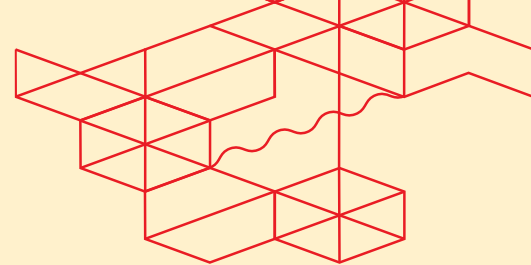


# Premier Support (PS) – External Service Description

Version 1.1, February 2025

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## EMS – Premier Support External Service Description – Version 1.1

### Premier Support

Digital transformation accelerates the benefits of a digitalized business but also intensifies the need for proper operational model that can sustain the expected availability, performance, and security for environments. These environments, meanwhile, become more complex with distributed architecture, virtualized components, and hybrid approaches.

Facing cost reduction challenges companies are migrating to outsourcing models to handle infrastructure technical support and management, retaining roles that are more connected to the business outcomes and applications. This allows companies to access a relevant set of skills and capabilities whenever needed, leveraging the expertise of certified professionals without expanding internal teams.

Equinix offers a reliable option for companies needing flexible operation support. Managed Solutions Premier Support provides technical IT support in logical environments hosted in one of our IBXs for incident resolution and service requests.

The service's benefits for customers include:

- Flexibility, transparency and agility in technical support.
- Availability to solve activities in which the customer does not have the know-how or time to perform the services available.
- Operational risk reduction, assured through support from certified technical staff with more than 15 years of experience in Managed Solutions.

Support activities are listed in the Service Catalog and can be requested by opening a ticket via telephone or Managed Solutions Portal to the Global Service Desk.

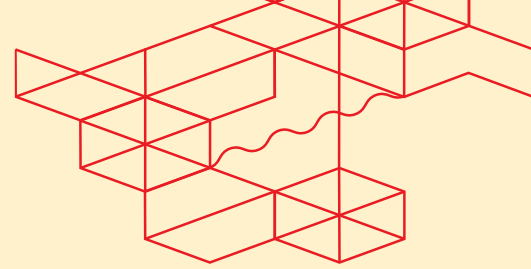
### Standard Service

The services available at Managed Solutions Premier Support are executed by Equinix staff in accordance with IT Service Management (ITSM) best practices, addressing problems or changes in a given environment. The service is available 24x7x365.

Managed Solutions Premier Support covers all activities listed in the Service Catalog for equipment owned by Equinix or the Customer in the following scenarios:

- **Additional Service Requests:** to fulfill the activities provided as additional support for the Managed Solutions acquired or in support of technologies approved and covered by the Equinix Technology Array. Available Service Requests are listed in the Service Description of each EMS service.
- **Incident resolution** (customer-caused): Managed Solutions Premier Support hours will be charged if it is found that the failure was caused by the customer. The root cause will be identified and described in the body of the ticket opened for the service call.

Managed Solutions Premier Support hours are not charged in case of incident resolution in Managed Solutions acquired and under Equinix's responsibility or in activities classified as Included/Basic Support for contracted services.



## EMS – Premier Support External Service Description – Version 1.1

### Service Options

Managed Solutions Premier Support has different forms of contract available, that can best suits customer needs according to the expected volume and frequency:

- Ad-hoc consumptions based on demand, charged per fraction of hour according to the usage (Premier Support Hour - Premier Support Service)
- Pre-paid hours plan contract (Annual Premier Support Plan) with hour packages to be used as needed until they are exhausted.
- Recurrent hours plan contract (Monthly Premier Support Plan) with hour packages to be used as needed and renewed monthly.

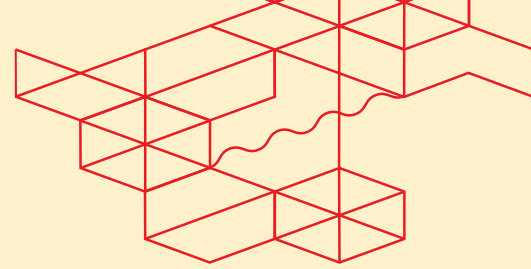
Without a prepaid Managed Solutions Premier Support Plan, the customer will be charged the “Premier Support Service” per hour (standard hourly rate). In the case that all the hours have been consumed from the Plan, the additional hours will be charged against the “Premier Support Service” per hour (standard hourly rate).

Purchasing hour packages facilitates expense planning and also provides discounts according to the volume of hours.

### Counting and Billing of Hours

Equinix counts the number of hours used in services available under Managed Solutions Premier Support based on 15-minute increments. The counting and billing of hours refers only to the time dedicated exclusively to solving the ticket opened by the customer. That is, breaks or activities not directly or exclusively related to the request by the customer will not be considered.

The Customer may request or not an hour estimate prior to proceeding with a service request. If an estimate is not requested, Equinix will initiate the service without prior approval. This option is only available for Managed Solutions Portal users with approval permission.



## Service Demarcation & Enabling Services

Equinix reserves the right to provide technical support only for technologies that are approved and covered by its technology array. If the customer requests support outside the scope defined by Equinix's technology matrix and Service Catalog, Equinix will document the decision not to provide the service and communicate it to the customer.

Equinix may also choose not to perform certain activities, tasks, or requests if they are deemed outside the scope of the services provided or if there is a concern that these activities may compromise the security of the customer's environment.

Transitions between different plans occur through a business agreement and the release of a Service Order. Transition terms depend on the commercial conditions outlined in the Business Proposal.

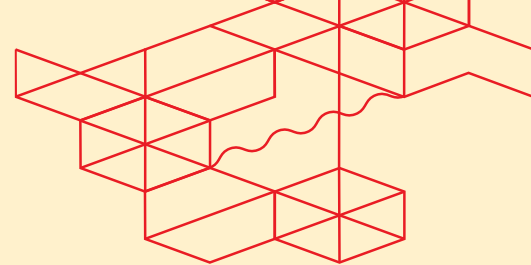
Services are provided only in environments hosted at Equinix's IBXs. Exceptions may apply but require consultation.

Even if more time is estimated and approved for an activity, the customer will only be billed for the actual time spent. Equinix will not charge for time beyond what was previously approved unless a negotiation and new approval take place.

Monthly or prepaid Managed Solutions Premier Support Plan hours do not roll over and are forfeited if not used. Prepaid Managed Solutions Premier Support Plan usage beyond the pre-purchased allotted amount will be billed at regular "Premier Support Service" rates unless an upgrade is requested.

The Plan is Country Specific and cannot be linked to a specific IBX data center.

To contract the Premier Support service, the customer must have at least one Managed Solutions service already contracted. The plan is not designated to one specific Managed Solutions Product but applicable to all Managed Solutions Products purchased.



## Purchase Units

The Managed Solutions Premier Support service will be charged according to the acquired plan:

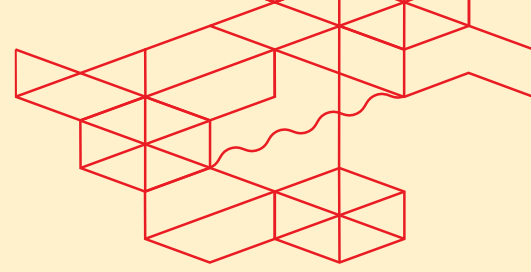
- **Non-recurring (NRC)**, referring to the number of individually billed or surplus hours used in the previously contracted hour plan for support services.
- **Non-recurring (NRC)**, referring to the billing of annual plans.
- **Monthly recurring (MRC)**, referring to the billing of monthly plans.

When ordering Managed Solutions Premier Support, choose the service variant that is best suits your requirements. Below are the purchase units for each variant available and the applicable fees.

To avoid confusion, any changes in the baseline capacity, amount ordered or any other change that will impact the monthly service fee should be requested via the Sales team.

## Premier Support Plan

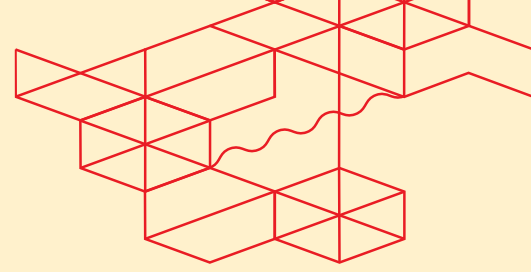
TYPE	PURCHASE UNIT	SETUP FEE	MRC	NRC	OVERAGE
MONTHLY	Hours	No	Yes	No	Yes
ANNUAL	Hours	No	No	Yes	Yes



## Roles & Responsibilities

The customer's responsibilities:

- Provide adequate and detailed instructions for planned activities, and relevant information about the environment that is relevant to resolve tickets.
- Open tickets correctly and with an impact classification consistent with the actual impact.
- Approve or reject the hours estimates, if requested.
- Define the appropriate permissions (approval of support hours and ticket creation) for users with access to the Managed Solutions Portal.



## Service Requests

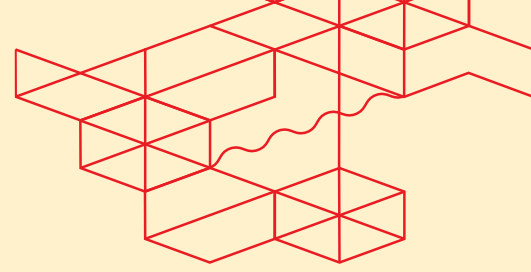
Service Requests report issues with the service or request Equinix to implement or assist with changes.

You can request a Service Request for configuration changes that cannot be implemented via Self-Service in the Operations Console, or if you need assistance with changes via the Operations Console.

There are two types of service requests available:

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

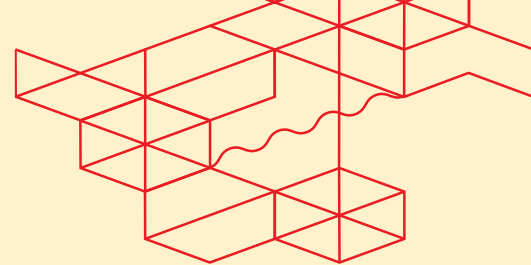
Charges related to “Additional” Service Requests will be deducted from your Premier Support Plan Balance or invoiced in arrears based on the prevailing rate if the balance is insufficient.



## Reporting

The customer can download a report at any time showing the number of hours available and the number of hours used via the Managed Solutions Portal.





## Service Levels

### Response Time SLA Table

For the Managed Solutions Premier Support Plans, the Service Level Agreement applies to response time for requests and incidents, i.e. the time it takes Equinix to perform the first interaction on the ticket. This SLA only applies for customers with recurrent monthly plans hired.

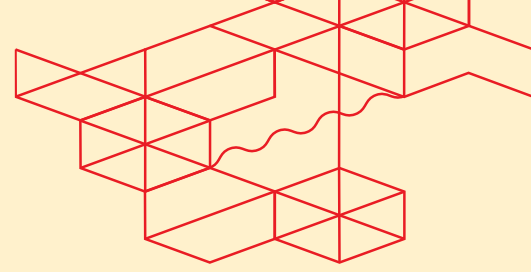
PRIORITY	RESPONSE TIME
<b>P1</b>	< 30 min
<b>P2</b>	< 60 min
<b>P3</b>	< 120 min

Note:

1. Response time is from submitting the tickets and an Equinix Managed Solution specialist sending a formal response.
2. SLA applies to the response time, details on the SLA can be found in the Product Policy.
3. SLAs only apply to products, service catalogs and technologies homologated by Equinix.

The Customer shall be entitled to the credits listed in the table below as the sole and exclusive compensation for any failure to meet SLA. Measurements will take place monthly.

SLA	DISCOUNT
<b>RESPONSE TIME</b>	Discount of 1% off the monthly fee for each unmet event, limited to a 5% total monthly discount.



## 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.