

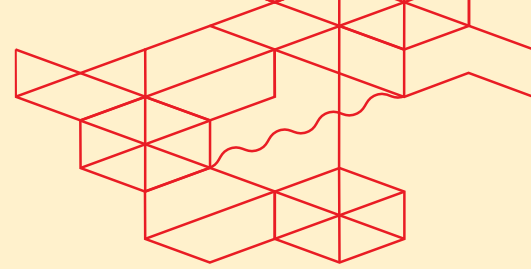
# Network Edge Enablement Services (NEES) – External Service Description

Version 1.2, July 2024

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## EMS – NEES External Service Description – Version 1.2

### Network Edge Enablement Service

Enablement Services are specialized consulting, implementation and configuration services to assist customers in their digital transformation journey and digital infrastructure implementation, particularly in Equinix platforms adoption.

The service is designed for companies that need support that goes beyond the standard installation of our offerings. Equinix can assist with deeply specialized knowledge and experience to meet their needs in a more customized way to deploy a new or optimize an existing environment.

With Network Edge Enablement Service (NEES) our experts will assist you in setting up your virtual devices, offering you an even easier and quicker way to the reliable network environment. Equinix Network Edge provides the wide variety of network functionalities as virtual environment. We help you setup & configure Equinix Network Edge for your necessary network environment:

- Network Edge Technical Specifications Form exchanged and finalized by email and On-line meetings
- Perform the following support when set up a Network Edge virtual device
  - Response to inquiries - Response to inquiries with E-mail about setting up of a Network Edge device
  - Setup Instructions - Explanation and guiding about setting up of a Network Edge device by Online meeting
  - Setup on behalf of the customer - Equinix sets up Network Edge on behalf of the customer

### Standard Service

The service is customizable respecting the limitations and service definitions, allowing customers to fully leverage the benefits of having best practices and decisions made by certified professionals.

That approach brings agility in project deployments, since Equinix applies its own pre-defined methodology, tools and processes that facilitate and accelerate this execution optimizing distributed, hybrid and multi-cloud environments.

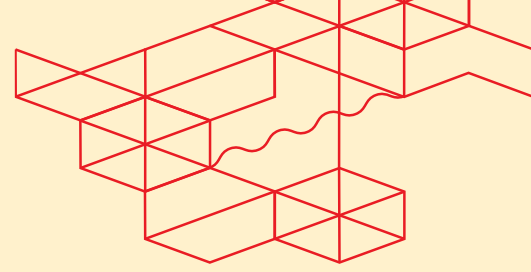
The Standard Service includes the following:

- Deploy and set up of Network Edge device
- General device configuration (Interface, NTP, DNS etc.)
- Routing configuration (Static, OSPF, BGP)
- BFD configuration with BGP
- Firewall device configuration (Object, NAT)
- Firewall policy & rules configuration (Limited up to 50)
- Setting IPsec requirements (IKEv1, IKEv2) (Limited up to 5\*)
- Monitoring configuration for Customer Monitoring Environment (SNMP, Syslog)
- The configuration works for the Service are performed during Equinix business hours.
- This service is offered as one-time and Non-Recurring Charge service.

\*If the numbers go above the number of limits, additional fee might be charged.

### Providing A or B depending on your request

- a) When we perform the setup work on behalf of you.
  - We will ask you about the configuration values on our Technical Specifications Form.
  - If ECP user, etc. for each service are required for the work, please provide us with ECP user under Customer account, etc. available to Equinix. This is required to access to Network Edge Portal on behalf of customer.
- b) When you perform the setup work with our hands-on support with Remote connection sharing the same Network Edge Portal View.
  - We will ask you about the configuration values on our Technical Specifications Form.
  - We will explain how to configure the settings while viewing the actual screen and configuring the settings.

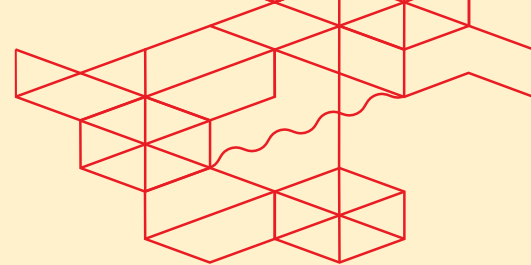


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### Responding to inquiries about the service (via email only)

We will respond to inquiries from you via email.

- i) For this Enablement Service contract, inquiries are limited to those related to the contracted service.
- ii) Inquiries other than about the Service are not supported.



## Service Demarcation & Enabling Services

The information and deliverables must be further expanded upon and supplemented in a Scope of Work to be presented during commercial negotiations and revalidated at Project Kick-off. The main steps of the delivery process and deliverables may vary according to the specific Scope of Work, but the activities below are consistent to most of scenarios.

- Customer Project Manager (CPM) and team are assigned.
- A kick-off video conference will be held by the CPM and the delivery team.
- Details, schedule, deliverables, and results measurements will be aligned on planning phase.
- Recurrent reporting on service progress will be provided.
- Testing and validation will be performed and presented by the end of implementation.
- Applicable deliverables will be presented and may include: description of methodology used, report on the results obtained, diagrams and blueprints

This service includes:

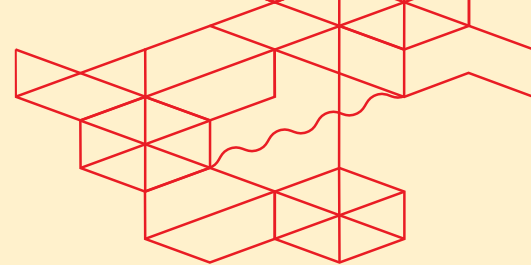
- The remote configuration support via Network Edge Portal.

This service does **NOT** include:

- Pre-sales consultancy on Network Edge architecture and design.
- Digital Service Agreement (DSA) on-line acceptance
- Ongoing management of Network Edge virtual device
- Network design and network connection migration planning.
- Overall architecture of end-to-end networks.
- Detailed troubleshooting and support on the underlying Network Edge Platform. You will need to report and resolve any such issues through Equinix Fabric Portal or Customer Support.

All of the third-party service contracts need to be completed before this service is provided, including the device license.

Once the Enablement Service delivery is completed, you are expected to have sufficient knowledge to manage your own virtual device. Alternatively, you can purchase additional Enablement package(s) when you need changes and additional configuration.



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### Purchase Units

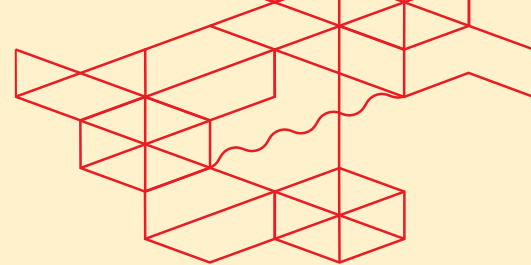
A one-time charge (NRC) will be assessed towards Enablement Services based on the service scope defined during design and commercial negotiation phases.

Network Edge Enablement service (NEES) is provided in the following packages:

#### SERVICE NAME

Network Edge - Router Configuration - Single
Network Edge - Router Configuration - Redundant/Cluster
Network Edge - Firewall Configuration – Single
Network Edge - Firewall Configuration - Redundant/Cluster
Network Edge - Custom Configuration*

\* Statement of Work (SoW) based service.



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### Roles & Responsibilities

Equinix guarantees the integrity of information during the execution. This is done by preserving the customer's data and applications during and after the execution of the services, including in migration or configuration scenarios. It is important to mention that the data stored in the temporary repository used to support the service is deleted after the deadline for reporting any problems.

Security will also be applied at the network layer, using firewall rules to ensure that the temporary repository is only accessible by the client's source and destination networks.

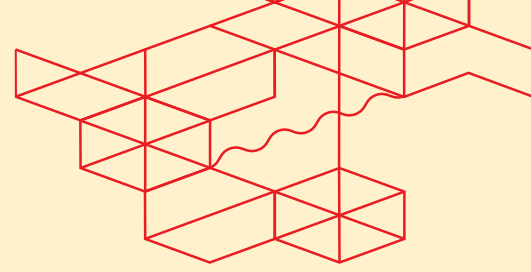
Customer must provide Equinix in a timely manner with the information and access necessary to complete the delivery of the services, which may include administrative access to customer owned and managed equipment, as well as ensure the accuracy of the data and information provided to Equinix.

### Onboarding Phase

Network Edge Configuration

PROVISIONING OF THE FOLLOWING COMPONENTS	EQUINIX	CUSTOMER
Configure Virtual Device	RA	CI
Configure Routing, Policy And Rules	RA	CI
Preparation Of Device License	CI	RA
Routing, Policy And Rules Information	CI	RA

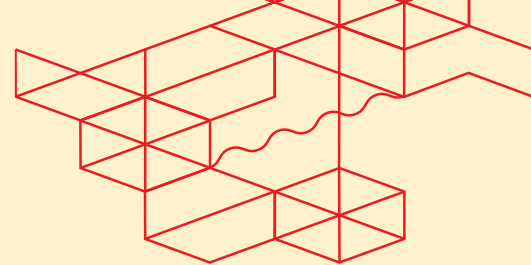
Note: RACI stands for Responsible, Accountable, Consulted, and Informed.



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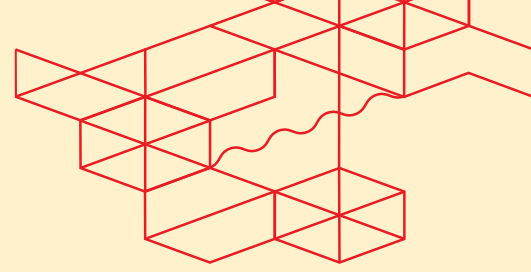
### Service Requests

There are no Service Requests as Network Edge Enablement service (NEES) is a one-time enablement service. Please contact your account team or CSM, when you need assistance with the setup of additional virtual devices or changes.



## Reporting

A report with the configuration information will be provided when the setup and configuration is completed.



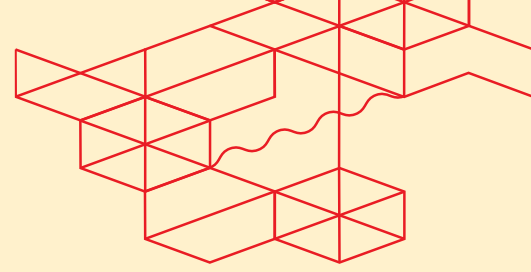
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### Service Level Availability (SLA)

We will perform setup within 5 business days after agreeing on interview sheet with customer. This may change if the amount of configuration to be set is large. If you specify a setup date and time, please specify after 5 business days.

Work will be performed during business hours, 8:00-18:00. Lead time starts once the all configuration information is available.

Additional charges apply if you require the configuration work to be performed outside business hours.



## Other documentations

### Where to find more documentation?

You will find the most up to date documentation on [docs.equinix.com](https://docs.equinix.com) website.

### Where to find EMS policy?

You will find it 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.