



EXHIBIT A

POWER AVAILABILITY SERVICE LEVEL AGREEMENT (PASLA)

1. DEFINITIONS

"A/B Power" means one (1) set of two (2) identical power circuits powered by one (1) PDU from service 'A' UPS and one (1) PDU from service 'B' UPS that are purposely configured and used in redundant (N+1) mode.

"MSTC" refers to Master Services Terms and Conditions.

"PDU" means Power Distribution Unit, Remote Power Panel (RPP) or a device fitted with multiple outputs designed to distribute electric power to a power circuit.

"Power Outage" refers to an event when both A/B Power circuits lose power simultaneously due to electrical or mechanical failure.

"Provider" means Global IP Networks.

"PS" refers to a Power Strip or rack mounted Power Strip that is connected to a power circuit energized by a PDU.

"PASLA" means this Power Availability Service Level Agreement.

"UPS" means Uninterruptible Power Systems or a device that provides a momentary battery backup when the utility power fails.

2. COVERAGE

(a) This PASLA only covers A/B Power circuits. A single power circuit is not covered by this PASLA.

(b) The aggregate load of A/B Power circuits must not exceed eighty percent (80%) capacity of either power circuit (i.e., the aggregate load of a 20 Amp A/B Power (which consists of one (1) 20 Amp power circuit from PDU 'A' and one (1) 20 Amp power circuit from PDU 'B') must not exceed 16 Amp) under normal operation to allow power failover in the event that one of the two power circuits becomes unavailable.

(c) Credit will not be provided to Customer with overdue balance until the past due balance is fully paid in accordance with the MSTC. Improper use of A/B Power circuits (such as daisy-chaining or circuit-overloading) that is against the fire code will void this PASLA. Power Outage caused by force majeure, Customer's own equipment malfunction or misconfiguration, PS defect or failure, service suspension or a scheduled maintenance will not result in any credit. All equipment installed in a shared environment will not be covered by this PASLA unless A/B Power circuits are present and configured for redundant use. Provider does not provide credit to Customer's client, affiliates or vendor. Credit does not apply to billing disputes.

3. POWER ALTERATION

When A/B Power circuits lose their effectiveness due to circuit overload (i.e., when the normal aggregate load exceeds eighty percent (80%) of either power circuit), Customer grants Provider the right to void this PASLA and alter the price of the said A/B Power circuits to twice the price of a single power circuit until the proper A/B Power condition is restored. Normal usage for any single power circuit must not exceed eighty percent (80%) of its capacity.

4. POWER OUTAGE CREDIT

Notice of Power Outage and request for credits must be made in writing via Provider's ticketing system within fifteen (15) days of the event. Credit for Power Outage will be calculated against the Monthly Recurring Charge (MRC) of the said A/B Power circuits and will be applied to the next invoice.

| Availability in a month (%) | Credit |
|-----------------------------|--------|
| 99.999% or higher | 0% |
| 99.99% to less than 99.999% | 5% |
| 99.0% to less than 99.99% | 10% |
| 98.0% to less than 99.0% | 20% |
| 97.0% to less than 98.0% | 30% |
| 96.0% to less than 97.0% | 40% |
| 95.0% to less than 96.0% | 50% |
| 94.0% to less than 95.0% | 60% |
| Less than 94.0% | 70% |



5. SCHEDULED EMERGENCY MAINTENANCE

When a possible power interruption is detected due to stress or wear and tear of the equipment, Provider reserves the right to issue an emergency scheduled maintenance to remediate the issue. Provider will provide a minimum of 48 hour notice to Customer before implementing such maintenance.