



SCHEDULE Q: SERVICE DEFINITION FOR OUT-OF-BAND MANAGEMENT NETWORK (OOB)

1. OOB Service Description

Exponential-e's OOB Service provides the Customer with remote operational support.

Subject to the Customer's specific requirements and if it is deemed necessary at Exponential-e's sole discretion, Exponential-e will deploy and maintain, an OOB Service for the purpose of providing operational support remotely. This will be included on the Customer's Order Form.

The OOB Service comprises of a firewall and dedicated copper cross-connect in each data centre, together with one 24-port Gigabit Ethernet switch per rack.

Proprietary ownership

The OOB Service infrastructure is owned and operated solely by Exponential-e.

Administrative rights, Service levels and Availability

The Customer will not have any direct access, administrative rights, or visibility into the OOB Service infrastructure. Service levels, performance guarantees, or availability commitments will not apply to the OOB Service.

2. Target Service Commencement Date

No Target Service Commencement Date applies.