

Name  
Company  
Address  
Suburb  
City

Chorus New Zealand Limited  
Level 10  
1 Willis Street  
P O Box 632  
Wellington 6140  
New Zealand

01 Jan 201x

Dear xxxx,

### **EdgeCentre Colocation Service at Mt Eden Exchange**

As more New Zealand businesses move to cloud based services, we're seeing more demand for data storage and computing capacity. We're in a unique position to offer you space inside our existing exchanges, with highly secure facilities. You'll also gain access to our suite of complementary network products, such as dark fibre and transport solutions.

EdgeCentre Colocation is an enterprise grade rack space pre-built to Tier II Data Centre standard. The Rack Space is housed within a fully self-contained environment with operational efficiencies for temperature, power, and environmental controls including CCTV monitoring.

Additional options include:

- Enhanced security and proactive monitoring services for any full racks purchased
- Connecting the EdgeCentre Colocation Service to other specified Chorus products
- Service assistance "remote hands" to support your equipment when you can't be there

This is a new Service which Chorus intends to release commercially and thanks you for your feedback on the solution.

If the service is successful, and there is enough demand, Chorus may choose to release the service at more locations around the country.

Fastcom have expressed an interest in taking this service. For the purposes of the initial release, the service will be provided under the attached interim service appendix under the CSA. Following the interim release, you may be offered a final Service Appendix to replace these terms.

We note your additional requirements (that will be included in the final Service Appendix) and will apply as follows:

#### **1. Term and Charges**

You will take **XXXX racks** at the Mt Eden Exchange for a period of **XXXX years** commencing after the initial 6 month free period expires.

Notwithstanding anything in EdgeCentre Colocation Interim Service Appendix, the following Charges will apply for the **XXXX racks** you have agreed to order for Mt Eden. The Charges set out in the EdgeCentre Colocation Interim Service Appendix will apply to any other Orders, unless agreed otherwise.

<b>Racks</b>	<b>Term</b>	<b>Price</b>
x	x years	\$0.00

## 2. **Service Level Agreements**

A service level for power and cooling is specified at 99.9% over a rolling 12 month period.

If downtime as defined exceeds the specified up-time SLA percentage in any month a credit will be applied to your account in the next billing period. The percentage will be based on the monthly recurring charges per affected Full Rack, calculated as follows:

- 2.1 0 to "Calculated SLA downtime (based on percentage e.g. 99.8 = 88 minutes" = 0%
- 2.2 SLA + 4 hours = 10%
- 2.3 SLA + 4 – 8 hours = 25%
- 2.4 SLA + 8 hours = 50%

## 3. **Incident Reporting**

An initial report will be provided within 48 hours for a P1 incident and full report within 4 weeks of the incident.

## 4. **Planned outage notification**

Planned outages will be notified 4 weeks ahead of time.

Chorus are excited to have Fastcom as a foundation Premium co-location service and look forward to working proactively to plan and execute services at more locations.

Please sign and return this letter to confirm the terms of the Interim Service Appendix for the EdgeCentre Colocation Service.

Yours Faithfully,

**Signature**

Ed Hyde  
 Chief Customer Officer  
 Chorus New Zealand Limited

**Name of Signatory:**  
**Position of Signatory:**  
**Date:**

Acknowledges the terms of this letter and the Interim Service Appendix for the EdgeCentre Colocation Service

# EdgeCentre Colocation Interim Service Appendix

## Schedule 1 – Special Terms

### Introduction

Chorus is developing the EdgeCentre Colocation Service which it proposes to supply under the Chorus Services Agreement (**General Terms**). This Interim Service Appendix sets out the terms and conditions for the EdgeCentre Colocation Service.

#### 1. Interpretation

- 1.1. The terms and conditions for the EdgeCentre Colocation Service are set out in the General Terms and this Interim Service Appendix.
- 1.2. This Interim Service Appendix shall be considered to contain the Special Terms, Service Description, Price List and Operations Manual for the purposes of the CSA.
- 1.3. References to clauses, sections, schedules or appendices are references to clauses, sections, schedules or appendices in this Interim Service Appendix unless expressly provided otherwise.
- 1.4. The definitions set out in the General Terms apply to the extent that they are not expressly modified by or inconsistent with the context of this Interim Service Appendix.

#### 2. Definitions

Except where expressly provided otherwise, in this Interim Service Appendix:

<b>Chorus Compatible Services</b>	Means the following Chorus fibre services: <ul style="list-style-type: none"><li>• Chorus Regional Transport (CRT)</li><li>• Direct Fibre Access Service (DFAS)</li><li>• Inter-Candidate Area Backhaul (ICABS)</li><li>• All Bitstream Services</li><li>• High Speed Network Service (HSNS Premium)</li></ul> And any other service notified by Chorus as being a Compatible Service for the purposes of the EdgeCentre Colocation Service.
<b>Commencement Date</b>	Means the date the Service Provider signs this Interim Service Appendix.
<b>Communications Cabinet</b>	Means non-exclusive Rack Space used by the Service Provider, Other Service Providers and Chorus (as the context requires) to house equipment.
<b>Connectivity</b>	Means connections from Chorus' network frame to the Pod and within the Pod.
<b>Critical Service Event</b>	Means an incident which requires immediate attention because it involves the loss of services, whether provided by Chorus or relating to the Service Provider Equipment, that may severely affect or have a significant impact on the Service Provider or its customers.
<b>Data Centre Infrastructure Management or DCIM</b>	Means the management system used for monitoring equipment and environmental conditions within the Pod.

<b>Full Rack</b>	Means 42RU allocated in one rack.
<b>Forecast</b>	Has the meaning given in clause 6 of the Operations Manual.
<b>Half Rack</b>	Means 21RU allocated in half of one rack.
<b>H&amp;S Incident</b>	Means: <ul style="list-style-type: none"> <li>(a) Any notifiable event (as "notifiable event" is defined in the HSW Act);</li> <li>(b) Any specific type of incident that Chorus requires Service Provider to notify to Chorus and report on (as may be contained in Technical Documents or otherwise notified to Service Provider from time to time under the TAG Process), including any safety critical strike; and</li> <li>(c) Any near miss of an incident referred to in (a) or (b).</li> </ul>
<b>H&amp;S Regulator</b>	Has the meaning given to "regulator" in the HSW Act.
<b>HSW Act</b>	Means the Health and Safety at Work Act 2015.
<b>Initial Term</b>	Means the period commencing on the Commencement Date and ending on the date 12 months after the ready for service date of the first Rack Space order
<b>EdgeCentre Colocation Service</b>	Means the Services set out in this Interim Service Appendix.
<b>Pod</b>	The self-contained area containing Rack Space, Connectivity and environmental conditions in which the EdgeCentre Colocation Service is provided.
<b>Rack Space</b>	Means the space used by the Service Provider, an Other Service Provider or Chorus (as the context requires) which may be in a Server Cabinet and/or Communications Cabinet.
<b>Rack Unit or RU</b>	One unit of rack space as set out in the Specification.
<b>Service Event</b>	Means an incident which causes degradation or loss of service and/or functionality, whether provided by Chorus or relating to the Service Provider Equipment, to the Service Provider or its customers.
<b>Server Cabinet</b>	Means exclusive Rack Space made available to the Service Provider, an Other Service Provider or Chorus (as the context requires) to house equipment.
<b>Specification</b>	Means the specification for the Premium Co-Location Service as set out in Appendix 1 to the Operations Manual.
<b>Site</b>	Means the Mt Eden exchange and any other site notified to the Service Provider by Chorus.
<b>Tier II Datacentre</b>	Means a tier II datacentre as defined by Uptime Institute.

### 3. **End User Terms, Insurance and Liability**

3.1 Under this Service Appendix:

3.1.1 The EUT and Consenting Appendix are not applicable;

3.1.2 The Service Provider is required to provide insurance as a prerequisite for an amount not less than \$5,000,000;

3.1.3 For the purpose of clause 20.2 of the General Terms (Service Provider's Liability), the amount specified in these Special Terms is \$5,000,000.

3.1.4 For the purposes of clause 21.2 of the General Terms (Chorus' Liability), the amount specified in these Special Terms is \$5,000,000.

### 4. **Service Levels:**

4.1 The EdgeCentre Colocation Service has a service level to meet the Tier II Datacentre specifications which specifies for 99.7% uptime over a rolling 12 month period

4.2 If the Services are unavailable during a calendar month Chorus will provide the Service Provider with a post incident report. Chorus will develop in consultation with Service Providers additional service levels and any appropriate service level penalty regime as it develops the final Service Appendix.

### 5. **Term:**

5.1. Subject to clause **Error! Reference source not found.**, the EdgeCentre Colocation Service shall initially be fixed for the Initial Term.

5.2. Subject to clause **Error! Reference source not found.**, either party may give at least three months' written notice to terminate the EdgeCentre Colocation Service, provided any such notice shall not be effective until after the Initial Term.

5.3. Chorus may give at least three months' written notice that the final Service Appendix is available, provided any such notice shall not be effective until after the Initial Term. At the expiry of that notice, this Initial Service Appendix shall terminate and the EdgeCentre Colocation Service shall continue on the terms of the new Service Appendix if it has been signed by the Service Provider.

5.4. Chorus will consult with the Service Provider on the terms of the final Service Appendix prior to providing the notice under clause 5.3.

5.5. This Interim Service Appendix may be amended by Chorus giving three months' written notice, provided that Chorus may give shorter notice if an amendment is required to made due to an external event. Chorus will to the extent it is able consult with the Service Provider prior to giving any notice of changes to this Interim Service Appendix.

5.6. Chorus notifies the Service Provider of any changes to the terms of this Interim Service Appendix, the Service Provider may give Chorus written notice within one month that it does not accept such change and terminates the Service with effect on the date such change takes effect; or

The service level referred to in clause 4.1 is not met, then the Service Provider may terminate the Service by giving Chorus three months' written notice.

### 6. **Things Chorus must do**

6.1. Chorus must:

- 6.1.1. Carry out any installation and maintenance of the Pod in accordance with the Operations Manual;
- 6.1.2. Monitor and maintain the Pod's environmental conditions in accordance with the Operations Manual;
- 6.1.3. Not interfere with any Service Provider Equipment, including its operation, except where specifically permitted under the CSA;
- 6.1.4. Promptly advise the Service Provider on becoming aware of any:
  - a) Material damage to the Rack Space;
  - b) Potential hazards, safety issues or other matters likely to affect the integrity or security of the Rack Space.

## **7. Things the Service Provider must do**

- 7.1. The Service Provider must do and ensure its Representatives do all of the following at the Service Provider's expense:

### ***Installation and maintenance***

- 7.1.1 Carry out any installation, maintenance, repair, alteration, removal and/or replacement of the Service Provider Equipment in accordance with the Operations Manual (see schedule 4);
- 7.1.2 To the reasonable satisfaction of Chorus, maintain any Service Provider Equipment installed in the Pod in good and proper repair and working order and employing suitably qualified people to do so;

### ***Compliance***

- 7.1.3 Comply in all respects with:
  - a) Any law or requirement of any Authority that applies in relation to anything that is done or to be done by the Service Provider, or its Representatives, under the Special Terms, or that relates to the Service Provider's or the Service Provider's Representatives' use of the Pod;
  - b) any Site specific requirements as notified by Chorus to the Service Provider; and
  - c) The CSA; and
- 7.1.4 Co-operate with any reasonable request made by Chorus in relation to inspections, installation, maintenance, repairs, alterations, removals and/or replacements in connection with the EdgeCentre Colocation Service.

### ***Health and Safety***

- 7.2. The Parties will comply with the health and safety requirements as set out in the schedule to these Special Terms.

**Schedule**  
**Health and Safety**

***H&S obligations***

- 1.1. The Service Provider must:
- 1.1.1. Ensure that it and each of its Representative is aware of and complies with its health and safety obligations under this Agreement and at Law; and
  - 1.1.2. Perform any work at any Site in accordance with all local and national standards, codes of practice or generally accepted practices applicable to the telecommunications and construction industries in which Service Provider operates.

***Co-operation for health and safety compliance***

- 1.2. Chorus and Service Provider each agree to co-operate, consult and co-ordinate with:
- 1.2.1. Each other; and
  - 1.2.2. Any other PCBU (as defined in the HSW Act) who has a duty under the HSW Act in relation to any activities at any Site provided and performed under this Agreement,

To ensure each Party can comply with its respective obligations under the HSW Act.

***H&S System***

- 1.3. Before commencing any work at any Site and while the Service Provider is present at any Site, the Service Provider must:
- 1.3.1. Have a documented, adequate and effective health and safety operational risk management system and processes (**H&S System**) to ensure the Service Provider can comply with its health and safety related obligations under this Agreement and at Law. The H&S System must have the following features (as a minimum):
    - a) Provide systems and procedures for the identification and elimination of existing and potential risks and hazards at each Site and for the development of appropriate control measures;
    - b) Identify the qualifications, training, skills and competency of the Service Provider's Representatives who will provide and perform any work at any Site and the supervision arrangements for those persons;
    - c) Provide systems, processes, procedures and practices for monitoring the compliance of the Service Provider's Representatives in the performance of any work at any Site (as applicable);
    - d) Identify procedures for dealing with emergencies at each Site; and
    - e) Compile information which the Service Provider must provide to its Representatives relating to existing and potential hazards at each Site, safe working practices, safety equipment and emergency procedures;

- 1.3.2. Implement, comply with and maintain its H&S System; and
- 1.3.3. If requested by Chorus, provide Chorus with the Service Provider's then-current HSMS and any requested standard operating procedures or task analysis. .

### **Sites**

- 1.4. Unless expressly agreed otherwise in writing, in relation to any work being carried out at a Site by the Service Provider:
  - 1.4.1. **Control of Sites:** The Service Provider's Representatives, but not Chorus, will control any part of a Site where such work is being carrying out.
  - 1.4.2. **Risk and Hazard identification and management:** As between Chorus and the Service Provider, it is the Service Provider's responsibility to establish whether or not there are risks and hazards relevant to such work and to take all reasonably practicable steps to ensure the health and safety of all persons who could be affected by such work.
  - 1.4.3. **Policies:** That is under the immediate control of the Service Provider or its Representatives, then to the extent of any inconsistency between the Service Provider's and Chorus' policies for health and safety, Service Provider's policies will have priority over Chorus' policies.

### **Incident Management and interaction with the H&S Regulator:**

- 1.5. If an H&S Incident occurs while the Service Provider or its Representative is carrying out any work at any Site or the H&S Regulator issues an infringement, improvement or prohibition notice or investigates any work performed by the Service Provider or its Representatives at any Site (each an H&S Issue), the Service Provider must:
  - 1.5.1. Inform Chorus promptly after becoming aware of any H&S Issue;
  - 1.5.2. With the level of Chorus' involvement that Chorus requests (acting reasonably), investigate each H&S Issue for the purposes of understanding the cause of, and reasons for, the H&S Issue (so far as is reasonably practicable) preventing the same or a related incident occurring in future;
  - 1.5.3. If requested by Chorus, and with the level of Chorus' involvement that Chorus requests (acting reasonably), create a draft and/or final report or other document (as requested by Chorus) (an **H&S Incident Document**) that includes the following:
    - a) Actions and steps that the Service Provider will undertake and that it recommends (acting reasonably) Chorus to take (so far as is reasonably practicable) to prevent a similar or related incident occurring in the future;
    - b) Actions and steps that Chorus recommends (acting reasonably) the Service Provider to undertake to prevent (so far as is reasonably practicable) a similar or related incident occurring in the future; and
    - c) Timeframes for completing those actions and steps;



- 1.5.4. If requested by Chorus and to the extent permitted by Law, not release a H&S Incident Document or any document or report to be provided to a H&S Regulator until Chorus has commented on that document or report, in which case the Service Provider must ensure that that document or report takes into account Chorus' comments before it is released.
- 1.5.5. If permitted by Law, keep Chorus updated promptly of any communication between the Service Provider and the H&S Regulator including allowing Chorus or its Representatives, to attend the meeting with the H&S Regulator as an observer; and
- 1.5.6. Not make (and must ensure that its Representatives do not make) any admission or compromise for or on behalf of Chorus.

***Breach and suspension:***

- 1.6. Without limiting Chorus' other rights and remedies under this Agreement (which may be exercised in parallel), if Chorus considers that Service Provider has breached or is likely to breach any health and safety-related obligation under this Agreement or at Law, Chorus may:
  - 1.6.1. Instruct Service Provider with the intention of eliminating the health and safety risks for affected persons and/or preventing those risks from becoming worse, in which case the Service Provider must comply with that instruction;
  - 1.6.2. Give the Service Provider written notice to suspend the Service Provider's ability to enter and/or work at any Site pending resolution of the matter, as set out in that notice. The Service Provider must immediately comply with that notice.

## **Schedule 2 - Service Description**

### **1. EdgeCentre Colocation Service**

- 1.1. The EdgeCentre Colocation Service is an enterprise grade rack space pre-built to Tier II Data Centre standard. The EdgeCentre Colocation Service provides space in a fully self-contained environment for the purposes of installing Service Provider Equipment.
- 1.2. The EdgeCentre Colocation Service includes the provision of:
  - 1.2.1 Rack Space for Service Provider Equipment with secure, lockable server cabinet enclosures and/or network cabinet enclosures with CCTV monitoring;
  - 1.2.2 Protected and monitored power supply to each Rack Space;
  - 1.2.3 A temperature controlled environment in the Pod with redundant shared cooling systems; and
  - 1.2.4 Proactive monitoring and restoration of power, cooling, air-conditioning and other associated services to provide a stable operating environment for the Service Provider Equipment.

### **2. Availability**

- 2.1. The EdgeCentre Colocation Services is only available at the Site for the purposes of the Interim Services Appendix.
- 2.2. Chorus will provide written notice if any additional Site becomes available for the Service.

### **3. Rack Space**

- 3.1. The Service Provider can take as Server Cabinet Rack Space one or more:
  - 3.1.1 Full Rack; and/or
  - 3.1.2 Half Rack.
- 3.2. When the Service Provider takes Server Cabinet Rack Space it may also take additional Rack Units for Service Provider Equipment in Communications Cabinet Rack Space.
- 3.3. The Pod provides flexible configuration of Service Provider Equipment using Server Cabinet Rack Space and Communications Cabinet Rack Space as detailed in the Specification.

### **4. Service Demarcation**

- 4.1. A Chorus network frame provides the Service Demarcation Point between the EdgeCentre Colocation Service and Chorus Compatible Services. The network frame is a central main distribution point to route telecommunication service connections to Rack Space.

### **5. Connectivity**

- 5.1. Connectivity may be provided from the network frame to the Rack Space to provide extension of telecommunications connectivity into the Rack Space;
- 5.2. Connectivity may be provided via a central patch point in the Communications Cabinet racks (A and B side) between the Service Provider's Rack Space and;
  - 5.2.1 Any Service Provider's other Rack Space; or

5.2.2 An Other Service Provider's Rack Space, subject to the Service Provider obtaining written consent from the Other Service Provider.

## 6. Service Assistance

6.1. Escorted access is required for all Service Provider visits. This is chargeable with the exception of:

6.1.1. One visit for the initial installation of Service Provide Equipment into its Rack Space;

6.1.2. Service Events which are caused by failure of the Service.

6.2. Chorus will provide on-site support for all Service Provider Equipment installation as well as Moves, Adds and Changes (**MACs**) in the Pod. This may include:

6.2.1. Meeting the Service Provider's Representatives on Site to support MACs and ensure Connectivity is installed to standard;

6.2.2. Installation or maintenance of Service Provider's Provider Equipment on request (Remote Hands);

6.2.3. Attend any Service Events raised by the Service Provider or by Chorus.

## 7. Exclusions

7.1. The EdgeCentre Colocation Services excludes:

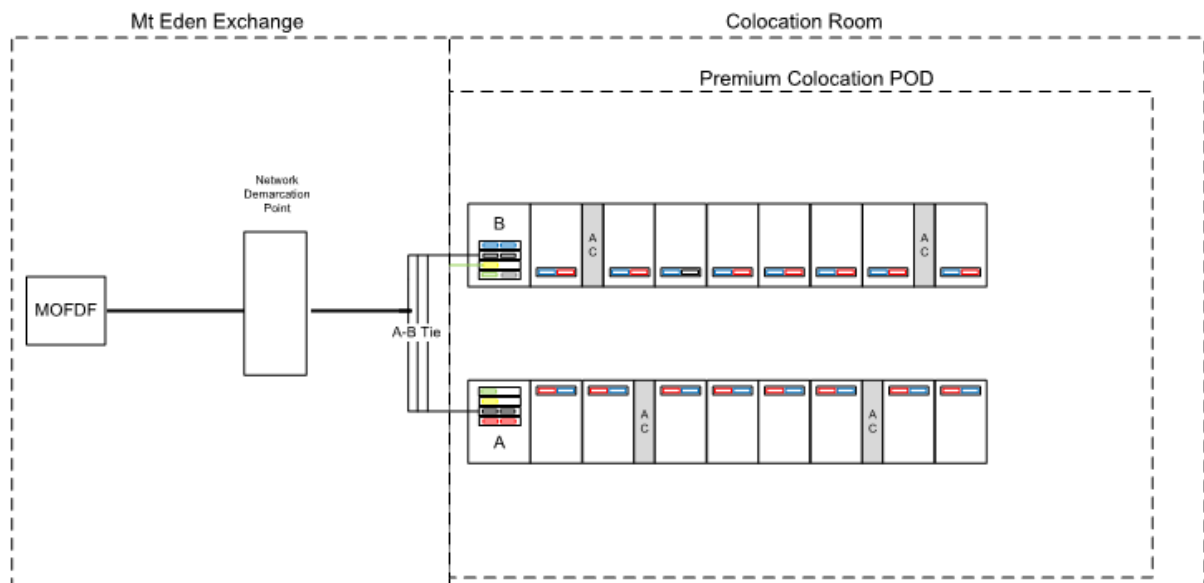
6.1.1 Unescorted access to any part of the Site;

6.1.2 Access to any part of the Chorus exchange other than the Pod;

6.1.3 Chorus Compatible Services, which must be ordered separately;

6.1.4 Any other Chorus service including UCLL & UCLF Co-location Service and Chorus' Exchange Space Service.

## Diagram



## Schedule 3 - Price List

### 1. Charges

- 1.1. The Price List sets out the Charges for the EdgeCentre Colocation Services.
- 1.2. This Price List, including changes to the Charges or the introduction of new Charges, may be amended by Chorus giving three months' written notice.

### 2. Schedule of Installation Charges

Service Component	Description	Charge
Server Cabinet Rack Space set up	Set up of Service Providers Full Rack or Half Rack and power connectivity.	No Charge
Communications Cabinet Rack Space set up	Set up and installation of equipment into a Communications Cabinet using RU allocation and connection to power	No Charge
Chorus Compatible Services Connectivity	Installation of Connectivity from Service Providers Rack Space to network frame for Chorus Compatible Services	No Charge
Equipment Installation	Installation of Service Provider Equipment by Chorus into Server Cabinet Rack Space	POA
Inter-cabinet Connectivity	Installation of Connectivity between Service Provider's Rack Space and: <ul style="list-style-type: none"> <li>• Any Service Provider's other Rack Spaces</li> <li>• an Other Service Provider's Rack Space</li> </ul>	POA

### 3. Schedule of recurring Charges

Service Component	Description	Charge
Server Cabinet Rack Space – Full Rack	Monthly recurring rental charge for a full Rack comprising 42 Rack Units	\$1800.00
Server Cabinet Rack Space – Half Rack	Monthly recurring rental charge for a full Rack comprising 21 Rack Units	650.00
Communications Cabinet Rack Space – Single RU	Monthly recurring rental charge for single Rack Unit	\$120.00
Service Provider Equipment Power Charges	Monthly charge for power consumption, based on usage as measured by the DCIM. (.17c kw used * Hours * Rate)	Actual Consumption
Pod environment power charges	Monthly charge for Pod essential power consumption e.g. air conditioning, lighting.	TBC
Connectivity	Connectivity between the Service Provider's Rack Space and the demarcation point for Chorus Compatible Services	\$25.00 Per connection
Inter-cabinet Connectivity	Monthly charge for Connectivity between Service Provider's Rack Space and:	\$125.00 Per

<b>Service Component</b>	<b>Description</b>	<b>Charge</b>
	<ul style="list-style-type: none"> <li>Any Service Provider's other Rack Spaces</li> <li>Any Other Service Provider's Rack Space</li> </ul>	connection
Remote Hands – per device	Charge for monthly inspection of specific device and attached cables	\$40.00
Remote Hands – per rack	Charge for monthly inspection of all devices and attached cables within a rack	\$400.00

#### 4. Schedule of Ancillary Charges

<b>Service Component</b>	<b>Description</b>	<b>Charge</b>
Escorted access – per hour	Hourly rate to provide escort as requested	\$120/hour
On-site technical Support – per hour	On-site technical support required for: <ul style="list-style-type: none"> <li>MACs</li> <li>Maintenance (Remote hands)</li> <li>Service Events that are not caused by failure of the Chorus environment</li> </ul>	\$250/Hour Plus materials
Additional Technical Support	Migration Services and/or other technical support as requested	POA
Connectivity	Rerouting of Connectivity configurations within a rack	\$25.00 per connection
Connectivity	Rerouting of Connectivity configurations between a Service Provider's rack and: <ul style="list-style-type: none"> <li>Any Service Provider's other rack</li> <li>an Other Service Provider's Rack Space</li> <li>the demarcation point for Chorus Compatible Services;</li> </ul>	POA
Connectivity	Between Service Provider's Rack Space(s) and other parts of the Site	POA
Provision of a Key	Provision of first Key for the Server Cabinet	No Charge
Provision of a Security Card	Provision of first Security Card	No Charge
Loss of a Key	Replacement of Key for the Server Cabinet	POA
Additional or replacement Security Card	Provide additional or replacement Security Card for the Pod	POA

## **Schedule 4 - Operations Manual**

5. The EdgeCentre Colocation Service is being provided on interim terms and operational processes and practices are to be refined prior to the launch of the final Service Appendix.
6. The parties will work together in good faith in relation to the Operations Manual.

### ***People and Contact Details***

7. The people and contact details for this Service Appendix are:
  - Service Provider Main Contact
  - Service Provider Service Partner Manager
  - Chorus Business Owner
  - Chorus Account Manager
  - Chorus Service Delivery Management
8. Any changes to the contact details should be notified to the other party in writing.

### ***Operational Pre-requisites***

9. Prior to the Service Provider placing an order for the EdgeCentre Colocation Service the following pre-requisites should be met:
  - 9.1. Exchange of people and contact details under clause 3; and
  - 9.2. Chorus has granted the Service Provider, and the Service Provider has verified it has access to the Chorus System: OO&T – Chorus' online order and tracking system used to place orders for the Service

### ***Forecasting***

10. If the Service Provider intends to expand its Rack Space, following their initial order, it shall provide a forecast of its expected growth requirements. There has been a spreadsheet created for this purpose.
11. Chorus will advise as soon as practicable if the total forecast exceeds total supply and space will only be allocated on receipt of an order.

### ***Order Processing***

12. Orders must be placed in Chorus' online order and tracking system OO&T.
13. The Service Provider is responsible for identification and ordering of any Connectivity and Chorus Compatible Services.
14. On receipt of the order Chorus will:
  - 14.1. Validate the order contains all necessary information and confirm acceptance or rejection (if further information needed);
  - 14.2. Advise the termination point for any Chorus Compatible Services;
  - 14.3. Advise the Service Provider of the expected ready for service (RFS) date;
  - 14.4. Provide a quote for installation of any Connectivity within the Pod; and
  - 14.5. Allocate space on a "first come first served" basis.
15. On or before the RFS Date Chorus will:
  - 15.1. Make any necessary adjustments to ensure security of the Service Provider's Equipment (e.g. modification of locking cabinet doors); and
  - 15.2. Confirm to the Service Provider that the Rack Space is ready for use on the RFS date.

### **Connectivity**

16. All Connectivity must be provided by Chorus.
17. Changes to Connectivity must be ordered via a MAC.
18. All Connectivity is provided using:
  - 18.1. Copper Connectivity will support 10Gbps using RJ-45 connectors within the Pod;
  - 18.2. Fibre Connectivity will use OM4 compliant multimode or OS2 compliant singlemode Optical Fibre within the Pod; and
  - 18.3. Fibre Connectivity will use LC connectors within the Pod. MPT connector options available on request.

### **Power**

19. The power source provided to the Rack Space is 230V-AC power using power distribution units (PDU) with lockable C13 outlets. 32A C13 to C14 IEC plugs will be used.
20. The Exchange has fully redundant power by way of dual generator as well as the Pod being equipped with battery backed UPS in the event of full building power loss.
21. Power consumption per Rack is measured by Chorus using a Data Centre Infrastructure Management system.

### **Cooling**

22. The Service Provider will be responsible for ensuring that its equipment is configured to ensure:
  - 22.1. The air flow within its racks and/or cabinets is sufficient to keep the Service Provider Equipment cool; and;
  - 22.2. Air is taken from the cold aisle and exhausted into the hot aisle;

### **Installing Service Provider Equipment**

23. Following confirmation the Rack Space is ready for use the Service Provider is responsible for installation of its Service Provide Equipment in the Server Cabinet.
24. Any Service Provider Equipment to be installed in the Communications Cabinet is to be installed by Chorus.

### **Maintenance of Service Provider Equipment**

25. The Service Provider is responsible for all maintenance of its Service Provider Equipment at its expense.

### **Remote Hands and Eyes**

26. If the Service Provider requires regular inspection of its Service Provider Equipment it may request the following support services:
  - 26.1. Remote Hands and Eyes (per device): this provides monthly checks which may include:
    - a) Visual inspection of the device; and
    - b) Check and move non-structured cables attached to device ports.

This excludes equipment or mechanical part installation, tape media rotation or activity which requires longer than 15 minutes to perform.
  - 26.2. Remote Hands and Eyes (per rack): this provides monthly rack checks which may include:
    - a) Visual inspection of all devices in the rack; and
    - b) Check and move non-structured cables attached to device ports.

26.3. Monthly Charges are payable as set out in the Price List.

***Ad-hoc Maintenance of Service Provider Equipment by Chorus technicians***

27. The Service Provider may request the following support services from Chorus:
- 27.1. Moves, adds and changes (MACs): Provision of alternative power outlets, rack shelves, or structured cabling for inter-rack patching and networking to datacentre racks on a case by case basis.
  - 27.2. Connectivity: Provision of new Connectivity or changes to configuration of existing Connectivity.
  - 27.3. Migration Services: Datacentre migration services may be provided by request and mutual agreement. These will be quoted on a POA basis.
  - 27.4. Installation Services: Installation of Service Provider Equipment may be provided by request and mutual agreement. These will be quoted on a POA basis.

***Service Events***

28. Chorus will notify the Service Provider Main Contact of any known Service Events and expected restoration time.
29. The Service Provider will notify Chorus of any Service Events by:
- 29.1. Calling the Chorus support desk on 0800 322272; or
  - 29.2. For non-Critical Service Events Email to [PremiumServiceDesk@Chorus.co.nz](mailto:PremiumServiceDesk@Chorus.co.nz).
30. Chorus' support desk is available:
- 30.1. 24 hours, 7 days per week for Critical Service Events;
  - 30.2. 7am – 7pm, 7 days per week for all other Service Events.

***Termination and/or Relinquishment***

31. Any relinquishment order must be placed via OO&T and specify the relinquishment date, which should not be less than 3 months.
32. By the relinquishment date the Service Provider must, at the Service Provider's cost:
- 32.1. Remove the Service Provider Equipment from the Rack Space; and
  - 32.2. Leave the Rack Space in clean and tidy condition.



## Appendix 1 - Specification

Requirement	Description	Detail
Equipment Form Factor	Equipment will have form factors supporting height in full RU modules (1, 2, 3 RU etc.)	Max Width – 450mm Support side mounting brackets with a maximum advance of 30mm from the front panel to the front edge of the equipment. Support side mounting brackets with a maximum advance of 150mm to the rear edge of the equipment
Vertical Hole Spacing	The hole spacing is defined as a repeating pattern of mounting holes on each vertical rack mount, each RU being repeated every 44.45mm;	Spacing is alternated at: 15.9mm, 15.9mm, 12.7mm and repeats. Start and stop of the "U" space is in the middle of the two 12.7mm spaced holes
Horizontal Hole Spacing	The horizontal distance between the holes in rack mounts is specified at 465.1 mm. Mount Depth (MD, Front Panel to Rear Panel): the distance between supporting Front and Rear mounting panels	Server Cabinet Rack Space 734mm. Communications Cabinet Rack Space 614mm. Adapter brackets will be provided to support longer equipment. Note: The MD is adjustable on full cabinet leases.
Overall Cabinet Depth	The equipment Overall Depth (OD) dimension is the distance from the front edge of the equipment to the rear edge.	The OD is 1.2m - 88mm of front space for Server Cabinet Rack Space. The OD is 1.2m - 120mm of front space for Communications Cabinet Rack Space. Note: The OD is NOT adjustable
Equipment Clearances	All racks will have a clearance maintained from the Front Panel to the inside of the closed rack door.	Server Cabinet Rack Space will have a 50mm clearance Communications Cabinet Rack Space will have a 150mm clearance  A minimum of 1RU of separation will be maintained in Communications Cabinet Rack Space between equipment belonging to different Service Providers. This will have blanking covers