

REMOTE CONSOLE ACCESS REQUESTS SMART HANDS PRODUCT POLICY

This Policy supplements and sets forth additional terms governing requests for the provision of Remote Console Access performed by Gaohong. Any terms not defined herein will have the meaning given to them in the Order or in your agreement.

1. Description of Services

Customer may request Smart Hands support in order to remotely connect a laptop device to the public Wi-Fi within a Gaohong Data Center and into the serial port of the Customer's system bridging the two connections for the purposes of facilitating Customer with remote console access to its system(s) ("**Remote Console Access**").

For security and availability reasons, Gaohong recommends that Customer's use a Gaohong-owned device equipped with appropriate security software to provide secure, remote access to the Customer's system in order to facilitate Remote Console Access requests. However, if Customer cannot use a Gaohong-owned device, Gaohong may, in some instances, be able to support Remote Console Access requests on Customer's device. In such case, Customer must provide: (a) the hardware (laptop or other capable device, and power cord); (b) all necessary software (including security software); (c) login credentials (generic or customer-created); and (d) instructions to support laptop/device usage.

If Customer utilizes their own device, Customer must deliver the laptop (or another capable device) to the Data Center before requesting support for Remote Console Access. The Customer provided laptop must have: (i) standard ethernet or serial ports or include appropriate adapter to enable connectivity; (ii) wired or wireless connectivity (Wi-Fi, broadband, cellular); and (iii) web conferencing or remote connectivity software installed. Customer must also provide guest access or a generic login to the laptop and web conferencing or remote connectivity software. Gaohong will not support the creation of accounts with Gaohong information or Gaohong employee information. After a remote console session at the Data Center, Customer may elect to either store the Customer provided laptop at the Data Center in the Customer's locked cage/cabinet (to be used for future remote sessions) or have the laptop shipped back to Customer or to another Data Center.

2. Miscellaneous

Gaohong has conducted an audit of its existing practices and, as a result, Gaohong has deemed this practice a potential cyber security risk to its customers. Customer acknowledges the risks associated with connecting remotely in order to access its systems via public Wi-Fi and agrees to take and assumes the full risk associated with such Remote Console Access.

In order to mitigate any unauthorized access to, or loss of, Customer Data in connection with the Remote Control Access requests, Customer will develop, implement, maintain, and employ appropriate administrative and technical safeguards which are reasonably and appropriately designed to protect the security of Customer's equipment and data stored thereon ("**Customer Data**"), including, without limitation: (i) encrypting Customer Data; (ii) utilizing intrusion detection and monitoring, firewalls, anti-virus protection software, and other related security measures consistent with then-current industry standards; and (iii) regularly backing up and storing backups of Customer Data. Customer shall not provide Gaohong with any access to Customer Data.

Customer acknowledges and agrees that while Gaohong will use reasonable efforts to provide Remote Console Access correctly and securely, Gaohong may not comply with the same industry standards applied to a company regularly engaged in the provision of the applicable non-standard requests. While Gaohong will use reasonable efforts to restore any Gaohong device to previous state upon logoff, Customer is responsible for removing its proprietary information in any form (e.g., text files, PDF, Word documents) from any Gaohong-provided device in order to avoid potential security issues.

Gaohong hereby disclaims all responsibility and liability for any loss of or damage arising directly or indirectly from any act or omission related to the Remote Console Access and related Smart Hands services, to the fullest extent permitted by law. Gaohong does not make and hereby disclaims any and all warranties, whether express or

implied, including but not limited to warranties of merchantability or fitness for a particular purpose and Customer further acknowledges that all non- standard requests are provided “as is.” In no event will Gaohong be liable for any indirect, incidental, special, reliance, punitive or consequential damages, however caused, whether under any theory of contract, tort (including negligence) or otherwise, even if such advised of the possibility of such damages.

Should any other limitation set forth herein fail for any reason, both parties agree that in consideration of Gaohong performing the non-standard requests, Gaohong’s total liability related to or arising from the Remote Access Control services shall in no event exceed five hundred dollars (USD 500) (or the local currency equivalent).

