

A dark blue background with a network diagram consisting of white dots connected by thin white lines, forming a complex web of connections.

indigo

Co-Location Service Schedule

General Terms for Wholesale & Business Customers

AP Telecom Holdings Pty Ltd T/A Indigo Internet

1. Definitions and Interpretation

1.1. Definitions

- (a) Defined terms in the Standard Form of Agreement (SFOA) have the same meaning in this Service Schedule unless expressed to the contrary. In this Service Schedule, unless the context otherwise requires:

Cabinet means any relevant rack, cabinet or part thereof as set out in a Service Order

Customer means the customer described in the Service order and any of its employees, sub-contractors, agents and representatives and includes references to “You” and “Your”

Data Services means the data services described in the applicable Service Order.

End Users means a customer of the Customer.

Excess Power Rate means the rate specified in the Service Order

Exclusive Area means the area defined in the Service Order as being for the exclusive use of the Customer.

Key Holder means a person with Secure Access Status.

Location means the data centre premises at which the Services shall be provided, the details of which are set out in the applicable Service Order.

Secure Access Status means the right to enter a Customer’s Exclusive Area or Cabinet unaccompanied by AP Telecom Holdings personnel using an access card or key issued by AP Telecom Holdings.

Service means the services to be supplied by AP Telecom Holdings as described in this Service Schedule.

Standard Form of Agreement means the standard terms and conditions between AP Telecom Holdings and the Customer governing the general terms and conditions on which Services are provided under this Service Schedule and any applicable Service Order from time to time.

Supplier means any person who enters to Location at your behest, including suppliers, consultants, contractors, agents, representatives or employees.

Supplier Terms and Conditions means the terms and conditions set out in Appendix 1 of this Service Schedule

Term means the term of this Service Schedule, commencing on the date of execution and ending on the date it is terminated in accordance with its terms.

Third Party means any party other than AP Telecom Holdings or the Customer.

Work means the work required to be performed by AP Telecom Holdings to enable the provision of the Services and includes any arrangements made with any other Supplier in relation to the provision of the Services.

2. Services

2.1. The Services

- (a) This Service Schedule is for the supply of Services. It will apply to the first and any subsequent Service Orders and for Services executed by the Customer and AP Telecom Holdings.
- (b) AP Telecom Holdings will provide the Services to the Customer on the terms of the Standard Form of Agreement, this Service Schedule and any applicable Service Orders, all of which are binding on the Customer. The Customer must use the Services (and, where applicable, will ensure that its End Users use the Services) in accordance with the terms of the Standard Form of Agreement.
- (c) AP Telecom Holdings may vary the Service if reasonably required for technical, operational and commercial reasons provided such variation does not have a material adverse effect on the Customer.

2.2. Maximum Power Draw

- (a) The customer must not exceed the maximum power draw stated in a Service Order without the prior written consent of AP Telecom Holdings. If the Customer exceeds the maximum power draw without AP Telecom Holdings consent:
 - (i) The Excess Power Rate applies to all power used by the Customer in excess of the stated maximum power draw
 - (ii) AP Telecom Holdings obligation to comply with the Service Level Agreement is waived and AP Telecom Holdings has no liability to the Customer for any loss or damage suffered by the Customer as a result of any failure to meet the Service level Agreement for the duration of the period of the excess power usage; and
 - (iii) The Customer indemnifies AP Telecom Holdings in respect to any losses, damages, costs or other liabilities incurred by AP Telecom Holdings as a result of the excess power use, including those arising as a result of any failure of power or cooling equipment caused directly or indirectly by the Customer's excess use.

3. Service Charges and Payment

3.1. Service Charges

- (a) The Charges payable by You for the Services are payable in accordance with this clause 3 and as set out as in the relevant Service Orders or as otherwise agreed in writing between the parties from time to time.

3.2. Revised Charges and Cost Escalation

- (a) If, at any time, there is an increase in AP Telecom Holdings cost of providing the Services, it may review and modify the Charges and advise You by notice in writing (the **Revised Charges**). The Revised Charges so advised will become the Charges effective from 10 Business Days after the date of the notice.
- (b) On each anniversary of the RFS Date, each of the Charges shall increase by the CPI increase for the previous 12 months. The Revised Charges will become the Charges effective from that date.

3.3. Power Charges

- (a) Power may be charged separately and in addition to any colocation services fees, as specified in a Service Order.
- (b) Notwithstanding any other provision of this Service Schedule, AP Telecom Holdings may pass on to the Customer all increases in the cost of power immediately when they occur. Any such increased power rates automatically supersede existing rates. AP Telecom Holdings must notify the Customer promptly after any such increase in rates. A failure to notify does not negate the Customer's obligation to pay the higher rates.

3.4. Lien over Customer Equipment

- (a) The Customer grants AP Telecom Holdings a lien over the Customer Equipment as security for payment of all sums due under this Service Schedule, a Service Order or the Standard Terms and Conditions. AP Telecom Holdings may, while any payment remains unpaid past its due date, prevent the Customer from entering the Location.

4. Set-up and Installation

4.1. Installation and Use of Customer Equipment

- (a) You must provide AP Telecom Holdings with no less than three Business Days' prior written notice of the proposed delivery and installation date of any Customer Equipment. AP Telecom Holdings must, within one Business Day of receipt of such notice, confirm the date on which installation may occur. You must organise delivery and installation of the Customer Equipment at Your own cost. If You fail to provide AP Telecom Holdings with prior notice, AP Telecom Holdings may elect not to accept delivery, at its sole discretion.
- (b) Unless otherwise specified in the Service Order, AP Telecom Holdings or its suppliers will provide the Cabinet for storing and operating the Customer Equipment.
- (c) AP Telecom Holdings must connect the Customer Equipment to the Data Services, if applicable, in accordance with the Service Order for the Charges (if any) specified in the Service Order.

- (d) AP Telecom Holdings may at any time and in its sole discretion, reject any item or items of equipment if in AP Telecom Holdings opinion the equipment generates excess power, heat or data load, or interferes with the operation of any other equipment.
- (e) All Customer Equipment, including network terminating units or equipment otherwise required to provide services to the Customer Equipment, and spare parts for the Customer Equipment must be stored wholly within the Cabinets. AP Telecom Holdings will remove any items of Customer Equipment not stored within the Cabinets and is not liable to maintain, share or return such items to You.

5. Site Conditions and Use

5.1. Performance of Work

- (a) You must provide the items (if any) specified in a Service Order to AP Telecom Holdings on or before the date set out in that Service Order.
- (b) Provided You have complied with paragraph 5.1(a), AP Telecom Holdings must carry out the Work in accordance with the Service Order
- (c) You acknowledge that the quoted charge for carrying out the Work is based on the information that You have provided to AP Telecom Holdings. If any of that information is inaccurate, or anything unforeseen occurs (other than as a result of AP Telecom Holdings negligence), You will pay AP Telecom Holdings an amount equivalent to any additional costs and expenses incurred by AP Telecom Holdings.
- (d) AP Telecom Holdings is not liable for any delay in performing the Work where such delay is due to the information provided by You to AP Telecom Holdings being inaccurate or the acts or omissions of You or any other person (other than an agent or employee of AP Telecom Holdings).

5.2. Access to Location

- (a) Each Key Holder(s) may access the Location for the purpose of installing, operating, maintaining, repairing or removing the Customer Equipment in the Customers Exclusive Area or Cabinet. This right is personal to each Key Holder and cannot be assigned without the consent of AP Telecom Holdings. You must ensure that each Key Holder keeps his/her access card or key securely and does not transfer, or allow the access card or key to be used by, any third party. AP Telecom Holdings reserves the right to charge You any cost associated with the replacement of any keys, access cards, or locking devices (as the case may be). You must immediately notify AP Telecom Holdings in the event that You become aware that any key or access card has been misplaced or compromised.
- (b) If the Customer wishes for any person other than the Key Holder to access the Location, the Customer must obtain the prior written consent of AP Telecom Holdings, which it may withhold in its absolute discretion.

- (c) Subject to paragraph 5.2(d), You will use Your best endeavours to give AP Telecom Holdings such notice as AP Telecom Holdings requires of a request to enter the Location.
- (d) Where the Customer requires urgent access to the Location in order to carry out urgent repairs to its Customer Equipment, the Customer must notify AP Telecom Holdings as soon as practicable to make arrangements for access to the Location.
- (e) AP Telecom Holdings may charge fees for escorted access to the Location outside of 9 am to 5pm Monday to Friday or on public holidays. These fees will be declared in writing ahead of Your entrance to the Location.
- (f) You agree to comply with AP Telecom Holdings security regulations and other local site operating policies and procedures as advised by AP Telecom Holdings or any AP Telecom Holdings staff member to You from time to time. You must ensure that Your employees, agents, contractors, subcontractors or representatives comply with such regulations and other local site operating policies and procedures.
- (g) You and Your agents, employees and contractors must not interfere with or modify any equipment at the Location other than the Customer Equipment.
- (h) You and Your agents, employees and contractors must not cross connect any of the Customer Equipment with any other equipment at the Location without the prior written consent of AP Telecom Holdings (which is subject to Your agreement to pay additional Charges for such cross-connect Services) and the third party owner of such other equipment.
- (i) You will be liable for any damage to other equipment by You, Your agents, employees or contractors.
- (j) All of Your employees, agents, representatives and contractors other than Key Holders must be accompanied by an authorised AP Telecom Holdings staff member or agent when accessing the Location.
- (k) You must ensure that all of Your contractors, agents and suppliers comply with the Supplier Terms and Conditions at all time when they are at the Location, and indemnify AP Telecom Holdings in respect of any loss suffered as a result of a failure by any of Your contractors, agents or suppliers to comply with the Supplier Terms and Conditions at the Location.
- (l) AP Telecom Holdings may withdraw any Secure Access Status if You or any of your employees, agents or contractors fail to comply with Your obligations under this Service Schedule.
- (m) If specified in the Service Order, AP Telecom Holdings will provide an Exclusive Area to which You will have exclusive access (except for access by AP Telecom Holdings) for the purpose of installing, operating, maintaining, repairing or removing the Customer Equipment.

5.3. Make Good

- (a) On or before the end of the Term, the Customer must at its cost:
 - (i) remove all Customer Equipment from the Location; and
 - (ii) make good all damage caused by reason of the Customer's use of Location and the removal as set out in paragraph (i) above (having regard to the condition of the Site at the RFS Date) subject to fair wear and tear.
- (b) If the Customer fails to comply with its obligations in clause 5.3(a), AP Telecom Holdings may at the Customer's cost make good the damage to the area utilised by You and treat the Customer Equipment as abandoned and sell or otherwise dispose of the Customer Equipment.

5.4. No Lease or Licence

- (a) Neither this Service Schedule nor any Service Order grants You any property rights in, or licence to occupy, any part of any AP Telecom Holdings premises, including the Location.

5.5. Relocation of Customer Equipment

- (a) AP Telecom Holdings may relocate the Customer's Equipment within the Location from time to time on the following conditions:
 - (i) AP Telecom Holdings will act reasonably in making its decision to relocate the Customer Equipment;
 - (ii) the new space must be suitable for the Customer Equipment;
 - (iii) AP Telecom Holdings will give to the Customer 30 days' notice of a change, except in an emergency, when AP Telecom Holdings will give the Customer as much notice as it reasonably can; and
 - (iv) AP Telecom Holdings will bear the direct costs of relocating the Customer Equipment.

6. AP Telecom Holdings Equipment

6.1. Use of AP Telecom Holdings Equipment

- (a) Where AP Telecom Holdings provides You with or allows the use of any AP Telecom Holdings Equipment:
 - (i) You must notify AP Telecom Holdings promptly on becoming aware of any damage to or malfunction of the Equipment or that any Equipment requires maintenance of any kind; and
 - (ii) You will not, without AP Telecom Holdings' prior written consent, remove any of AP Telecom Holdings Equipment from the Location.

7. Customer Equipment

7.1. Risk of Loss

- (a) You bear the entire risk of loss or damage to the Customer Equipment after its delivery to the Location (except to the extent that the loss or damage was caused by AP Telecom Holdings' gross negligence).

7.2. Customer Equipment

- (a) You must ensure that all Customer Equipment is appropriate, adequately maintained and meets minimum technical standards determined by the ACMA and any other standards advised by AP Telecom Holdings to You from time to time.
- (b) You must ensure that all Customer Equipment is individually fused.
- (c) You must arrange for delivery to the Location of all Customer Equipment, together with all labour, tools and test equipment necessary to completely install and test the Customer Equipment within the area and timeframe designated by AP Telecom Holdings.
- (d) You must, or must procure that Your agents, employees or contractors install, burn-in and test the Customer Equipment in accordance with the standards referred to in paragraph 7.2(a) and any relevant Customer Equipment supplier/manufacture instructions, so as to satisfy safe technical and environmental operation standards. AP Telecom Holdings may assist with installation as set out in clause 4.1 and may provide additional installation assistance, for the Charges specified in the Service Order, Service Schedule or as notified by AP Telecom Holdings to You from time to time.
- (e) If, in AP Telecom Holdings opinion, the Customer Equipment is causing, or is likely to cause, service degradation to other customers due to overheating, excessive power load, non-standard installation practices, noise or other interference, AP Telecom Holdings reserves the right to turn off the Customer Equipment. If this is done, AP Telecom Holdings will provide you with written notice of such as soon as is practicable. Where practicable, AP Telecom Holdings will endeavour to give You 24 hours' notice to remedy the situation, prior to turning off the Customer Equipment.
- (f) You must maintain and provide to AP Telecom Holdings a contact list of Your relevant agents, employees and contractors, including escalation contacts and contacts for the reporting of faults and maintenance enquiries.
- (g) You must maintain at all Locations and provide to AP Telecom Holdings a list of all circuits installed, specifying pairs, carrier(s) and where they are terminated in the Cabinet(s).

7.3. Maintenance and Troubleshooting

- (a) You are responsible for, and must pay all costs in relation to, all routine and emergency maintenance and repair of the Customer Equipment in a timely fashion.
- (b) You must work cooperatively with, and provide assistance to, AP Telecom Holdings in the isolation of faults and maintenance requirements relating to the Customer Equipment and the Services. Such assistance includes the provision of loop backs and bit error rate testing.

- (c) You must bear all costs associated with third party efforts in disaster recovery, trouble-shooting or other support agreements, provided that You agree in advance to retain third parties to provide such services. You must advise AP Telecom Holdings of the material terms of such agreements.
- (d) You must ensure that the equipment and cabling connecting the Customer Equipment to AP Telecom Holdings Network provide the proper transmission quality to AP Telecom Holdings Network and that all local, State and Commonwealth laws and regulations, ACMA regulations and the insurance requirements specified in paragraph 7.1 in relation to the Customer Equipment are complied with at each Location.
- (e) If requested by AP Telecom Holdings, You must provide us with any necessary agency authorisation reasonably required for us to be able to fulfil its obligations under this Service Schedule.

8. Insurance

8.1. Maintaining Insurance

- (a) You must, at your own expense, obtain and maintain with a reputable insurer the following insurances:
 - (i) public and products liability insurance for not less than \$20 million for any single event;
 - (ii) property and casualty insurance including fire and perils coverage for the Customer Equipment as Third Party at the Location for an amount not less than the aggregate of the replacement cost of all Customer Equipment or Third Party equipment; and
 - (iii) workers compensation insurance as required by law or regulation.
- (b) The Customer must provide to AP Telecom Holdings certificates of currency issued by the insurer for the insurance policies referred to in clause 8.1(a) on request by AP Telecom Holdings, which will not be on more than one occasion per 6 month period.

8.2. Failure to Maintain Insurance

- (a) If the Customer fails to effect and keep in force the insurance policies specified in clause 8.1, AP Telecom Holdings may effect and keep in force the insurance policies and the cost of the insurance will be immediately due and payable by the Customer to AP Telecom Holdings.

9. Duties of AP Telecom Holdings

- (a) As part of its General Obligations, AP Telecom Holdings must:
 - (i) provide You with reasonable information and assistance in relation to the Services or on such terms as the parties may agree from time to time;
 - (ii) provide You with copies of, and the updates to, any documentation which materially affects the Services; and

- (iii) endeavour to assist You in the investigation of any fraudulent use or other misuse of Services by End

10. Supplier Terms and Conditions

10.1. You must not permit any of your suppliers, contractors, or service providers to access the Location unless they have executed and agreed to be bound by the Supplier Terms and Conditions. You are liable for, and indemnify AP Telecom Holdings against any loss or damage incurred by AP Telecom Holdings or any of its customers as a result of any act or omission of any such Supplier, contractor or service provider who enters the Location at your request.

11. Acknowledgements and Indemnity

11.1. Acknowledgements

- (a) You acknowledge that the AP Telecom Holdings network is not necessarily a secure and confidential method of communications and You shall transmit data on the AP Telecom Holdings network at Your own risk.
- (b) You acknowledge that AP Telecom Holdings does not and cannot in any way supervise, edit or control the nature, content and form of any material available to be accessed through the use of the Services and that AP Telecom Holdings is not responsible in any way for the nature, content and form of that material, access to that material or use of that material.
- (c) You acknowledge that, to the extent permitted by law, AP Telecom Holdings makes no representations or warranties as to the effectiveness or fitness for purpose of any access restrictions, AP Telecom Holdings network security or Your network security. You shall make no claim against AP Telecom Holdings concerning any access restrictions, AP Telecom Holdings network security or Your network security
- (d) You agree not to disclose to any other person any identification or log-in information, whether in use or not, nor any other confidential information relating to the Services, other than to Your employees, agents and contractors who require this information to properly perform their function.

11.2. Indemnity

- (a) You indemnify, and will keep fully indemnified, AP Telecom Holdings and its Related Bodies Corporate, and each of their officers, agents, employees and contractors, from and against any losses, damages, costs or expenses (including legal costs assessed on a solicitor Customer basis) which AP Telecom Holdings, its Related Bodies Corporate or any of their officers, agents, employees or contractors, may suffer or incur arising out of or in connection with:
 - (i) the presence of the Customer Equipment or Your officers, agents, employees or contractors at the Location;
 - (ii) the installation, operation, maintenance or removal of Customer Equipment on or from the Location;

- (iii) the connection by You or at Your direction of the Customer Equipment to any carrier or service provider network that is not in accordance with any relevant laws or regulations;
- (iv) any defects or faults in the Customer Equipment;
- (v) the acts or omissions of any of You or Your officers, agents, employees or contractors, or any other person for whom you are vicariously liable at the Location;
- (vi) Your use of the Services;
- (vii) the transmission of or the presence of any illegal, fraudulent or offensive material by You (or any of Your End Users);

11.3. Liability for release of gas fire suppression system

- (a) Without limiting the application of clause 11.2, You indemnify AP Telecom Holdings in respect of any cost, liability or damage incurred by AP Telecom Holdings as a result of the gas fire suppression system being activated at the Location (including the cost of replacing or refilling the gas canister) as a result of any act or omission of the Customer or any employee, contractor, agent, Supplier or representative of the Customer, or any other person for whom the Customer is vicariously liable.