

## Service Description for Optional Services

This Service Description for Optional Services (“**SDOS**”) describes generally the features of the Optional Services:

### B. Cloud Private Network Connection Services or CPNC Services

Capitalised terms used in this SDOS have the meaning set out in the Terms or other documents comprising the Agreement. Dimension Data may amend this SDOS from time to time, including by adding or removing Optional Services, by posting the updated version at this URL or otherwise providing notice to Client.

## **B. Cloud Private Network Connection Services (CPNC Services)**

### 1. OVERVIEW

#### CPNC Services

1.1 The CPNC Service is intended to allow Client, through the use of either Direct Connect or Private Connect (as those terms are defined below), to access Dimension Data Services (“**Primary Services**”) by connecting to Cloud Networks without using the Internet. Dimension Data has installed within its MCPs a router or other switching device which supports the CPNC Services (“**CPNC Router**”).

(a)“**Direct Connect**” means the process through which IP traffic is directly routed from Client’s other information and communications technology network(s) (each a “**Client Network**”) to Client’s Cloud Network(s) through the connection of a private link or connection (“**Carrier Link**”) to a cross connect and physical port in the applicable MCP (“**Cross Connect**”). To use the Direct Connect CPNC Services, Client must procure and install the Carrier Link. Dimension Data will procure and install the necessary Cross Connect(s).

(b)“**Private Connect**” means the process through which IP traffic is directly routed from the Client’s Network(s) to Client’s Cloud Network(s) through the extension of Client’s MPLS connection into Dimension Data’s CNPC Router for the applicable MCP. No Carrier Link or Cross Connect is required for Private Connect CPNC Services.

### 2. PROVISIONING CPNC SERVICES

The provisioning of CPNC Services includes:

2.1 Data Collection Sheet. Following Dimension Data’s acceptance of an Optional Services Order for CPNC Services, Dimension Data will issue, and Client will complete, a data collection sheet capturing the necessary details to provision the appropriate CPNC Services.

2.2 Configuration of Cloud Networks. After establishing Direct Connect or Private Connect connectivity (as applicable), Dimension Data will configure one (1) or more Cloud Networks as directed by Client for connection to the Client Network(s).

### 3. ORDERING AND FEES

3.1 Ordering. Client may submit a written or electronic Optional Services Order to Dimension Data to order CPNC Services.

3.2 Fees. The Optional Services Order will set out the monthly Fees (“**Usage Fees**”) and Set-up Fees payable by Client for the CPNC Services. The Usage Fees for the CPNC Services include connectivity for up to fifty (50) total networks (Client Networks and Cloud Networks, combined) (“**Network Threshold**”). Usage above the Network Threshold may be subject to additional Fees.

#### 4. ADDITIONAL TERMS

4.1 Client is responsible for Carrier Link. Client is wholly responsible for procuring, installing, and maintaining the Carrier Link, including without limitation configuring the Carrier Link to the Client Network(s). Dimension Data assumes no liability whatsoever in connection with the Carrier Link or issues with the Services arising out of or in connection with Client's use of the Carrier Link.

4.2 Excusing Events. Client agrees that the Cross Connects, CPNC Router and Carrier Link are "network, hardware, infrastructure" for the purposes of the definition of Excusing Event.

#### 5. SERVICE LEVELS

The following terms: (i) describe the Service Levels and Service Level Credits for the CPNC Services; and (ii) supplement and amend the Service Level Terms applicable to the Primary Services.

##### 5.1 Definitions.

"**Downtime**" means, with respect to the "**CPNC Uptime Target**" Service Level, the period of time during which the CPNC Services are deemed not available (as described in Section 5.2 below).

The CPNC Services utilise a "**Redundant Configuration**" when Dimension Data has configured the CPNC Services such that there are two (2) different paths with different network address translation for each path established between the applicable Cloud Network and the Client Network. A Redundant Configuration requires more than one (1) Cross Connect for each path.

The term "**Services**" in the Service Level Terms applicable to the Primary Services will be interpreted to include CPNC Services.

5.2 CPNC Service Levels. The following additional Service Levels apply to the CPNC Services:

(i) **CPNC Uptime Target**. For CPNC Services utilising a Redundant Configuration, Dimension Data intends to provide **99.99%** availability of the Dimension Data resources comprising the CPNC Services ("**Dimension Data Resources**"). The CPNC Services will be deemed "available" if the applicable Dimension Data Resources are available and responding to the Monitoring Tool.

##### 5.3 Service Level Credits – Calculation.

For the CPNC Uptime Target Service Level, where there has been a Service Level Failure during a particular calendar month and where Client is entitled to a Service Level Credit, the total Service Level Credit will equal:

- (1) the Service Level Credit Percentage corresponding to the Duration of such Service Level Failure, set out in the table below, multiplied by
- (2) Client's total monthly Fees for CPNC Services in the particular Location in which the Service Level Failure occurred.

For the avoidance of doubt, the calculation of the Service Level Credit will not include any other fees, costs or charges incurred or payable by Client, including Fees for Primary Services within the applicable Location in which the Service Level Failure(s) occurred, Fees for other Locations within the applicable Geography or Fees for other Geographies. If an event or set of related events result in more than one Service Level Failure (whether of the CPNC Services or Primary Services), Client will be entitled to receive no more than one (1) Service Level Credit corresponding to that event.

##### 5.4 Service Level Credit Percentages

Total Duration of Downtime for “CPNC Uptime Target” Service Level in the applicable calendar month for a particular Location	Service Level Credit Percentage
0 – 4 minutes	0%
4 minutes – 60 minutes	2%
61 minutes – 120 minutes	5%
121 minutes – 240 minutes	10%
241 minutes – 360 minutes	15%
361 minutes – 480 minutes	20%
481 minutes or more	25%

**6. CPNC NETWORK DOMAIN INTERCONNECT SERVICE**

6.1 In addition to the CPNC Services described above, Dimension Data offers a CPNC Network Domain Interconnect Service, which is intended to connect Client’s deployments on the MCP 1.0 infrastructure and MCP 2.0 infrastructure in the same Location without using the Internet. The CPNC Network Domain Interconnect Service utilizes static routing to provide access between a Cloud Network on the MCP 1.0 infrastructure and a Cloud Network on the MCP 2.0 infrastructure within the same Location. No Carrier Link or Cross Connect is required.

6.2 Client may submit a written or electronic Optional Services Order to Dimension Data to order the CPNC Network Domain Interconnect Service.

6.3 The Optional Services Order will set out the Fees payable by Client for the CPNC Network Domain Interconnect Service.