

- (c) the Cloud Services section of Our Customer Terms unless inconsistent with or excluded under clause 2 below.

2 SPECIAL TERMS

- 2.1 The following special terms apply to some or all of your Cloud Services.

SECURITY

- 2.2 We will use reasonable endeavours to keep your products secure so that your use of and the data you transfer to and/or from your products is not visible to unauthorised third parties.
- 2.3 We will use reasonable endeavours to protect our equipment and service platform against intrusions, viruses, trojan horses, worms, time bombs and other similar harmful software which may affect your service, as well as vulnerabilities which may expose our equipment and service platform to the risk of intrusion or attack. We do not, however, guarantee such protection.

OUTAGES

- 2.4 We will endeavour to carry out scheduled maintenance:

- (c) within the Scheduled Maintenance Window Times referred to in clause 6.14 of Our Customer Terms Cloud Services - Part A (General), unless otherwise agreed with you in advance;
- (d) at other times with as much prior notice from us as is reasonable in the circumstances, unless otherwise agreed with you in advance; or
- (e) where we need to implement an emergency outage to perform urgent work,

without affecting your products, services or features. However, your products, services or features may not be available during these periods, in which case we will where possible, give you as much notice as is reasonable in the circumstances.

CO-LOCATION

- 2.5 You must seek written consent from us before installing any equipment.
- 2.6 Notwithstanding any excess usage charges, if you do not comply with the maximum power supply obligations and fail to reduce your power consumption accordingly within 30 days of receiving notice from us, we may cancel your service if in our reasonable opinion it is posing a risk to the facility.
- 2.7 You can specify up to 10 personnel to be your authorised persons who will be granted access to the Data Centre. You will need to pay for an electronic access card for additional personnel as specified in the application form for your Cloud Services. You must confirm to us the status of your authorised persons every three months.
- 2.8 We reserve our right to refuse any person access to one of our Data Centres at any time, including for security reasons or to maintain the service we provide to you and our other customers. In exercising our rights under this clause, we will act reasonably, and upon request, we will provide you with reasons for any refusal to grant access.
- 2.9 We may request you to move your equipment to an alternative cabinet space. If you do not move your equipment to the alternative cabinet space on written notice from us, we may do so on your behalf and charge you for this.
- 2.10 No photography or recording is permitted in the facility.

OUR CUSTOMER TERMS

- 2.11 The indemnity set out in clause 2.24 of Cloud Services – Part A (General) in Our Customer Terms is reduced to the extent that the loss or damage was caused by our breach of contract or negligence.

2.12 The following clauses in Our Customers Terms do not apply to your Data Centre Co-location Cloud Services:

- (a) Cloud Services – Part A (General), clauses 4.1, 4.2, 5.4, 6.15(d), 6.15(f); and**
- (b) Cloud Services – Part F – Data Centres (Formerly Managed Facilities), clause 2.4, 2.17, 2.18(d) 2.19, 2.22.**