SERVICE LEVEL AGREEMENT
ZENLAYER EDGE DATA CENTER SERVICES

Last updated: October 7, 2026

This "Service Level Agreement – Zenlayer Edge Data Center Services" (hereinafter "SLA") is attached to and forms part of all executed Customer SOFs that pertain to this Service. This SLA governs the provision of Zenlayer Edge Data Center services ("Services"), as defined below. Capitalized terms shall have the meaning defined in the MSA located at https://www.zenlayer.com/msa/.

Customer agrees that by either (1) executing a Service Order Form, or (2) clicking a box indicating acceptance the Customer accepts the terms of this SLA. If the individual accepting this SLA is accepting on behalf of a company or other legal entity, such individual represents that they have the authority to bind such entity and its affiliates to these terms and conditions, in which case the term "Customer" shall refer to such entity and its affiliates.

Zenlayer reserves the right to update this SLA at any time, and the latest version posted on Zenlayer's website shall govern.

1. SERVICE DESCRIPTION.

1.1. Colocation Service. Customer shall be granted the right to occupy a space within the data center as specified in an accepted SOF ("Colocation Space"), subject to the applicable rates outlined in such SOF. Customer shall be permitted to use the Colocation Space exclusively for placement, installation, and maintenance of communication equipment classified as either Customer Equipment or Zenlayer Equipment, as defined below. Zenlayer will provide Customer with racks, power, secure entry control, an air-conditioned Colocation environment, internet access capability, and certain professional services as mutually agreed upon.

1.2. Professional Services. Professional Services may include but are not limited to providing power on or power off for Zenlayer Equipment or Customer Equipment and configuring Zenlayer Equipment or Customer Equipment.

2. ACCEPTANCE PERIOD AND CRITERIA.

2.1. The Acceptance Period is three (3) business days for Edge Data Center Services.

2.2. Acceptance of Services. Unless otherwise stated in the SOF, the Services will be accepted or deemed accepted as follows: (i) after Customer receives Zenlayer's delivery notification for a Service (including a Service Activation Notice), Customer will have the Acceptance Period stated above to test the Service and notify Zenlayer in writing of its acceptance or rejection of the Service; (ii) Customer may reject a Service only if it does not meet the technical specifications set out in the SOF, and any rejection notice must describe the non-conformity in reasonable detail; and (iii) if Customer rejects a Service within the Acceptance Period, Zenlayer will remedy the non-conformity and issue a new delivery notification, and this procedure will be repeated. If Customer does not notify Zenlayer of its acceptance or rejection within the Acceptance Period, or uses the Service for production purposes, the Service is deemed accepted. Billing commences on the Service Activation Date in accordance with Sections 2.3 and 5.2 of the MSA.

3. POWER USAGE.

3.1. Power Rates Change. Notwithstanding any provisions in the MSA or other applicable documents, Zenlayer reserves the right to adjust Charges during any Service Term to account for increased rates for power, utilities, or other similar services or resources provided by third parties that are beyond Zenlayer's control. Any such increases will be passed through to the Customer without additional markup by Zenlayer.

3.2. Power Overages. For each Zenlayer Edge Data Center Service, the maximum power draw per cabinet ("Power Limit") is specified. Customers must monitor and prevent power usage from exceeding this limit. If there's disagreement on the power monitoring system, Zenlayer's system prevails. If power usage exceeds the limit, Zenlayer will charge an additional 150% per kilowatt charge, settled monthly ("Power Overage Fee"). If Zenlayer determines the customer is abusing the Power Limit, it may suspend the service. Zenlayer isn't responsible for Service Level Credit if a service is interrupted due to power overages.

3.3. Available power. All equipment has a power factor, that is, power consumption. The power factor of AC power system is defined as the ratio of the actual power absorbed by the load to the apparent power flowing in the circuit. The selling power uses the apparent power in the mobile circuit and is measured in kVA. If the customer's equipment has no special instructions, 0.8 will be used as the power factor. The following table shows the conversion of kVA to maximum amperage at different voltages.

A+B maximum current	4kVA	5kVA	6kVA	7kVA
208V	16A	20A	24A	28A
220V	15A	19A	22A	26A
230V	14A	18A	21A	25A

4. SPECIFIC TERMS FOR COLOCATION SERVICES.

4.1. Customer's Access to the Colocation Space. Customer shall be granted access to the Colocation Space identified in a fully executed SOF subject to the applicable rates and Service Term outlined in such SOF. Customer shall be permitted to use the Colocation Space only for placement and maintenance of communications equipment. Customer shall not lease, license, sublicense, sell, or otherwise grant any rights to the Colocation Space without Zenlayer's prior written consent. Customer shall not permit any third party to install or operate equipment in the Colocation Space without Zenlayer's prior written consent. If Customer grants any rights in the Colocation Space to any third party without Zenlayer's written consent, Customer's action shall be deemed as an Early Termination of the SOF regarding the Colocation Service. Zenlayer, without prejudice to its other rights in law or equity, may terminate the Colocation Services immediately without notice. Customer shall be solely liable to the third party for any damages caused by such termination of services. The Colocation Space and Zenlayer Equipment (if leased by Customer) is provided by Zenlayer and accepted by Customer in "as-is" condition.

4.2. Colocation Area Rules and Procedures. Customer's use of the Colocation Space shall be subject at all times to the conduct standards and operational procedures for the data center facility ("Facility") where the Colocation Space is located. These standards and procedures may be amended from time to time by Zenlayer or Facility in their sole discretion. Customer's failure to comply with these standards and procedures, or failure to cause its employees, agent, contractors, sub-contractors, invitees, or anyone authorized by Customer to enter the Facility to comply with these standards and procedures, shall be a breach of the Agreement. Customer or any third party authorized by Customer to enter the Facility shall not make any alterations to the Colocation Space or the Facility, or make construction changes or material alterations to the interior or exterior portions of the Colocation Space or the Facility, including without limitation the installation of walls, partitions, drop ceilings, lighting, HVAC, plumbing, or any electrical distribution or power supplies. Customer or any third party authorized by Customer to enter the Facility shall not modify, move, replace, or remove, any equipment, fixture, or other property of Zenlayer or any other party in the Facility. Customer shall be solely liable for any non-compliance or damage caused by Customer or any third parties authorized by Customer to enter the Facility.

4.2.1. Zenlayer may conduct inspections of any Customer Equipment, and the Colocation Space as Zenlayer deems necessary or appropriate. Zenlayer also reserves the right to relocate Customer Equipment, and Zenlayer shall coordinate such relocation with Customer. The new Colocation Space shall be subject to all terms of this SLA.

4.2.2. Except as otherwise stated, Customer shall maintain the Colocation Space in orderly and safe condition and shall return the Colocation Space to Zenlayer at the conclusion of the Service Term in the same condition as when such Colocation Space was delivered to Customer (reasonable wear and tear excepted).

4.2.3. Security. Customer, Customer's employees, agents, or any third party authorized by Customer shall request a ticket from Zenlayer each time to gain access into the Colocation Space or Facility unless Customer has been granted a permanent badge from Zenlayer. Customer, Customer's employees, agents, or any third party authorized by Customer who seeks to enter the Colocation Space or Facility is subject to Company's review and approval. Access to the Facility and the Colocation Space is restricted to Zenlayer or Customer's employees and agents. Under no circumstances shall any individual under eighteen (18) years of age will be permitted access to the Facility and the Colocation Space. Customer assumes all responsibility for all acts and omissions of any person who is authorized by Customer to enter the Facility and/or the Colocation Space. Zenlayer reserves the right to revoke the entry privileges of any person at any time and for any reason. Customer shall comply with all security regulations and procedures of the Facility where the Colocation Space is located. If unauthorized parties gain access to the Facility through access cards, keys or other access devices provided to Customer, Customer shall be responsible for any liability and damage caused by such parties. Customer shall be responsible for the cost of replacing any security devices lost or stolen after delivery thereof to Customer.

4.2.4. Visitor Access. Access to the Facility or Colocation Space by visitors requires prior authorization from Zenlayer. Customers must provide at least two (2) business days' advance notice for visitor access requests. All visitors must be escorted at all times by Zenlayer personnel or an individual authorized by Zenlayer and must complete a Visitor Access Waiver Form prior to entry.

4.3. Installation of Equipment. Zenlayer shall install, or Zenlayer may request a third party to install Zenlayer Equipment or Customer Equipment in the Colocation Space at an installation cost as specified in the SOF. Customer may provide reasonable installation instructions to Zenlayer. With Zenlayer's permission, Customer may install Customer Equipment or Zenlayer Equipment, and Customer shall follow the rules and procedures applicable in the Colocation Space, the Facility, the instructions furnished by Zenlayer, and use industry standards in performing the installation. If Customer uses any third party to perform installation, such third party is subject to Zenlayer's review and approval. If Customer elects to have Zenlayer provide remote hands services, Customer acknowledges and agrees that such services may be performed by a third party and not by Zenlayer employees, and that in such cases Zenlayer's role is limited to facilitating such services. Customer is also solely responsible for any liability or damages caused by Customer, Customer's agents, contractors, subcontractors, or any third party authorized by Customer to perform the installation. Any delivery, installation, replacement or removal work concerning Customer Equipment or Zenlayer Equipment shall be subject to review and approval by Zenlayer.

4.4. Removal of Equipment. Upon the expiration or termination of the SOF Initial Term or any SOF Renewal Term for any Colocation Space, all Customer Equipment or Zenlayer Equipment shall be removed from the Colocation Space immediately. After the expiration or termination of the Service Term for any Colocation Space, Zenlayer may disconnect, format, remove and dispose of the removed Customer Equipment or Zenlayer Equipment without prior notice. Customer shall be responsible for any costs and expenses incurred by Zenlayer, or its agent, representative, contractor, or any authorized third party resulting from disconnection, removal, disposal, or storage of Customer's Equipment. With Zenlayer's permission, Customer may set a date that is mutually agreeable to the Parties when Customer may enter the Colocation Space and remove all Customer Equipment using industry standard. Customer may request Zenlayer to disconnect Customer Equipment and ship (shipping fee prepaid by Customer) equipment back to Customer subject to a removal fee specified in the SOF. Zenlayer shall not be obligated to release Customer Equipment to Customer or its end user unless Customer has paid all costs and expenses and all other charges due and owed by Customer to Zenlayer under the MSA or any SOF. If Customer fails to pay Zenlayer any such fees owed to Zenlayer after fifteen (15) days of notice of default of payment, Zenlayer may take title to the applicable Customer Equipment. Zenlayer may auction off or sell any Customer Equipment and use the proceeds thereof to offset owed fees. Zenlayer shall not be liable for any losses or damages incurred by Customer arising out of Zenlayer's disconnection, removal, format, storage, or disposal of Customer Equipment. Customer shall indemnify Zenlayer for all losses and liabilities incurred by a third party due to the disposal of Customer Equipment.

4.5. Insurance. Prior to occupancy by Customer of any Colocation Space and during the Service Term, Customer agrees to maintain appropriate insurance, at its own expense, for each Facility that Customer Equipment is located during the entire term of the applicablee SOF(s) that consists of (i) Commercial General Liability insurance in an amount not less than two million dollars ($2,000,000.00) per occurrence for bodily injury and property damage; (ii) Workers' Compensation insurance in an amount not less than that required by applicable law; (iii) all risk property insurance in an amount not less than the replacement cost of Customer property. Customer shall furnish Zenlayer with certificates that list Zenlayer as an additional insured. Customer shall

notify Zenlayer in writing of any non-renewal, cancellation, reduction in policy limits, or any other material changes in Customer's coverage at least forty-five (45) days before the change. If Customer fails to comply with the insurance required under this Section 4.5., Customer shall be solely liable for any liabilities that would have been covered under the required insurance.

5. EQUIPMENT.

5.1. Managed Hosting. Customer may request that Zenlayer provide Zenlayer Equipment for Customer leasing subject to the rates specified in the SOF. Customer shall have the right to use Zenlayer Equipment for the SOF Initial Term and any SOF Renewal Term. Customer or any third party shall not remove, relocate, or alter in any manner any Zenlayer Equipment without the prior written consent of Zenlayer. Customer shall allow reasonable access to Zenlayer Equipment for Zenlayer employees and/or designated authorized sub-contractors to carry out emergency or scheduled maintenance, repair or upgrading of the Zenlayer Equipment. Customer shall not give access to Zenlayer Equipment to any third party (excluding Zenlayer sub-contractors) without Zenlayer's prior written consent. Any Zenlayer Equipment in the care and custody of Customer shall be returned to Zenlayer in good working order at the time this Agreement or the applicable SOF is terminated, in the same condition, with the exception of ordinary wear and tear excepted, that the Zenlayer Equipment was delivered to Customer. Zenlayer Equipment includes, but not limited to, servers, switches, routers, modules, and other networking related equipment.

5.2. Title. The title to Zenlayer Equipment or other equipment belonging to Zenlayer's subcontractors or affiliates used in connection with providing the Services shall always remain the sole property of Zenlayer or its subcontractors or affiliates, as appropriate. Customer or any other third party shall have no right or interest in or to the Zenlayer Equipment or other equipment belonging to Zenlayer's subcontractors or affiliates except as expressly provided in this SLA and/or the applicable SOF. Customer shall, at its own expense, keep Zenlayer Equipment and the equipment belonging to Zenlayer's subcontractors or affiliates free and clear from any liens or encumbrances of any kind and will indemnify and hold Zenlayer harmless from and against any loss or expense caused by the Customer's failure to do so. Customer shall give Zenlayer immediate written notice of any judicial process affecting Zenlayer Equipment or Zenlayer's ownership of that equipment. The Customer shall take all reasonable precautions to protect Zenlayer Equipment and equipment belonging to Zenlayer's subcontractors or affiliates against loss, damage or theft while such equipment is in Customer's possession.

5.3. Use, Maintenance, and Repair. Customer shall keep Zenlayer Equipment in good repair, appearance, and condition, except for normal use or fair wear and tear. Customer shall use the Zenlayer Equipment in a commercially reasonable manner. Any repairs to Zenlayer Equipment necessitated by normal use or fair wear and tear, and not caused by Customer's negligence, shall be the sole responsibility of the Zenlayer. Except where resulting from the negligence or willful misconduct of Zenlayer, Customer shall be liable for any damage to Zenlayer Equipment installed in the Colocation Space, including, without limitation, losses due to vandalism or theft.

5.4. Customer's Equipment.

5.4.1. General. At any time during the term of the Agreement, Customer shall ensure that all Customer Equipment is safe and fit for its purpose and that it will not cause any damage to any property, equipment, facility, or software belonging to or used by Zenlayer or any other customer or third parties, and that it will not hinder or impede the provision of services to any of the Zenlayer's customers. Customer shall further ensure the Customer Equipment is compatible, complete in parts, and arrives on time for the Services. If the provisioning of the Services is delayed, put off, or otherwise canceled due to incompatible, delayed shipment, or incompleteness of Customer Equipment, Customer shall be invoiced and pay from the previously agreed estimated Services delivery date and any additional costs incurred by the Zenlayer, including, but not limited to, labor-related costs, i.e. daily rate, transportation, lodging, and per diem. For avoidance of doubt, any SOF canceled due to Customer Equipment being incompatible or incomplete will be subjected to the Termination Payment as defined under terms of this Agreement.

5.4.2. Shipping & Receiving Customer's Equipment. Customer shall abide by the terms below:

(i) Subject to registration upon entry, Customer may bring small "hand carry" equipment and memory storage device, i.e. laptop, hard drive, and USB drives, through the lobby, large equipment/shipments must enter the data center through cargo bay.

(ii) Customer should open tickets and give a minimum of two (2) business day notice for any shipment and receiving items indicating the delivery date, equipment descriptions, courier name (shipping company), package tracking number, point of contact; and delivery must be made during normal working hours of the receiving data center.

(iii) Approval of shipping & receiving equipment will be given during normal working hours for local data center.

(iv) All packages shipped to the data center must include the Customer's name, contact details and site information on the shipping label, and includes a shipment packing list

(v) Customer is responsible for unpacking, uncrating, and moving the heavy equipment to the data center floor.

(vi) Customer must ensure that delivered equipment is installed on the same date. Storage or staging rooms are not available.

(vii) A log is maintained by Zenlayer that identifies and verifies all equipment that is brought into or removed from the data center.

5.4.3. Any impact, delay, or outages caused, directly or indirectly, by Customer's violation of Section 5.4.2. shall be Customer's sole responsibility.

6. SERVICE LEVEL GUARANTEE.

This Service Level Agreement ("SLA") applies exclusively to Service(s) provided by Zenlayer, and its affiliated carriers within Zenlayer's service territory. This SLA does not apply to Service(s) delivered over the network of non-affiliated carriers, including the local loop.

6.1. Power Availability Guarantee and Service Level Credit.

6.1.1. Redundant Power outage: Refers to the interruption of two circuits at the same time, single power supply interruption is not considered a power outage. When purchasing services with redundant power, customers should ensure that all their power supplies are properly y connected to the corresponding equipment.

6.1.2. Without redundant power outage: power supply is interrupted.

6.1.3. Subject to Section 6. of this SLA, for Customer's Services with redundant power, Zenlayer guarantees power availability 99.982% or less than 8 minutes of continuous interruption per calendar month; For Customer's Services without redundant power, Zenlayer guarantees power availability 99.9% or less than 44 minutes of continuous interruption per calendar month. Power is only deemed unavailable if the interruption persists for 8 minutes continuously in a calendar month.

6.1.4. Subject to Section 6.2. of this SLA , if Zenlayer fails to meet the Power Availability Guarantee stated in Section 6.1.3., except for the reasons stated under Section 6.4. below, Customer shall be entitled to Service Level Credit detailed in the Table below:

Table 6.1.2. (a) – Service with Redundant Power

POWER AVAILABILITY % PER CALENDAR MONTH	**Unavailability Duration (for reference only)**	**Amount of Credit (% of MRC)**
⩾99.982%	Up to 8 minutes	N/A
<99.982%	9 to 60 consecutive minutes	10%
	61 to 120 consecutive minutes	15%
	more than 120 consecutive minutes	20%

Table 6.1.2. (b) – Service without Redundant Power

POWER AVAILABILITY % PER CALENDAR MONTH	**Unavailability Duration (for reference only)**	**Amount of Credit (% of MRC)**
⩾ 99.9%	Up to 44 minutes	N/A
< 99.9%	45 to 120 consecutive minutes	10%
	121 to 180 consecutive minutes	15%
	more than 180 consecutive minutes	20%

6.2. To submit a claim for a Service Level Credit, Customer must:

(a) Notify Zenlayer in writing (by support ticket or by email to Zenlayer's support team) within thirty (30) calendar days after the date of the event giving rise to the claim. If Customer does not notify Zenlayer within this period, Customer waives its right to a Service Level Credit for that event; and

(b) Provide Customer's name and administrative contact, the SOF or contract number, the affected Service, the date and the start and end times of the event, any trouble ticket number(s) opened for the event, and, where applicable, the origination and destination route, the source and destination IP addresses, and a traceroute from the source address.

(c) The formula for Actual Availability shall be as follows:

$$\left(\frac{T-U}{T}\right) \times 100\% = \text{Actual Availability}$$

T = Total Minutes per Month

U = Unavailability Duration (rounded up to the nearest whole minute)

(d) Customer is not entitled to a Service Level Credit if, when the claim is submitted or the credit would be applied, (i) any undisputed amount owed by Customer is past due, or (ii) the affected Service has been suspended in accordance with the Agreement or terminated.

(e) Service Level Credits apply only to the affected Service and are calculated as a percentage of the Monthly Recurring Charges ("MRC") for the affected Service stated in the applicable SOF (or, for Services billed on a usage basis, the usage charges invoiced for the affected Service) for the calendar month in which the Unavailability occurred, excluding Non-Recurring Charges and Taxes.

(f) Service Level Credits are calculated using Zenlayer's monitoring records and system logs, which are the sole and conclusive evidence of the service level achieved, absent manifest error.

(g) Service Level Credits will be applied against Customer's next invoice(s) for the affected Service after Zenlayer confirms the claim. Service Level Credits have no cash value and are not refundable or transferable. Customer may not withhold, deduct, or set off any claimed Service Level Credit against amounts owed to Zenlayer. Any Service Level Credit not applied before the affected Service terminates or expires is forfeited.

(h) The total Service Level Credits for a Service in any calendar month, for all events and under all credit tables in this SLA combined, will not exceed the highest credit percentage stated in the credit table applicable to that Service, applied to the MRC for that month.

6.3. Exclusions. Zenlayer is not responsible for, and Service Level Credits do not apply to, any network outage, service failure, or Unavailability caused by any of the following, and those periods are excluded when calculating Service availability:

(a) Scheduled Maintenance of which Customer was notified in advance, provided that a single Scheduled Maintenance window does not exceed twenty-four (24) hours, and Emergency Maintenance (each as described in the Maintenance section below);
(b) Force Majeure events, as described in Section 13.1 of the MSA;
(c) Acts or omissions of Customer, its End Users, or any person authorized by Customer, including Customer's configurations and any equipment, software, or local access facilities provided or ordered directly by Customer;
(d) Failure of power, facilities, equipment, systems, or connections not provided by Zenlayer or its Affiliates;
(e) Zenlayer's or its Affiliates' inability to access Customer's premises or equipment when access is required;
(f) Suspension or termination of the Service in accordance with the Agreement;
(g) DDoS or other network attacks, security incidents, or malicious activity not caused by Zenlayer, and any measures taken by Zenlayer to mitigate them;
(h) Services provided on a trial, proof-of-concept, promotional, or free-of-charge basis, and any period before the Service Activation Date (including the Acceptance Period);
(i) Customer's breach of the Agreement, including the acceptable use requirements in Section 3 of the MSA; or
(j) Acts or omissions of third parties not affiliated with Zenlayer.

6.4. Customer agrees that the use of space leased by Zenlayer shall be subject to any lease between Zenlayer's service provider and its landlord(s). Upon termination of Zenlayer's service provider's lease for the premises, Zenlayer reserves the right to terminate all or part of the services without liability.

6.5. Maintenance. Zenlayer may interrupt or suspend the Services to maintain, repair, or upgrade its network, systems, or facilities (including cutovers, upgrades, and simulated fault drills). Zenlayer will give Customer reasonable prior notice of planned maintenance ("Scheduled Maintenance"). Where maintenance is required urgently to protect the network, the Services, or other customers ("Emergency Maintenance"), Zenlayer will give as much notice as is practicable in the circumstances. Zenlayer will use commercially reasonable efforts to minimize disruption to the Services. Consistent with Section 10.4 of the MSA, Scheduled Maintenance and Emergency Maintenance are not Service Outages and, subject to the twenty-four (24) hour limit on Scheduled Maintenance windows in the exclusions above, do not count as Unavailability for Service Level Credit purposes.

6.6. Sole Remedy. As provided in Section 10.3 of the MSA, the Service Level Credits set out in this SLA are Customer's sole and exclusive remedy, and Zenlayer's sole and entire liability, for any Unavailability, Service Outage, or other failure to meet the service levels described in this SLA. A Service Outage does not constitute a breach of, or default under, the Agreement. The Parties agree that Service Level Credits are a reasonable adjustment to the price of the affected Service reflecting its reduced value, and not a penalty.

7. RESPONSE AND RESOLUTION TIMES.

Zenlayer technical support is available 24 hours a day, 7 days a week, 365 days a year. Customer may request support by opening a support ticket through Zenlayer's customer portal or by email and, for Urgent priority requests, may also contact the Zenlayer support team by telephone. Zenlayer will assign each request a priority level based on its reasonable assessment of the impact on Customer's use of the Service. Customer will provide the information, access, and cooperation reasonably requested by Zenlayer to diagnose and resolve the request. An "event" in the table below means a hardware or power failure, a network interruption, or a Service Outage.

Zenlayer will use commercially reasonable efforts to respond to and resolve support requests within the following target time frames:

Priority	Initial Response Time	Resolution Time

Urgent – Progressed 24x7	30 mins	8 hours
High – Progressed 24x7	30 mins	48 hours
Medium –Progressed Monday-Friday business hours	30 mins	5 business days
Low –Progressed Monday-Friday business hours	30 mins	10 business days

Response and resolution times are measured from the time a support ticket is opened and are targets only. Resolution may include a temporary workaround that restores the Service. Failure to meet a response or resolution time does not entitle Customer to Service Level Credits or any other remedy.