensures all data remains within your chosen geographical location. Data is not migrated or replicated to other locations, unless you configure it.
- **Proactive Maintenance and Monitoring:** Our service includes 24/7 monitoring and management to maintain peak system performance and minimize downtime.



3 Service Demarcation & Enabling Services

The border between customer & Equinix environment.

With MPS, Equinix offers Storage as a Service where Equinix provides and manages a platform (operational console, servers and storage components). Equinix provides the licensing and support for the MPS platform. Equinix is not responsible for any client software or Internet connectivity to either manage or use the Service.

More details about demarcations can be found in the Roles and Responsibilities section of this document and in the [Product policies](#).

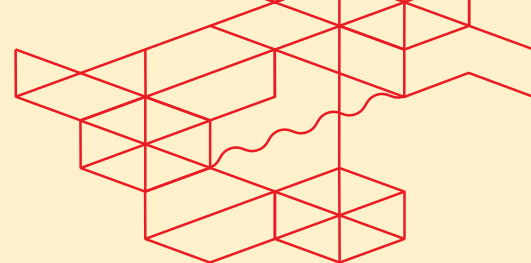
Onboarding

During the Managed Block Storage onboarding process you receive the following information:

- Local Administrator account with “root” permissions within each Tenant contracted (MPS Virtual Machine)
- MPS Virtual Machine Management URLs/IPs
- The ordered Quota.
- Service VLANs assigned to the Customer (iSCSI)

3.1 Performance Targets

Service Tier	Performance Target IOPS/TB (SLO)	Average Latency (SLO)	Profile	Protocols
Block (High-Performance)	2048	< 1 ms*	60% Read / 40% Write 32 KB Block Size	iSCSI
Block (Performance)	1024	1-2 ms* /3-5 ms		
Block (Standard)	512	2-4 ms/5-7 ms		



4 Purchase Units

The MPS Service is charged monthly based on Baseline values or Baseline with Overage charge types, in the related topic in the Service Description the functionality of the services is described.

Charge types

Baseline – the specific volume of Unit of Measure of the Service as defined in the Order.

Overage – the quantity of the Service consumed by Customer that exceeds the contracted Baseline Volume.

The Managed Private Storage service is billed **per terabyte**. Billing is based upon the total volume of data written.

This configuration will allow access up to the baseline volume ordered. If the data grows above the committed amount, the storage will not be disrupted. Instead, an overage charge will be generated based on the overage price defined on the quote.

Below are the purchase units of Managed Private Storage with the unit of measure (UoM) and the related billing method.

CATEGORY	PURCHASE UNIT	UOM	INSTALL FEE	BILLING METHOD	OVERAGE
MPS SERVICE	Block	TB	No	Baseline	Yes

Calculation of Overage values

The consumption of MPS is measured multiple times a day. Every day the maximum used consumption of that day is used for the Overage calculation. The Overage value is calculated as the sum of the day values divided by the number of days of that month.

The number of days in a month is calculates as the number of days between the fore last day before the start of the month until the fore last day in the next month. For example, the consumption over October will be billed from 29th of September until the 30th of October

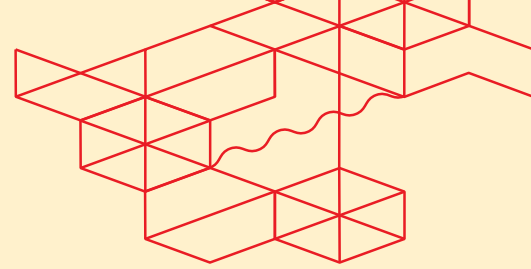
Example: Customer has ordered 100TB of Block Storage. Below there is a measure of how much data is stored on a daily basis (measured by the largest volume consumed on each day in the month):

In this case, the subscribed limit between days 4, 5 and 6 was exceeded, and after these two days, data was probably deleted by the customer to reduce the overall volume.

DAY OF THE MONTH	1	2	3	4	5	6	...	30	31
USAGE	70 TB	75 TB	85 TB	110 TB	111 TB	110 TB	...	98 TB	98 TB

During the period (month), overage would be **(10TB + 11TB + 10TB)/31 days = 1 TB Overage**

- Of Note – Overage volume is capped at 25% of the committed volume. In the case above, you would only be able to “burst” to an additional 25TBs of capacity.



5 Roles & Responsibilities

5.1 Onboarding

Once the order of Managed Private Storage service arrives for the Equinix fulfilment team, some tasks will be executed. See below overall explanation and responsibilities.

Activities	Equinix	Customer
Schedule / execute project kickoff meeting	RA	CI
Schedule / execute customer onboarding	RA	CI
Connectivity (order and set up)	CI	RA
Selection of Policies for Data Buckets	CI	RA
Configure Customer Tenant including Capacity	RA	I
Solution Documents/User Guides	RA	CI
Infrastructure licensing and use rights	RA	I

5.2 Acceptance Into Service

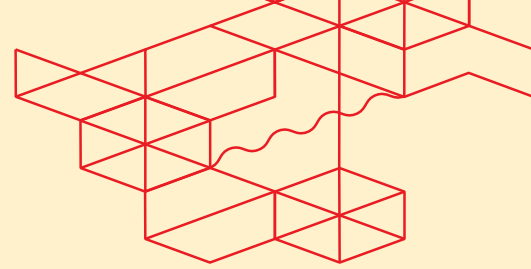
Once Onboarding activities have been finished, then testing activities will confirm if the product was delivered successfully and it is ready to be billed.

Activities	Equinix	Customer
Test access to MPS Product page on Managed Solutions Portal	CI	RA
Create Access Key and Access Key Password	RA	CI
Change initial password	RA	CI
Password management and additional users	RA	CI

5.3 Operational

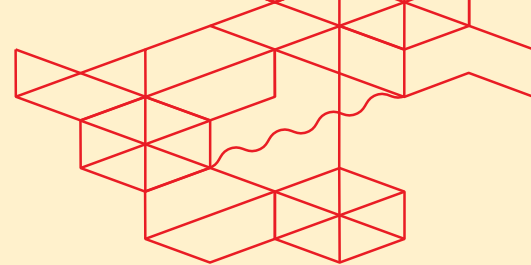
Once the Managed Private Storage service is enabled to customers, some operational items will be addressed as below:

Activities	Equinix	Customer
Install software and firmware updates and patches for Storage Infrastructure	RA	I



Create storage buckets	RA	CI
API Management/Key Management		RA
Change Management/Schedule Changes	RA	CI
Confirm to the customer changes	RA	CI
Configure IAM Policies for Data Management and Customer Isolation	RA	CI
Tenant Capacity Management	I	RA
24/7 Management of the Platform (Incident/Event Management)	RA	I
Data Life Cycle Management	I	RA
Platform Capacity Management	RA	I
Infrastructure Life Cycle Management	RA	I
Performance Management	RA	CI

Note: RACI stands for Responsible, Accountable, Consulted and Informed.



6. Incident Management

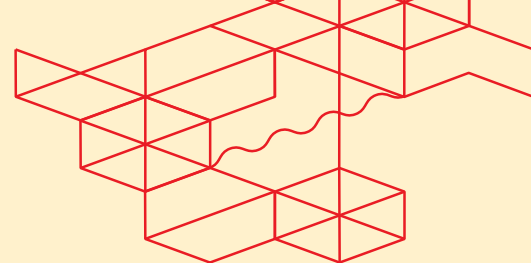
Incident management is included in service support. All incidents are handled based on priority. Priority is determined after the failure has been reported and assessed by Equinix based on the provided information.

PRIORITY	IMPACT/URGENCY	DESCRIPTION
P1 High	Unforeseen unavailability of a service / environment delivered and managed by Equinix, in accordance with service description due to a disruption. The user cannot fulfill its obligations towards its users. The user suffers direct demonstrable damage due to the unavailability of this functionality.	The service must be restored immediately; the production environment(s) is/ are unavailable, with platform-wide disruptions.
P2 Medium	The service does not offer full functionality or has partial functionality or a reduced performance, because of which the users are impacted. The user suffers direct demonstrable damage due to unavailability of the functionality. The service may be impacted due to limited availability of this functionality.	The service must be repaired the same working day; the management environment is not available.
P3 Low	The service functions with limited availability for one or more users and there is a workaround in place.	The moment of repair of the service is determined in consultation with the reporting person.

Note: This classification does not apply to disruptions that are, for example, caused by user-specific applications, actions by the user, or dependent on third parties.

The incidents can be submitted in the ECP in the Managed Solutions section.

P1 incidents need to be submitted by phone



7. Service Requests

Service Requests are used to report an issue with the service or when there is a need to implement or assist with the implementation of a change.

Customers can raise a Service Request for configuration changes that cannot be implemented through Self Service in the Operational Console, or if they require assistance with implementation of changes via the Operational Console.

There is 24x7x365 support for the Managed Private Storage Service.

There are two types of service requests available:

- **INCLUDED:** Service Requests which are in scope of the Service, and as such, no additional charges apply.
- **ADDITIONAL:** Service Requests which are out of scope of the Service, and therefore additional charges apply.

Guidance is available to be provided for all Service Requests that can be executed through self-serve, meaning we will provide procedural instruction and oversee the customer's execution of the task.

Type of change	Self-Service	Request Type
Initial Installation and Configuration ¹	No	One-Time Charge
Add/Delete Capacity	No	Included
Add/Delete a Service Tier	No	Additional
Add/Delete Inter-IBX Protection	No	Additional
Add Service in a new IBX ²	No	One Time Charge

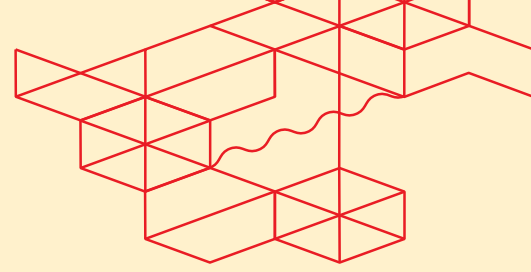
Customers can select changes which are not listed in the table above by selecting "change" at the service request module in the Managed Solutions Portal. Equinix will perform an impact analysis to determine whether the change can be implemented, to determine associated costs and lead time.

Any charges related to Service Requests will be deducted from the Premier Support Plan Balance (See the Service Description for Premier Support for more details), or in case of insufficient balance invoiced in arrears based on the prevailing rate.

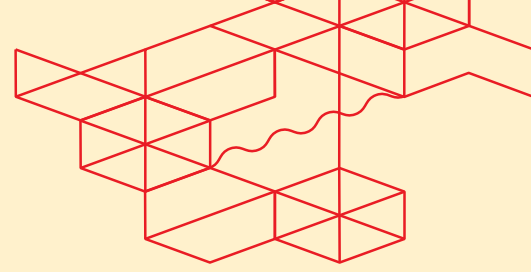
Changes in the baseline capacity, amount ordered or any other change that will have an impact on the monthly service fee should be requested via the Sales team.

¹ Initial Installation and Configuration includes the set up and creation of your Storage environment (Size/Volume, Storage Type, Tier, Protocol and Replication status). We will also enable connectivity (connecting to the switching, establishing vLANs, Providing IPs and setting up zoning). We will also create the LUN and add masking to the SAN and finally granting you access to the environment.

² Business Case assessment done on a site-by-site basis for expansion (driven by financial and technical requirements). Feasibility study required.



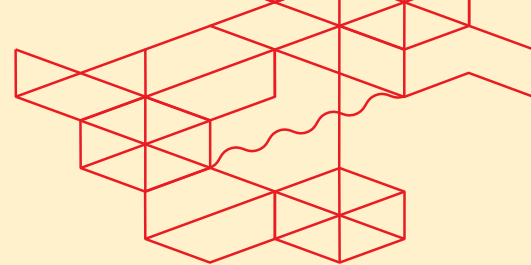
If Service Requests are not listed in the table above, they may be requested by the customer by selecting other in the service request module. Equinix will perform an impact analysis to determine whether the change can be implemented, associated costs and lead time, which will be shared with the requestor for approval.



8. Reporting

As part of the service, customer will have access to monthly service reporting covering the following topics:

- SLA reporting (via Service Request)
- Capacity



9. Service Levels

The purpose of this Service Level Agreement (SLA) is to define the measurable performance levels associated with the MPS service and specify remedies available to Customer if Equinix fails to achieve these levels. The service credits listed below are the sole and exclusive remedy for any failure to meet the service level thresholds stated herein.

2.1 Support

The SLA on support applies to the incident registration and resolution (see section 4.4 of this document).

PRIORITY	RESPONSE TIME ¹	RESOLUTION TIME ²	EXECUTION OF WORK	SLA ³
P1	< 30 min	< 4 hours	24 x 7	95%
P2	< 60 min	< 24 hours	24 x 7	95 %
P3	< 120 min	< 5 days	24 x 7	95 %

Note:

Response time is from submitting the Trouble tickets and an Equinix Managed Solutions specialist sending a formal response.

Resolution time of a case is from registering to closing or cancelling the Trouble Ticket in the ITSM Tool or the hand over to IBX Support.

SLA applies to the response time, details on the SLA can be found in the Product Policy.

2.2 Availability

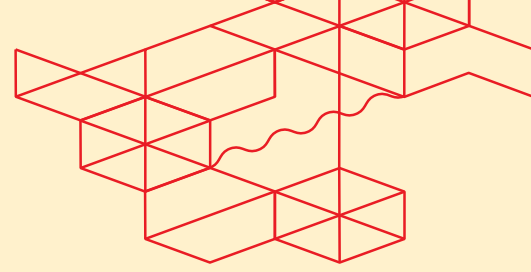
The MPS service is considered “**Unavailable**” when a Customer cannot access the Storage environment caused by Equinix reasons.

AVAILABILITY SERVICE LEVEL DESCRIPTION

99.95%+	This is met by achieving less than twenty-two (22) minutes of Unavailability of the Storage Service over a calendar month period.
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Service Option	Availability
Managed Private Storage - Block	99.95%

See Managed Solutions product policies on how to calculate SLA's and what exclusions are applicable. SLA only covers the Storage environments. Unavailability caused by connection issues are not included.



Other documentations

Where to find more documentation?

The most up to date documentation is located on docs.equinix.com website.

Where to find EMS policy?

The EMS policy is located on [our website](#).

How to ask for help

Please make sure to open a ticket every time you need help. This is your guarantee that the right team has received your request and will work on that under the expected SLAs.