

SMART HANDS SUPPORT PLAN POLICY

This Gaohong Smart Hands Support Plan Policy (“Policy”) supplements and sets forth additional terms and conditions governing the use of the Gaohong Smart Hands Support Plan by the Customer. Any terms not defined herein will have the meaning given to them in the Order or the MCA.

1. Description of Product

A Smart Hands Support Plan Package is a prepaid discount program for Customers who regularly purchase Smart Hands Services. The discounted Fees are based on the number of prepaid Smart Hands Support Plan hours purchased by Customer prior to the beginning of the applicable billing period. Gaohong will measure the Smart Hands Support Plan usage in thirty (30) minute increments. Customer can use purchased Smart Hands hours at any Gaohong Data Centers specified in the Order unless otherwise specified by Customer’s selected Smart Hands Support Plan Package (as outlined below). Any additional Smart Hands hours used over the prepaid amount will be charged at the then-current hourly rate.

2. Customer Responsibilities

As of the Effective Date set forth on the Order, Customer will pay the Fees for the applicable Smart Hands Support Plan at the rates listed therein.

3. Smart Hands Support Plan Packages

- a. Except as listed below, Smart Hands Support Plan Packages only include “time and material” Smart Hands support and do not include any fixed-price Smart Hands. The following list of fixed-price Smart Hands (delineated as either Part Number PS00040 or PS00041) are the only ones eligible to be included in the Smart Hands Support Plan Packages:
1. Access Enrollment Report
 2. Cage Access Report
 3. Cross Connect Report - PDF
 4. Cross Connect Report - XLS
 5. Install Base Report
 6. Maintenance Notifications Report
 7. Occupied Port Report
 8. Order Report
 9. Power Circuit Report
 10. Power Consumption Report - BCM
 11. Power Consumption Report - non-BCM
 12. Smart Hands Report
 13. User Audit Report
 14. User Report
 15. Loaded Cabinet Move
- b. **Monthly Smart Hands Support Plan**—This plan provides Customer with on- site technical assistance for the number of prepaid hours stated on the Order. After the Initial Term, the term will automatically renew for the Renewal Period stipulated in the Order. Hours can only be used at Data Centers in the country for which the plan was purchased. Any unused prepaid hours remaining at the end of the applicable period will expire and will not be refunded or roll over to the following period.
- c. **Monthly Smart Hands Support Plan—1 Month Rollover**—This plan is identical to the Monthly Smart Hands Support Plan, except that any unused prepaid hours remaining at the end of the applicable period will roll over for one (1) additional thirty (30) day period (“1 Month Rollover”). Hours from the current period will be consumed first, followed by any rollover hours. Any rollover hours that remain unused at the end of the 1 Month Rollover will expire and will not be refunded or roll over to the following period.

- d. **Prepaid Smart Hands Hours Plan**—This plan is identical to the Monthly Smart Hands Support Plan, except that it is a one-time purchase of prepaid Smart Hands hours with a twelve (12) month Initial Term which does not auto-renew.
- e. **Smart Hands Support Plan—Data Center Specific**—This plan can be chosen by Customer with its purchase of one of the other Smart Hands Support Plans listed in Section 3(b) through (d) above to restrict Customer's use of the prepaid hours and rollover hours to only the specific Data Center for which the plan was purchased.

4. Expedite Fees

Upon request from Customer and for an additional Fee, Gaohong may, upon availability, expedite Customer's Smart Hands Support request.

