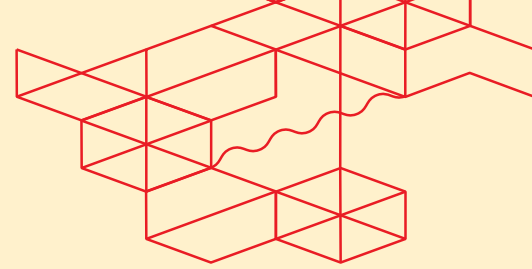


Managed Private Cloud Single Tenant (MPC ST) –Service Description

Version 1.2, August 2025

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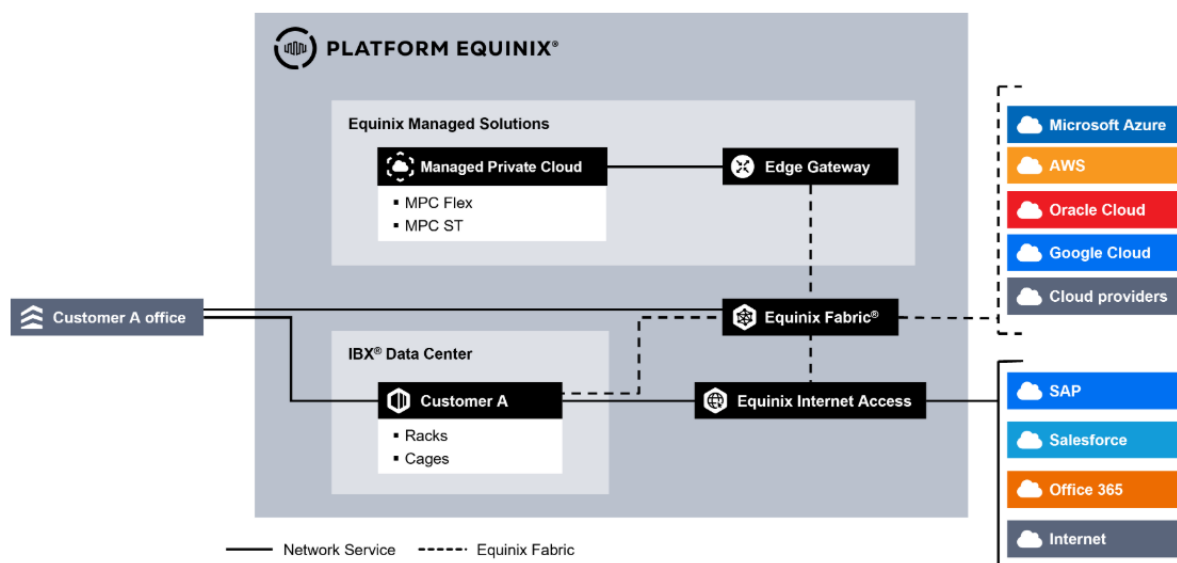
1. Managed Private Cloud

Managed Private Cloud (MPC) is an Infrastructure as a Service (IaaS) platform delivered by Equinix Managed Solutions (EMS).

MPC allows customers to purchase computing resources hosted in an Equinix IBX to enable multi- and hybrid cloud solutions. Using Equinix Fabric, MPC integrates with the customer's environment (on-premises, colocation) and other cloud- and SaaS service providers such as AWS, Azure, Google Cloud, Oracle Cloud, Salesforce, SAP and more.

MPC includes compute, storage and networking resources, managed through the MPC Operational Console. In this portal the customer can create and manage virtual machines with compute and storage resources, as well as configure virtual networks and security policies.

MPC is available in selected IBXs globally, providing geographic advantages for the customer's applications and systems.



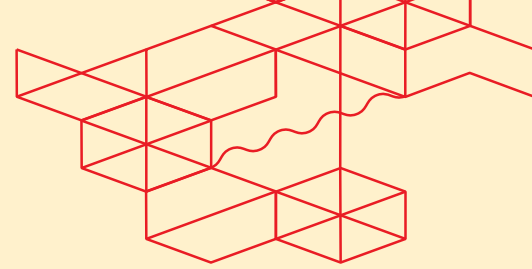
MPC is available in 3 service variants: Multi-Tenant and Single Tenant. Single Tenant is available in two types of resource management.

MPC VARIANT	RESOURCE UNITS	RESOURCE MANAGEMENT / PORTAL
FLEX (MULTI-TENANT)	vCPU and GBvRAM	VMware Cloud Director
ST (SINGLE-TENANT)	Host	VMware Cloud Director
CORE (SINGLE-TENANT)	Host	VMware vCenter

This Service description covers MPC ST (Single Tenant).

1.1 MPC Single Tenant (ST)

MPC ST is a single-tenant compute environment that deploys as a cluster with a number of hosts. MPC



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ST provides the customer a dedicated infrastructure with compute, storage and network resources that can be managed from the MPC Operational Console.

1.1.1 MPC ST Compute Cluster

Cluster

The MPC ST cluster includes four or more hosts of the same type. The cluster type defines the availability and SLA characteristics of the service. Supported cluster types are:

- Single cluster, single datacenter
- Multi cluster, multi datacenter
- Single Cluster, dual datacenter (stretched cluster)

We recommend a single cluster, single datacenter for applications that demand high availability. Disaster recovery for this cluster type is primarily realized by a backup solution.

We recommend the multi cluster, multi data center type if the application itself supports fail-over mechanisms and can recover in case of a failure.

An MPC ST environment includes a cluster configuration of at least four (4) hosts in which three (3) hosts are for use and one is a spare (N + 1 principle).

Host

MPC ST offers a catalog of Host types based on CPU, Cores, RAM and Storage. The catalog can be found on the docs site MPC server catalog.

Cluster Sizing

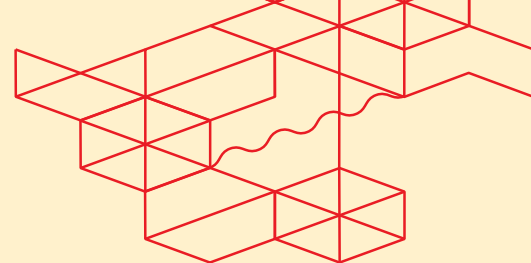
You should base the sizing of the cluster on the required compute capacity and availability. A cluster consists of net consumable capacity in number of hosts (N) and deploys spare capacity for availability, recovery and maintenance. The spare capacity needed depends on the cluster size.

- Minimal Cluster size is 4 Hosts (N+1).
- Cluster sizes above 15 hosts need a second spare host (N+2).

Cluster Sizes and Net Capacity

We dedicate the capacity of the spare server(s) to ensure availability. Spare nodes can't be utilized while all active nodes remain operational, therefore the capacity they provide is not included in the calculated available capacity. The overview below shows examples of cluster sizes, including the minimum and maximum sizes, and the associated usable net capacity in numbers of usable CPU Cores and GB RAM.

MPC ST CLUSTER SIZE	HYPERVISOR SERVER MODEL	# SPARE SERVERS	# AVAILABLE CPU CORES	# AVAILABLE GB RAM
4 (3+1) minimum	16C, 512 GBRAM	1	60	1380
	32C, 512 GBRAM	1	90	1380
	32C, 1024 GBRAM	1	90	2850
	64C, 1024 GBRAM	1	180	2850
	64C, 2048 GBRAM	1	180	5700
15 (14+1)	16C, 512 GBRAM	1	210	6440
	32C, 512 GBRAM	1	420	6440



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17 (15+2)	32C, 1024 GBRAM	1	420	13300
	64C, 1024GBRAM	1	840	13300
	64C, 2048 GBRAM	1	840	26600
	16C, 512 GBRAM	2	225	6900
	32C, 512 GBRAM	2	450	6900
	32C, 1024 GBRAM	2	450	13800
	64C, 1024 GBRAM	2	900	13800
	64C, 2048 GBRAM	2	900	27600

Organizational Virtual Data Centers (OVDC)

Customer can define one or more OVDCs in an MPC ST cluster, offering flexibility, scalability and control. An OVDC provides a logical environment with vCPU, RAM, storage resources and network capabilities on which customers can define VM's.

vCPU performance guarantee

An OVDC has a minimum guaranteed performance reservation for the vCPU, each OVDC can only use one guarantee. The options are:

VCPU GUARANTEE	USE
FULL	For every 1 vCPU a full core is reserved
HIGH	For every 2 vCPU a full core is reserved
OPTIMIZED	For every 8 vCPU a full core is reserved

Storage

In MPC ST, the storage is included in the Host price, Customer can divide and distribute the total capacity between different OVDCs, every OVDC can have a choice of maximum two policies. The table below show the available storage policies.

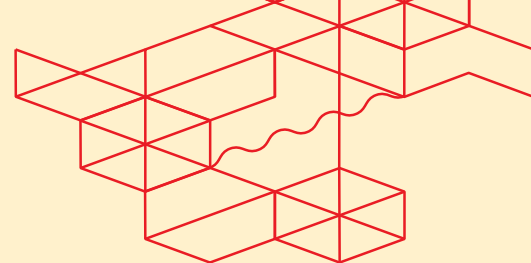
STORAGE POLICY	USE
ULTRA PERFORMANCE	For logs and other workloads with need for the highest IOPS
HIGH PERFORMANCE	Database RDS/SBC, VDI Low latency beneficial workloads
PERFORMANCE	Generic VMs, App / Web services, High performance File services / Object storage

Customers can combine multiple OVDCs in different variants and sizes for different purposes to optimize the maximum use of the provided compute and storage capacity and performance from the cluster. They can configure security policies on the virtual networks and interconnect the OVDCs. For more information about OVDCs see Virtual Data Center.

Features of MPC Storage

The following features apply to the use of storage policies within the MPC environment:

- storage capacity is allocated per policy per OVDC
- Per OVDC two different Storage policies can be assigned
- The MPC Storage features Encryption at Rest
- The recommended virtual disk size per VM is between 40 GB and 8 TB.



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Expected Net storage capacity

The amount of available disk space is not equal to the usable storage due to deduplication, compression and reservations for protection and management. Based on the disk size, number of disks and the number of servers in the cluster a minimal and expected capacity can be determined. During pre-sales the required capacity will be determined based on customer requirements.

MPC Storage consumption

The storage consumption per policy is measured as allocated capacity for:

- VM Disks
- VM-swap files
- Snapshots
- File in a Library (vApp templates and ISOs)

VMware Licensing

MPC ST Hosts are licensed for VMware VCF included in the host price.

Compute Purchase Units

MPC ST purchase units are the available host types.

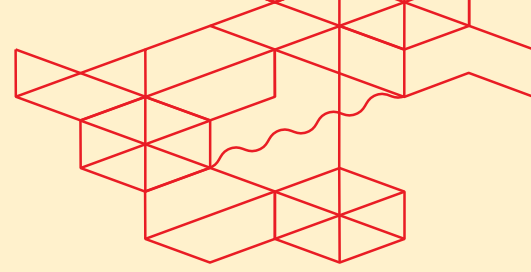
The different kind of purchase units for MPC Single Tenant are described in the table below.

PURCHASE UNIT	HOST TYPE	BILLING TYPE	DESCRIPTION
AHM-16L05V4#4	Generic Host	Baseline	16C, 512GB RAM, 4*3.84TB NVME
AHM-16L05V6#4	Generic Host	Baseline	16C, 512GB RAM, 6*3.84TB NVME
AHM-32L05V8#4	Generic Host	Baseline	32C, 512GB RAM, 8*3.84TB NVME
AHM-32L05V6#8	Generic Host	Baseline	32C, 512GB RAM, 6*7.68TB NVME
AHM-32L05V8#8	Generic Host	Baseline	32C, 512GB RAM, 8*7.68TB NVME
AHM-32L05V6#15	Generic Host	Baseline	32C, 512GB RAM, 6*3.68TB NVME
AHM-32L10V8#4	Generic Host	Baseline	32C, 1024GB RAM, 4*15.36TB NVME
AHM-32L10V6#8	Generic Host	Baseline	32C, 1024GB RAM, 6*7.68TB NVME
AHM-32L10V8#8	Generic Host	Baseline	32C, 1024GB RAM, 8*7.68TB NVME
AHM-32L10V6#15	Generic Host	Baseline	32C, 1024GB RAM, 6*15.36TB NVME
AHM-64L10V8#8	Generic Host	Baseline	64C, 1024GB RAM, 8*7.68TB NVME
AHM-64L10V6#15	Generic Host	Baseline	64C, 1024GB RAM, 6*15.36TB NVME
AHM-64L20V8#8	Generic Host	Baseline	64C, 2048GB RAM, 8*7.68TB NVME
AHM-64L20V6#15	Generic Host	Baseline	64C, 2048GB RAM, 6*15.36TB NVME

Note: The cluster hosts are committed for the full contracting period.

Using MPC ST

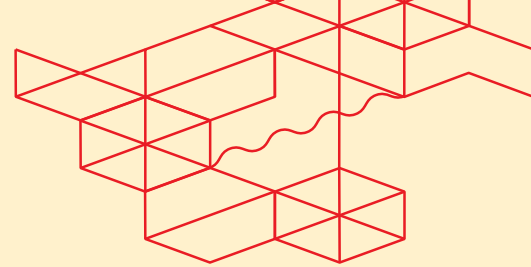
- You can choose multiple hosts and clusters that match the resource request as long as *one* cluster only has *one* host type.
- Multiple guarantees of vCPU can be mixed in one MPC Single Tenant Cluster by adding an extra Organizational Virtual Data Center (OVDC).
- MPC Single Tenant has, within the limits of the host, no maximum size of a VM for the use of compute resources. There are recommendations for the best performance of a VM. Adding



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more compute resources to a VM above the recommended size does not always lead to performance improvements.

- For MPC ST, the maximum recommended VM size is 8 vCPU and 64 GB RAM.



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1.1.2 MPC Connectivity

External Connectivity

To make MPC an integral part of customers (multi) cloud architecture, it can be easily connected to the following:

1. Equinix Colocation
2. Equinix Network Edge
3. WAN Providers
4. Cloud Service Providers (CSP)
5. MPC environment in another Metro
6. Equinix Internet Access (EIA) via Equinix Fabric

Connectivity is offered in combination with Equinix Fabric (Virtual Circuits) only, other connectivity into MPC is not supported.

Connectivity Type

The network requirements determine the way customer network is connected to an MPC Organizational Virtual Datacenter (OVDC). The following connectivity types are available:

CONNECTIVITY TYPE

ROUTED	Routing in MPC provided by Equinix
ROUTED JOINED	Option for a routing only with multiple OVDC's
CUSTOMER ROUTED	Routing provided by the customer as a Virtual appliance in the OVDC
MANAGED PRIVATE FIREWALL	Routing via the Service Managed Private Firewall

Multiple OVDCs

Each OVDC has its unique connectivity type, when multiple OVDC's are used combinations of connectivity types are possible.

Connectivity Types

Connectivity Routed

This Connectivity Type offers layer-3 connectivity to the MPC OVDC for connectivity.

This option provides the customer with a ready for use and built-in routing engine. Configurable via the operational console. Each MPC internal (routed) network created is automatically part of the customer routing domain.

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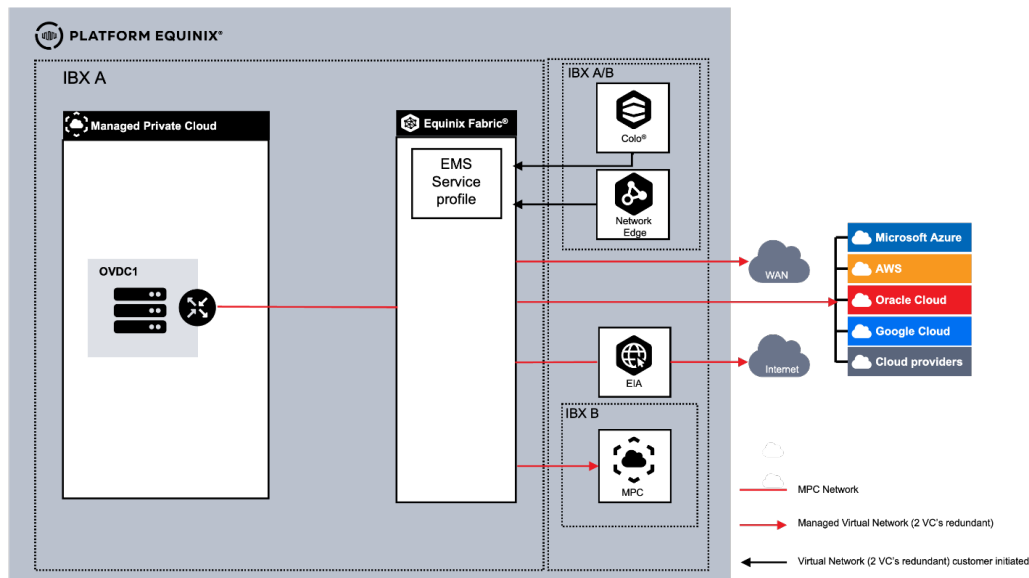


Figure 1 Overview Connectivity Routed

Connectivity Customer Routed

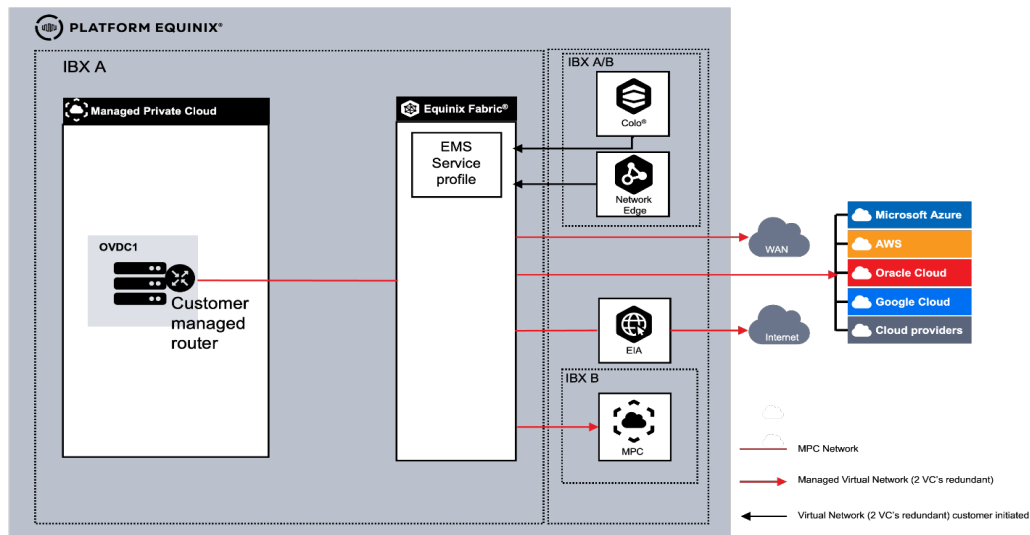
This option provides the customer with a self-provided, installed and managed virtual routing appliance (VM) within MPC as routing engine. All ordered external networks will be made available in the Operational Console as an external network by Equinix. Additional external networks can be ordered separately. External networks must be connected to the virtual routing appliance.

MPC internal (isolated) networks created must be connected to the routing appliance. Customer is responsible to build layer-3 (BGP) redundancy using multiple Virtual Connections.

In Customer routed a VLANs can be trunked for North – South traffic, so from outside MPC to MPC. For East West traffic in MPC trunking is not supported.

- Note1 – Within this option no routed internal networks are available. Only isolated internal networks in self-service are used to connect customer VMs to the virtual routing appliance.*
- Note2 – External networks must be used to connect the virtual routing appliance for external connectivity (2 VCs per connection).*
- Note3 – Although the MPC platform has a high availability, we recommend to have an HA setup and use 2 VMs as a customer virtual routing appliance(s).*
- Note4 – With Customer Routed we highly recommend using vmttools on any appliance/VM to support graceful management.*

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Connectivity Managed Private Firewall

When using the Managed Private Firewall (MPF), as an additional service for extra security including routing and logging. All external connectivity is terminated at MPF. MPF is connected to the built-in MPC routing.

In this combination of MPF and MPC routing north-south traffic is processed first by MPF and further MPC, also MPC provides east-west routing.

This option provides the customer with a high secure ready for use and built-in routing engine consisting of 2 elements.

- MPF routing which is configured by Equinix
- MPC routing configurable via the operator console

Each MPC internal routed network created is automatically part of the customer routing domain. Internal isolated networks are not. For more information on internal networking see below.

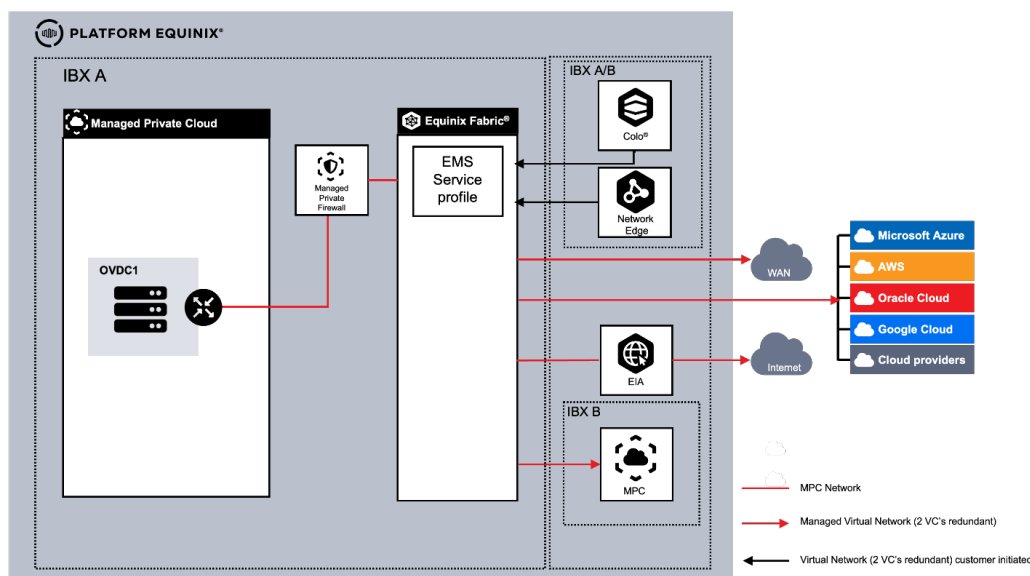


Figure 3 Overview Connectivity Managed Firewall

Networking with Multiple OVDC's

When using multiple OVDC's in a Metro, customers can use different Connectivity type combinations. As a Connectivity Type is related to the OVDC. Each scenario comes with different capabilities.

Multiple OVDC's with Connectivity Routed

When using multiple OVDC's in one Metro customer can choose to use a dedicated Gateway per OVDC (Figure 1) or use the same Gateway instance for both OVDC's (Routed Joined) (Figure 2).

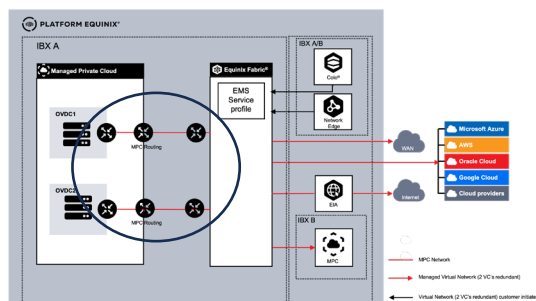


Figure 1 Dedicated Routing per OVDC

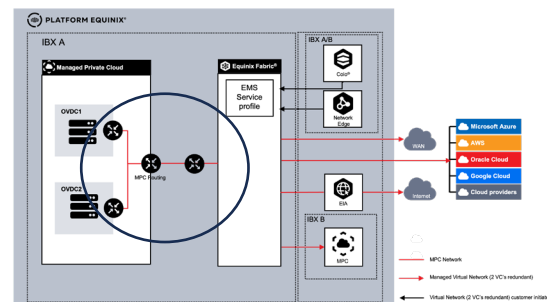


Figure 2 OVDC's with Joined Routing

Multiple OVDC's with Connectivity Routed and Customer routed

When using multiple OVDC's in one Metro customer can choose to use a combination of Routed for one OVDC and Customer Routed for the other. Customer will have two options for implementation

1. The OVDC's with connected OVDC's
2. The OVDC's are not connected

In the case of scenario 1 there will be a VLAN between the Customer Routed and the Routed Gateway.

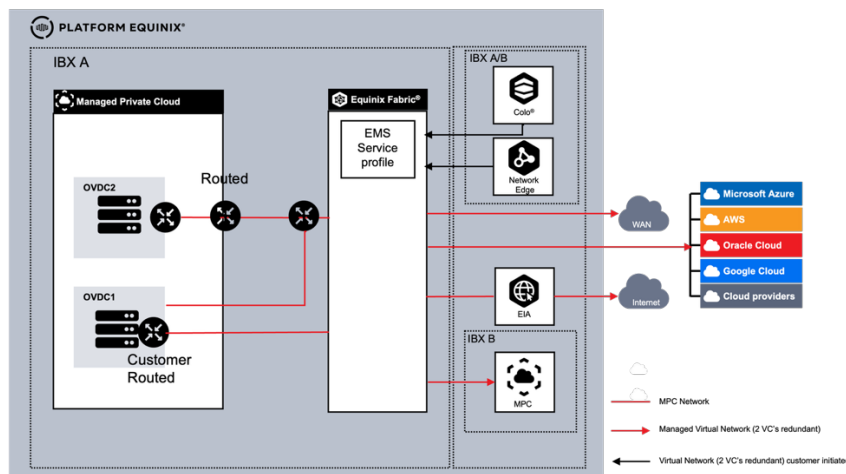
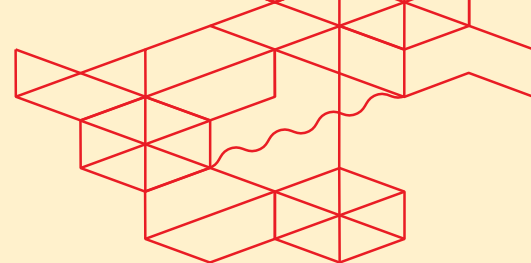


Figure 1 Connectivity Routed and Customer routed with shared network

In this scenario customer can create networks between the 2 different OVDC's.



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In Scenario 2 where there is no connectivity between the two OVDC's the OVDC's work as a stand-alone environment.

Connections

The following connections are possible.

VIRTUAL CONNECTION OPTIONS

CONNECTION	#	TYPE	DESCRIPTION
Equinix Colocation	1	Self-Service VC	Customer created and managed connection. Via Equinix Fabric Portal. Using an EMS Service Profile / Service token.
Equinix Network Edge	2	Self-Service VC	Customer created and managed connection. Via Equinix Fabric Portal. Using an EMS Service Profile / Service token.
WAN Providers	3	Managed VC	Equinix created and Managed connection. Part of the MPC order
Cloud Service Providers (CSP)	4	Managed VC	Equinix created and Managed connection. Part of the MPC order
MPC environment in another Metro	5	Managed VC	Equinix created and Managed connection. Part of the MPC order
Equinix Internet Access (EIA) via Equinix Fabric	6	Managed Internet Access	Equinix created and Managed connection. Part of the MPC order

Self-Service VC

With a self-service VC customers initiates VCs via the Equinix Fabric portal. Equinix Managed Solutions will contact you to configure the connection on MPC side. Each connection requires a pair of VCs to be ordered.

Managed VC

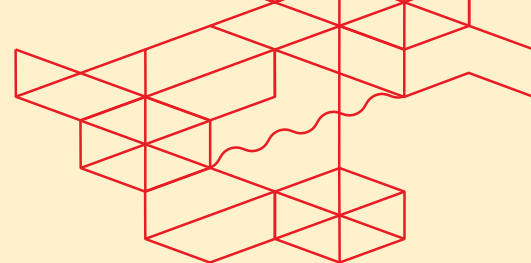
With a managed VC, the VC is part of an MPC order where Equinix initiates the VC configuration. During fulfillment Equinix will contact you for the parameters to configure the VCs.

Note: Every connection needs two (2) Virtual Circuits for redundancy reasons. Both for Self-Service & Managed VC.

Internet Access

If customer requires Internet as part of the MPC environment, Managed Internet Access needs to be ordered, Managed Internet Access makes use of Fabric Internet Access (EIA), it is configured with Fixed Bandwidth and no bursting options. EIA supports up to 10 Gbps bandwidth to MPC, IP-spaces need to be ordered as a separate item. For Internet access customer can also choose to contract a third-party solution with availability on Equinix Fabric. In this case customer need to contract the Internet service yourself.

Note: For third-party internet provider, customer need to order two connections for redundancy reasons.



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1.1.3 MPC Virtual Networking

The MPC platform offers various virtual network functionalities that a customer can configure in the MPC Operational Console, the table below shows the list of functions and if the functions are part of the service or separate charged.

FUNCTION	CHARGE TYPE	ROUTED AND MANAGED FIREWALL	CUSTOMER ROUTED
STANDARD FIREWALL	Included	Y	N
DISTRIBUTED OR ADVANCED FIREWALL	Charged	Y	Y
ROUTING, IPV4 STATIC AND DYNAMIC (BGP)	Included	Y	N
ROUTING IPV6	Included	Y	N
NAT	Included	Y	N
DHCP	Included	Y	N
VPN IPSEC LAYER-3 SITE TO SITE	Included	Y	N
ROUTE ADVERTISEMENT	Included	Y	N

Internal Networks

You can create internal networks for an OVDC via self-service in the MPC Operational Console. The MPC Networking service offers a maximum of 1000 internal networks per OVDC. Internal networks can also be configured over multiple OVDCs within the same Equinix IBX when the OVDC is configured with a datacenter group.

Within Internal Networks 2 types can be distinguished:

- Routed, this allows VMs to be connected to a network that uses the Gateway as the router and give access to the WAN, Colocation, CSP's or Internet and is available to all VMs and vApps within the OVDC.
- Isolated, these networks are known as isolated as they aren't connected to a network that has access to WAN, Colocation, CSP's or Internet, unless you attach it to a self-managed router.

Routed networks are only available for Connectivity Type "Routed".

Datacenter group

When a customer uses multiple OVDC's a Datacenter Group will create a single unified network over the different OVDC's so the same network can be used in different OVDC's

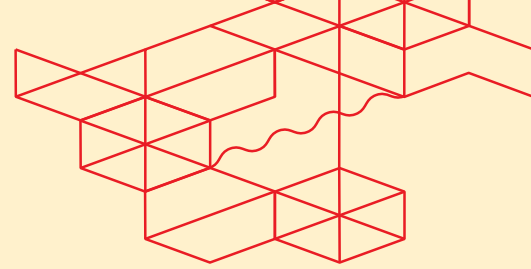
To use the Distributed Firewall functionality a Datacenter group is a prerequisite

If not available a service request can be raised to configure the Datacenter group

Inter Site Networks

When using MPC in different metro's; customer can connect 2 MPC sites in different datacenters by requesting a Managed Virtual Circuit between the 2 sites. Based on the Connectivity Type the network will be configured. The connectivity between 2 datacenters will be charges as Managed Virtual Circuit, see 1.1.4 and further for details about the Connectivity Types and Managed Virtual Circuits.

Connectivity between more than 2 datacenters is supported but requires a Fabric Cloud Router (FCR), Equinix Fabric IPWAN and 2 Virtual Connections from the MPC Zone and the Fabric Cloud router.



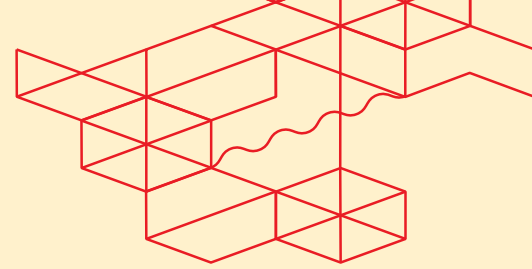
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Note: Ordering and configuring Fabric Cloud Router and IPWAN, is outside the Managed Solutions scope.

Purchase Units Connectivity

Units per Single OVDC:

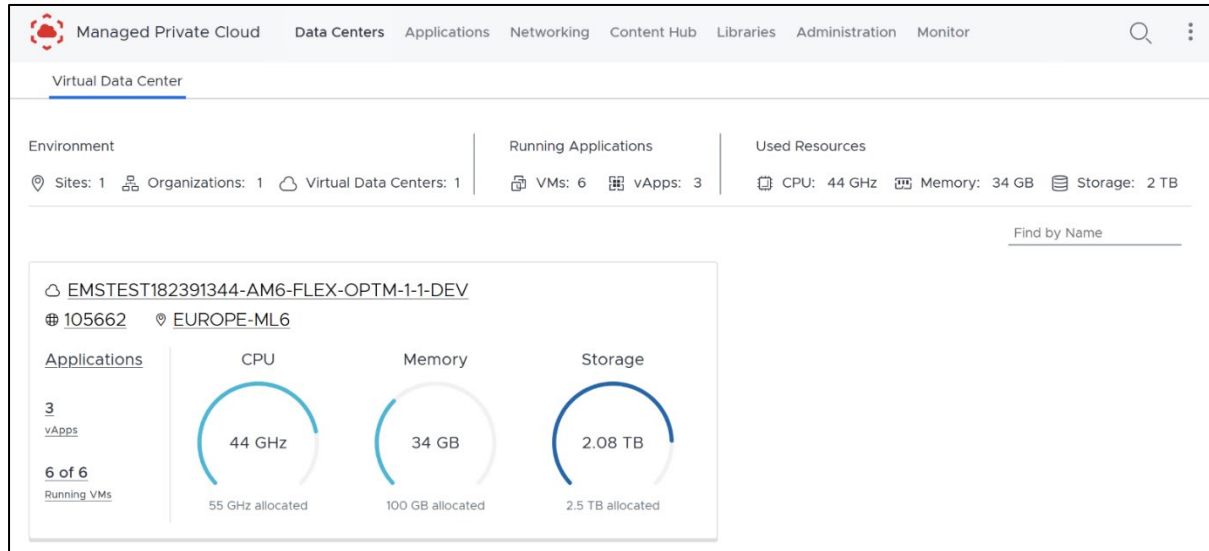
PURCHASE ITEM	UOM	CALCULATION TYPE	DESCRIPTION
Connectivity Type	ONCE	Baseline	Routing instance per OVDC • Routed • Routed Joined • Customer Routed • Managed Firewall
Managed Virtual Circuit	VC	Baseline	Available bandwidth 10/ 50/ 200/ 500/ Mbps or 1,2,5,10 Gbps Two (2) VC's needed per connection for redundancy
Managed Internet Access	Each	Baseline	Internet Access is available in 10/50/100/200/500/Mbps and 1,2,5 and 10Gbps Managed Virtual Circuits are included in Managed Internet Access!
Allocated IP-space	block	Baseline	Supported IPv4 /24 to / 29 and IPv6 Mandatory when Managed Internet Access is procured
Distributed Firewall (DFW)	Per Core	Baseline Overage	Additional functionality to offer Micro segmentation.



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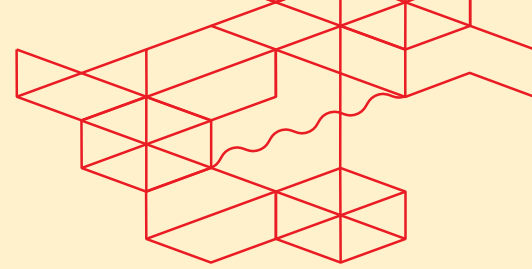
1.1.4 MPC Operational Console

The MPC Operational Console offers automation tooling and an API to manage your MPC resources.



Features offered by the MPC self-service portal are:

- Management of OVDCs across multiple Equinix data centers
- Creation, import and managing VMs and vApps
- Sizing VMs (scale up and down)
- Create a VM Snapshot, limited to 1 snapshot
- Console access to the VM
- Performance statistics where
- Creating and filling “Library” with your ISO/OVA files
- Direct access to MPC self-service portal and the VM console via web browser without complex VPN solutions
- Extensive options for scripting & automation (API)
- Separate or group VMs for availability or performance
- Manage firewall rules and micro segmentation
- Create and manage Static routing rules for IPv4
- Create and manage Static routing rules for IPv6
- Create and manage NAT, DHCP
- Create and managed VPN IPsec layer 3 Site to site “tunnel” based
- Create and manage Virtual Routing and Forwarding (VRF)



2 Service Options

Several service options are available on MPC ST. You can order the service options individually.

2.1 Back-up & Restore

Back-up & Restore of MPC resources are provided through the Managed Private Backup Service (ordered separately).

The service includes the backup of VM data or application data.

2.2 Software Licensing

A Catalog with software ISO's for MPC is available in the Self-service portal. This catalog lists the software that can be used in the VMs that run in the OVDCs. The catalog offers both open source and licensed software.

The licensed software can be purchased via the Software licensing product

Bring Your Own License

If rather than procuring the service, you can choose to “Bring Your Own” software licenses, it will be necessary to validate the software providers license rules.

For all licensing the customer is responsible to meet the software vendor compliance rules.

2.3 Support Plan

With the support plan, you can choose to have an additional service for the charge of additional service requests and other services like additional support, additional reporting, and design support.

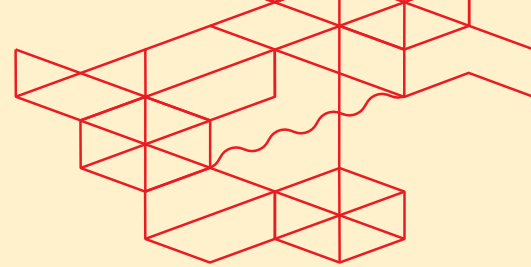
Managed Solutions Premier Support Plan is a prepaid program that allows you to purchase a Monthly or Annual (one-time payment) block of Support hours at a discount. Equinix will calculate the provision of the Support hours in increments of fifteen (15) minutes.

Without a prepaid Managed Solutions Premier Support Plan, you will be charged the “Premier Support Service” per hour (standard hourly rate). Equinix will calculate the provision of the Support hours in increments of fifteen (15) minutes.

PURCHASE UNIT	TYPE	CHARGE TYPE	UOM	ORDERING AND BILLING
Technical Support plan	Monthly	Baseline	hour	Monthly reservation of hours for technical support
	Annual	Baseline	hour	Yearly reservation of hours for technical support

The plan is not designated to one specific Managed Solutions Product but applicable to all Managed Solutions Products purchased.

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).



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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.

2.4 Migration support

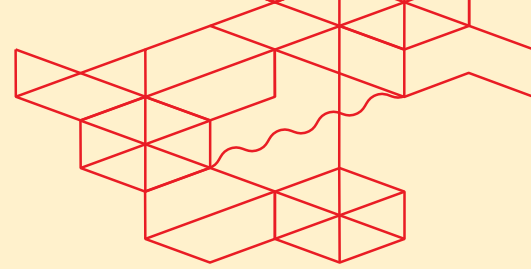
To migrate customers workloads from On Premises to MPC, Equinix provides migration tooling that makes it possible to migrate workloads in Self Service without refactoring the applications. The tooling supports VMware workloads from vSphere or Cloud Director. To enable, customer will receive an appliance that can be installed in customers VMware environment and that will be paired with the customers MPC environment. The tooling supports asynchronous replication.

By default the migration tooling supports migration over Internet, on request a private connection can be created over Equinix Fabric, the cost for the Fabric connection are charged via Fabric. For migration over Fabric existing Virtual Circuits cannot be used, they need to be appropriate to the migration. Over internet speeds up to 250 Mbps while for a Fabric connection speeds up to 10Gbps are supported.

The use of the migration tooling is Free of Charge, additional support can be requested via the Support plan.

CONNECTION	SPEED	NETWORK CONFIGURATION
Internet	Up to 250 Mbps	No
Fabric	Up to 10Gbps	Yes, Setup VLAN's

After the migration has been completed the tooling will be disabled.



3 Service Demarcation & Enabling Services

The border between customer & Equinix environment.

3.1 Service

MPC ST is a Managed Service with where choices have been made in the design, this means that not all technical options by VMware are available in our MPC ST service. The following topics are often requested but cannot be supported:

Generic

- Access to vSphere or vCenter functions other than via the MPC Operational Console and Operational Console API.

Compute

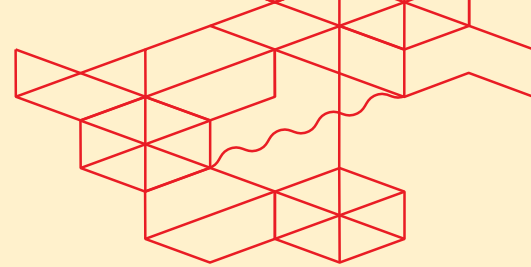
- Creating more than one snapshot

Virtual Disks

- moving virtual disks between VMs via the MPC Operational Console and API. To move virtual disks between VMs you need to create a ticket through Equinix support desk.
- Sharing a virtual disk between multiple VMs.
- Applying Microsoft Windows Server Failover Clustering (WSFC) with shared disks to MPC is not supported.

Network

- Application of Single Root I/O Virtualization (SR-IOV) and physical NIC access from the VM
- Promiscuous mode on the vNIC
- Trunk in the OVDC for networks to the Customer owned Routers
- Connectivity to MPC via redundant layer-2 like Metro Connect



4 Purchase Units

The MPC Service is charged 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

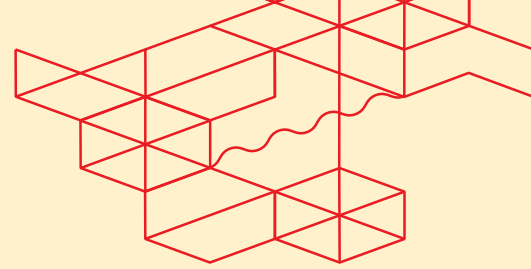
Baseline – the specific volume of Unit of Measure of the Service as defined in the Order.

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

Catalog of Purchase Units

Below are the purchase units of Managed Private Cloud with the unit of measure and the related billing method.

CATEGORY	PURCHASE UNIT	UOM	INSTALL FEE	BILLING METHOD	OVERAGE
MPC Service	Connectivity - Routed	Each		Baseline	
	Connectivity - Customer Routed	Each		Baseline	
	Connectivity - Managed Firewall	Each		Baseline	
	Connectivity - Routed Joined	Each		Baseline	
MPC Compute	Host	Host	Yes	Baseline	
MPC Service Option	Network - Managed Virtual Circuit xx Mbps	Each	Yes	Baseline	
	Network - Managed Internet Access xx Mbps	Each		Baseline	
	Network - Additional IPspace /24/25/26/27/28/29	Each		Baseline	
	Network - External network	Each	No	Baseline	
	Network - Distributed Firewall per Core	Core		Baseline	
	Disaster recovery (Gold, silver Bronze)	VM	No	Baseline	Yes



5 Roles & Responsibilities

In the fulfilment and delivery of the services there is a responsibility both for Equinix as for the customer, below there is an overall explanation of these responsibilities.

5.1 Tenant Provisioning

ACTIVITIES	EQUINIX	CUSTOMER
Schedule / execute project kickoff meeting	RA	CI
Schedule / execute customer onboarding	RA	CI
Delivery of the Hosts in a cluster in accordance with the order	RAC	I1
Delivery of the OVDC(s) in accordance with design	RAC	I1
Delivery of the agreed storage capacity in accordance with design	RAC	I1
Delivery of the Connectivity type in accordance with the order	RAC	I1
Delivery of the Managed Virtual Circuits in accordance with the order	RAC	C
Initiation of Unmanaged Virtual Circuits in Fabric portal	I	RAC
Configuration of customer initiated Virtual Circuits	RAC	C
Delivery of the Managed Internet Access in accordance with the order	RAC	C
Delivering the agreed network functionality in accordance with design (optional)	RAC	C
Delivery of the MPC Operational Console	RAC	I1
Delivery of the Admin account for the Operational Console	RAC	I1

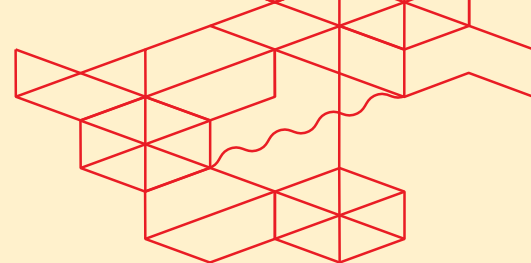
1. Acceptance Into Service

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 MPC Product page on Managed Solutions Portal	CI	RA
Test access to MPC operational console	CI	RA
Confirm MPC fulfillment based on preview evidence	CI	RA
Set product as enabled for customer on internal systems	RA	I

2. Operational

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



EMS – MPC ST External Service Description – Release 1.1

ACTIVITIES	EQUINIX	CUSTOMER
Technical management of the service (overall)	RAC	I ¹
Functional management of the customer environment within the service (overall)	I ²	RAC
MPC infrastructure monitoring and maintenance	RA	I
Create, import and manage VMs and vApps	I ²	RAC
Scale VMs up and down	I ²	RACI
Manage VM Snapshots		RACI
Manage access to VMs with console		RACI
Create and fill “Library” with Customer’s own ISO/OVA files		RACI
Separate or group VMs for availability or performance	I ²	RAC
NFV: Standard firewalling	I ²	RAC
NFV: Routing (static)	I ²	RAC
NFV: Routing	RAC	I
NFV: NAT	I ²	RAC
NFV: DHCP	I ²	RAC
NFV: VPN (IPSec)	I ²	RAC
Setup and manage scripting & automation capabilities		RACI

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

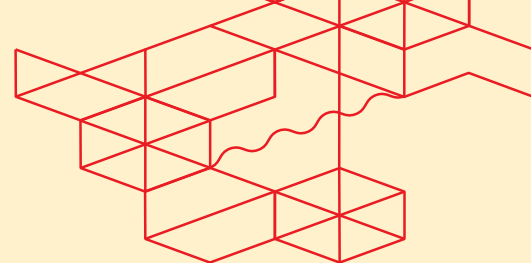
Footnote:

- 1. Informing is only mandatory for tasks that have an impact on the functioning of user environment.*
- 2. Informing is only required for tasks that have an impact on the operation and/or management of the service.*

3 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	The service must be repaired the same working day; the management environment is not



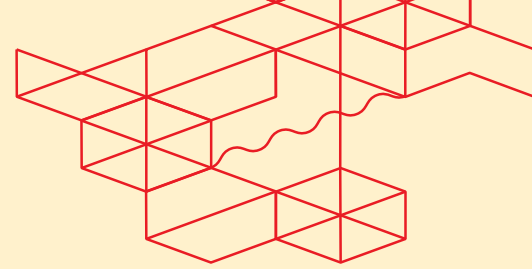
EMS – MPC ST External Service Description – Release 1.1

	availability of this functionality.	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.



4 Service Requests

The following standard changes can be requested through the MPC self-service portal as a service request.

Customers can raise a Service Request for configuration changes that cannot be implemented through Self Service in the Operational Console.

There is 24x7x365 support for the Managed Private Cloud 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.

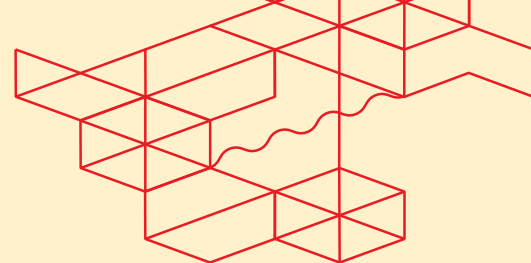
REQUEST NAME	INCLUDED/ADDITIONAL
Create a DC Group over multiple OVDC's	Additional
Change external access OVDC API	Additional
Add a user for the Operational Console	Included
Remove a user from the Operational Console	Included
Change permissions for a user	Included

Note: Included means the request is part of the service and has no additional implementation cost. Additional means the service request has additional cost and its execution requires an approval in the MPC self-service portal.

All changes not listed in the table above can be requested by the customer by selecting “change” at the service request module. Equinix will perform an impact analysis to determine whether the change can be implemented and 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.

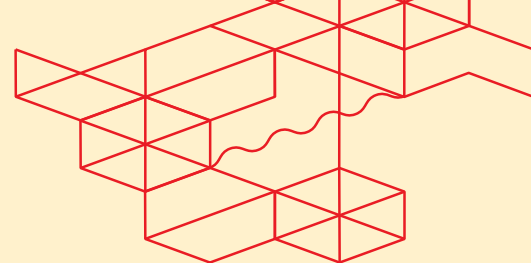
Changes in the baseline capacity, amount ordered or any other change that will have an impact on the monthly service fee should be requested via the Sales team.



5 Reporting

As part of the service, customer will receive monthly service reporting covering the following topics:

- Raised tickets against the SLA parameters
- Capacity per OVDC



6 Service Levels

The purpose of this Service Level Agreement (SLA) is to define the measurable performance levels associated with the MPC 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.

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:

1. Response time is from submitting the Trouble tickets and an Equinix Managed Solutions specialist sending a formal response.
2. 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.
3. SLA applies to the response time, details on the SLA can be found in the Product Policy.

2. Availability

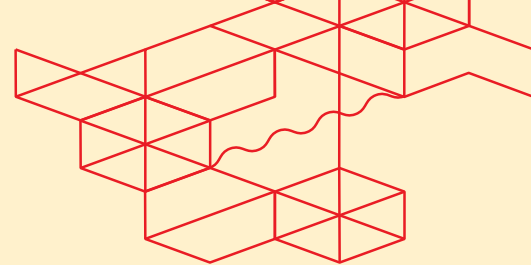
The availability level of the MPC service is shown in the table below and refers to the availability of a single OVDC. The MPC service is considered “**Unavailable**” when a failure in the infrastructure managed by Equinix means that the OVDC operating on it is in an error status and there is an interruption to the customer’s services caused directly by that error.

AVAILABILITY SERVICE LEVEL	DESCRIPTION
99.95%+	This is met by achieving less than twenty-two (22) minutes of Unavailability of the OVDC over a calendar month period.

A Service credit regime is available on the availability SLA, this is described in the Product Policy.

The availability of MPC does not include the restore of the data. Customer self is responsible for restoring the data. When you have contracted Managed Private Backup, you can restore the data by using Self Service in the Managed Private Backup Operational Console.

If you have chosen not to contract Managed Private Backup, customer needs to take care of the data restore themselves.



Other documentations

Where to find more documentation?

You will find the most up to date documentation on docs.equinix.com website.

Where to find EMS policy?

You will find it on [our website](#).

Where to find official VMware documentation?

You will find it on <https://docs.vmware.com>

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.