

Network & Data Center Services Terms and Conditions

Definitions

1. In these Terms and Conditions:

"Agreement" means the agreement under which CPC will supply the Services, comprising these Terms and Conditions and the Order;

"Charges" means the one-off charge, Set Up Charge, Recurrent Charges and other relevant charges in respect of or incidental to the Services supplied by CPC, payable by the Customer to CPC one-off or monthly or otherwise;

"CPC" means CITIC Telecom International CPC Limited (中信國際電訊(信息技術)有限公司), a company incorporated in Hong Kong;

"Customer" means the company or person who has requested to use the Services and to whom the Services are supplied by CPC;

"CCF" means Customer Configuration Form/Customer Configuration Change Request Form/Service Configuration Form/a prescribed form bearing a different name to be provided by CPC to the Customer for the Customer to fill in for the provisioning and/or configuration change of the Service(s);

"Customer Equipment" means any equipment owned and/or controlled by Customer (but not supplied by CPC or its third party supplier(s) under this Agreement), including without limitation computers, software, cables, servers and peripheral devices comprising the Customer's network;

"Customer Environmental Requirements" means the document setting out the reasonable environmental conditions at the Customer's premise(s) necessary for the installation and operation of the Hardware, Software and/or Services, may be updated by CPC from time to time and provided to the Customer upon its request;

"Customer Information" means information of the Customer or personal data of the Customer within the meaning of the Telecommunications Ordinance, PDPO or other relevant law and includes information identifying the Customer, the use of the Services and expenditure on the Services by the Customer;

"Data Center" means the data center specified in the Order where the Space is located;

"End User License Agreement" means the applicable licence agreement of CPC's third party supplier(s) that governs the use of the Services, Hardware and/or Software;

"DataHOUSE Cloud Data Center Service(s)" or **"DataHOUSE Service(s)"** or **"Cloud Data Center Service(s)"** or **"Facility Management & Co-location Service(s)"** or **"FM & Co-location Service(s)"** or **"FM Service(s)"** means the provision of the following to the Customer by CPC: (i) the Space for housing the Customer Equipment; (ii) any supporting facilities that provide an environment for the operation of the Customer Equipment in the Space; and/or (iii) any related ancillary services in the Data Center, as specified in these Terms and Conditions and the Order;

"Force Majeure Event" means an event beyond the reasonable control of the affected party, including without limitation natural disasters, acts of terrorism or war (whether declared or not), the mobilisation of armed forces, civil commotion or riot, industrial action or labour disturbance, currency restriction, embargo, governmental restraint, expropriation or prohibition, or a failure of a public utility or common carrier;

"General Terms and Conditions" means the general terms and conditions applicable to all Services contained hereinbelow;

"Hardware" means, among others, any equipment (including without limitation the Serviced Device) or any equipment and documentations being provided by CPC and/or its third party supplier(s) to the Customer, for or relating to the provision of the Services;

"Hong Kong" means the Hong Kong Special Administrative Region of the People's Republic of China;

"Intellectual Property Rights" or **"IPR"** means all vested, contingent and future intellectual property rights including without limitation title, copyrights, trademarks, trade names, logos, signs, service marks, patents and applications for the protection or registration of these rights and all renewals and extensions thereof existing in any jurisdiction whether now known or created in the future;

"Internet Service(s)" means any Internet access service and/or Internet connection service supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"Login User ID" means one or more user identities, account numbers, personal identification numbers and/or codes, passwords, digital certificates and/or such other means of authentication as assigned by CPC to the Customer for its access to the User Interface;

"Order" means a written request from the Customer to CPC made in the form of quotation required by CPC to be mutually agreed between the parties for the provision of a particular Service or Services;

"PDPO" means Personal Data (Privacy) Ordinance (Cap 486) of the laws of Hong Kong;

"Private Line Service(s)" means any private network access service, usually a point-to-point service connecting between two sites, supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"Recurrent Charges" means the recurring charge(s) as set out in the Order that CPC imposes on the Customer for the provision of Services under this Agreement (usually on a monthly basis);

"Regulatory Event" means an amendment of or change in any applicable statute, law or regulation, or the grant of an injunction against a party in relation to a breach or alleged contravention of the Telecommunications Ordinance or equivalent law or other applicable laws and regulations in another jurisdiction;

"Security" means a cash deposit (non interest-bearing) provided to CPC by the Customer to protect against non-payment of amounts due or to be due under this Agreement and/or to secure the Customer's performance of or compliance with the terms of this Agreement;

"Service Acceptance Criteria" means the document (if any) issued by CPC setting out the criteria for acceptance of the performance of a specific Service, may be updated by CPC from time to time and provided to the Customer upon its request;

"Service Commencement Date" is the date specified in the Special Conditions hereinbelow or, if not specified, such date shall be the date on which CPC notifies the Customer that the Service has finished service provisioning and is ready to use provided that no problem is reported by the Customer in the next three (3) working days after the said notification;

"Service Levels" means any levels of service (if applicable) that CPC will aim to provide and any such other levels of service in relation to a particular Service(s) may be updated by CPC from time to time and provided to the Customer upon its request;

"Service Period Commitment" means the minimum period of time the Customer agrees to commit itself to subscribe to certain Services from CPC which will commence on the Service Commencement Date and shall continue for the period as set out in the Order or, if not stated, such period shall be twelve (12) months;

"Serviced Device" means the network device, hardware module and/or software component owned and/or controlled by the Customer; and/or the device provided by CPC and/or its third party supplier(s) to Customer, which is serviced by CPC under the TMS;

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|---------|----------|
| Initial | |
| CPC | Customer |
| | |

"Service(s)" means any (i) TrueCONNECT Service(s); (ii) Private Line Service(s); (iii) Traffic Monitoring Service(s) (or TMS); (iv) TrueCONNECT Accelerator Service(s); (v) Internet Service(s); (vi) DataHOUSE Cloud Data Center Service(s); (vii) TrueCONNECT Hybrid Service(s); and/or (viii) other relevant services supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"Set Up Charge" means the charge(s) as set out in the Order that CPC may impose on the Customer for the installation and set up of Hardware, Software, Services and/or facilities expressly specified in the Order to be supplied by CPC that are necessary for or facilitating the Customer's use of the Services;

"Software" means any software incorporated into the Hardware or provided separately (together with any relevant documentation) by CPC and/or its third party supplier(s) to the Customer for or relating to the provision of the Services;

"Space" means the rack spaces, private cage, floor space and/or other space in the Data Center as more particularly set out in the Order;

"Special Conditions" means the service specific conditions applicable to the Services contained hereinbelow after the General Terms and Conditions;

"Telecommunications Ordinance" means Telecommunications Ordinance (Cap 106) of the laws of Hong Kong;

"Terms and Conditions" means the General Terms and Conditions and the Special Conditions;

"Traffic Monitoring Service(s)" or **"TMS"** is a value-added service under which online traffic analytic report will be provided to Customer by CPC, as specified in these Terms and Conditions and the Order;

"TrueCONNECT Accelerator Service(s)" means any WAN optimization service, usually powered by Hardware and/or Software deployed at Customer's premises, supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"TrueCONNECT Customer Telephone System Requirements" means the document issued by CPC setting out the requirements to enable the telephone facilities at the Customer's premises to interface with TrueCONNECT's bundled voice gateway, may be updated by CPC from time to time and provided to the Customer upon its request;

"TrueCONNECT Hybrid Service(s)" means any hybrid WAN service, usually powered by Hardware and/or Software deployed at Customer's premises, supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"TrueCONNECT Service(s)" means any MPLS based private network service described as "TrueCONNECT Premium Service(s)", "TrueCONNECT Express Service(s)", "TrueCONNECT Remote Service(s)" and/or other types of MPLS based private network services supplied to the Customer by CPC, as specified in these Terms and Conditions and the Order;

"UAT" means user acceptance test; and

"User Interface" means a web-based portal or other form of user interface established for the Customer's on-line access to certain Services as prescribed by CPC.

Interpretation

2. In this Agreement, unless the contrary intention appears:
 - (a) headings are for convenience only, and do not affect interpretation;
 - (b) a word importing the singular includes the plural and vice versa;
 - (c) if a word is defined, another part of speech has a corresponding meaning; and
 - (d) a reference to:
 - (i) a day, week or month means a calendar day, week or month;

- (ii) a party to this Agreement or to any other document or agreement referred to in this Agreement includes a successor or permitted assign of that party;
- (iii) a document includes any amendment or supplement to, or replacement or notation of, that document;
- (iv) a person includes any type of entity or body of persons, whether or not it is incorporated or has a separate legal identity;
- (v) payment, paid or similar words mean that the funds are made available for immediate use by the payee; and
- (vi) any statute, regulation, proclamation, ordinance or by-law includes all statutes, regulations, proclamations, ordinances or by-laws amending, varying, consolidating or replacing it and a reference to a statute includes all regulations, proclamations, ordinances and by-laws issued under that statute.

General Terms and Conditions

Supply of Services

3. CPC will provide the Services to the Customer in accordance with this Agreement. If there is any inconsistency between a provision of these Terms and Conditions and an Order, these Terms and Conditions shall prevail.
4. This Agreement commences from the earlier of CPC's notification to the Customer of its acceptance of the Order or the date on which CPC commences to supply the Services. Unless provision of a Service is terminated in accordance with these Terms and Conditions or replaced/renewed by a new agreement or otherwise specified in the Order to be automatically terminated upon expiry of the Service Period Commitment, provision of that Service shall continue after the expiry of the Service Period Commitment and these Terms and Conditions and other provisions of this Agreement (save and except for the provisions in connection with any special offer/waiver of/discount on Recurrent Charges and/or any other promotional event for the Services ("**Special Offer**")) in so far as they are applicable shall continue to apply to that Service. For the avoidance of doubt, provision of Special Offer by CPC to the Customer shall no longer be applicable and lose its effect after the expiry of the Service Period Commitment as if such Special Offer had not been made.
5. CPC may sub-contract third parties to perform any of its obligations under this Agreement.
6. CPC shall make reasonable efforts to meet any applicable Service Levels.
7. The Customer shall be responsible for, and shall provide, at its own costs, all information, assistance, cooperation, equipment, material or facilities and third parties' services or network that are necessary for CPC to provide the Services and/or for the Customer to access the Services and that are not expressly specified in the Order to be supplied by CPC.

Charges and Payment

8. CPC will bill the Customer for the Services commencing on the Service Commencement Date and invoice the Customer on a monthly basis (except one-off charges) and/or immediately on termination of this Agreement or the Services by electronic mail or post. Any omission on the part of CPC to issue invoice in the prescribed month shall not constitute a waiver by CPC of any Charges or part thereof.
9. The Customer shall pay the invoiced Charges to CPC on or before the 30th day after (and exclusive of) the invoice date ("**Due Date**"). In the event that after expiry of the Service Period Commitment, CPC continues to provide the Services to the Customer, or the Customer continues to use the Services, the Customer's obligation to pay Charges under this Clause shall survive and continue to be enforceable after such expiry.

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |

**A member of
CITIC Telecom International**

10. If the Customer does not pay the Charges by the Due Date:
 - (a) CPC shall (without prejudice to its other rights and remedies) have the right to charge the Customer interest calculated at the rate of 1.5% per month on the outstanding balance of Charges from the Due Date until the date on which payment in full is made; and/or
 - (b) CPC may (without prejudice to its claim for interest as aforesaid and any other rights and remedies) suspend the provision of any Service to the Customer and/or terminate this Agreement (either in its entirety, or in respect of a particular Service) in accordance with Clause 31.

11. Charges are exclusive of any applicable taxes (including without limitation consumption taxes, business taxes, goods and services taxes, value added taxes, other national, regional or local taxes, tariffs and impositions) imposed by any governmental authority or regulatory body relating to the Services ("**Taxes**"). Taxes shall be borne by the Customer. If the Customer is required to make any deduction, withholding or payment on any amount payable by the Customer to CPC relating to the Services, such amount shall be increased such that after making such deduction, withholding or payment, CPC receives an amount equal to what it would have received as if such deduction, withholding or payment had not been made.

Security

12. In the event that the Customer fails to comply with Clause 9 twice, the Customer (upon notification by CPC) shall within fourteen (14) days of such notification provide CPC with a Security in the amount and form specified by CPC, and shall maintain the Security in full throughout the term of this Agreement.
13. If any payments remain unpaid for thirty (30) days following the Due Date or if CPC suffers loss due to the Customer's default, CPC may, on notice to the Customer, apply the whole or any part of the Security in or towards settling the payments or making good the loss. In case of any shortfall of Security due to CPC's application of Security or otherwise, the Customer shall make up the shortfall within seven (7) days of demand by CPC.
14. Subject to Clause 13, on termination of this Agreement the Security (less any bank fees or other costs incurred by CPC associated with holding or applying the Security) shall be returned without interest to the Customer within fourteen (14) days after such termination.

Customer Obligations

15. The Customer shall not use the words "CITIC TELECOM CPC" and/or "CITICTEL CPC" or any words confusingly similar to the same, and may not make any public statement in relation to the Services or any of the Customer's services that identifies CPC or suggests any relationship between the Customer and CPC, without CPC's prior written permission.
16. The Customer shall, and shall procure relevant parties to, observe and comply with the following requirements in relation to the Services and use of the Services: (i) to comply with all applicable laws of any relevant jurisdiction and also all regulations and rules promulgated or administered by the authority governing telecommunication industry (including but not limited to all privacy laws and regulations with respect to personally identifiable information processed, used, sent or received by Customer), related government departments or regulatory authorities of the relevant jurisdiction; (ii) not to engage in any activities or actions that may infringe or misappropriate the IPR of others without appropriate consent and/or permission; (iii) not to use or distribute third party's proprietary and/or confidential information without appropriate consent and/or permission; (iv) not to use the Services in a manner, including without limitation to launch port scanning, attack the information security, distribute spam mail or engage in similar acts, which interferes with the use of telecommunications

and computing services on the CPC network or any interconnected network by any person; and (v) not to use the Services to store, transmit or distribute:

- (a) any material which is defamatory, threatening, offensive, abusive or obscene or causes nuisance or annoyance to others;
 - (b) any unsolicited advertising or promotional material; and
 - (c) any virus, worm or Trojan horse software or any software for damaging or compromising the security of other computers, networks, systems or websites.
17. The Customer shall, subject to CPC's observance of the reasonable written house rules notified by the Customer, fully cooperate with and obtain all necessary permit or licence to allow CPC, its employees, subcontractors and agents access and entry to the premises where the Services is provided in relation to the provision and maintenance of such Service by CPC under this Agreement.

Hardware and Software Handling

18. The Hardware and Software are properties of CPC and/or its third party supplier(s) and are rented/licenced to the Customer for CPC's provisioning of the Services. The Customer shall not, nor attempt to, sell, charge or encumber the Hardware and Software. The Customer shall be liable to pay the market price as determined by CPC as replacement cost of the Hardware and/or Software for any and all loss or damage to the Hardware and/or Software (normal fair wear and tear excepted) whenever the Hardware and/or Software are delivered to the Customer or under its control. The Customer shall notify CPC immediately of any such loss or damage. The Customer agrees to house the Hardware and Software in a safe and serviceable environment and in accordance with reasonable instructions given by CPC from time to time.
19. The Customer shall not, nor permit any other party to, modify, decompile, unlock, reverse-engineer, disassemble, incorporate any other works into, create derivatives of, or copy any portion of, or otherwise translate the Hardware and/or Software, or attempt to reconstruct or discover any source code, underlying ideas, algorithms, file formats or programming interfaces of the Hardware and Software by whatever means or use the Hardware and/or Software for the benefit of any third party (except as permitted in these Terms and Conditions). The Customer shall not infringe, whether directly or indirectly, any third party's IPR and/or other rights of and in the Hardware and/or Software. The Customer shall not remove names, designations or notices from any Hardware, Software and/or relevant documentations. The Customer shall ensure that the Hardware and Software are not repaired or disconnected by anyone other than CPC and its authorised agents without CPC's prior written consent except for disconnection of the Hardware and/or Software in the event of an emergency with notice to CPC immediately after such disconnection or a disconnection of the Hardware and/or Software pursuant to Clause 20 below.
20. Upon the termination of a Service under this Agreement, the Customer shall stop using the relevant Hardware and/or Software which shall also be, within seven (7) days from such termination and at its own costs, uninstalled, disconnected and/or returned in same condition as it was / they were when first delivered to the Customer, normal fair wear and tear excepted, with proper packing to CPC's office in Hong Kong or other locations where the Services are provided as advised by CPC.
21. If the Customer fails to uninstall, disconnect and/or return the Hardware and/or Software as set out in Clause 20 and/or continue to use the same, CPC will charge the Customer for, and the Customer shall within fourteen (14) days from the date of demand pay, the market price as determined by CPC as replacement cost of the Hardware and/or Software.

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |

**A member of
CITIC Telecom International**

Scope of Warranty

- 22. Except as specifically provided in this Agreement, CPC makes no warranty or representation, whether express, implied, statutory or otherwise, to the Customer as to quality, non-infringement, merchantability or fitness for any particular purpose of any of the Services, Hardware and/or Software provided herein; the functions or features contained in the Services, Hardware and/or Software will be uninterrupted or error free; all defects that may exist therein will be corrected; or any other matter in relation to the Services, Hardware and/or Software provided herein. All such warranties or representations are hereby expressly excluded, limited or disclaimed to the fullest extent permitted by the applicable laws or otherwise deemed withdrawn prior to the parties' entry to this Agreement. The Customer acknowledges that it has not relied upon any warranty or representation in entering into this Agreement.
- 23. The Services are not designed or intended for use in life-critical activities, including without limitation (i) the design, construction, operation or maintenance of any nuclear facility; (ii) navigating or operating aircraft and matters involved air traffic; and (iii) operating life-support or life-critical medical equipment, and CPC disclaims any express or implied warranty of fitness for such uses or uses of similar nature and is not responsible for or liable to the Customer and any third party in any way for such uses.

Limitation of Liability

- 24. The provisions in this Agreement that exclude or limit the parties' liability shall apply to the maximum extent permitted by law.
- 25. Except in relation to liability of CPC arising from death or personal injury due to the negligence of CPC or otherwise provided for herein, in no event shall CPC or its directors, employees, subcontractors or agents be liable to the Customer for any loss or damage whatsoever (including without limitation special, direct, indirect, incidental, consequential, exemplary, or punitive damages; or loss of business/opportunity/chance; or loss of revenue/profits/data/information/savings/goodwill/reputation) in respect of any matter whatsoever arising from or in connection with this Agreement, the Services, use or inability to use (for whatever reasons) the Services, and/or any products, hardware, software or documentation under this Agreement or the Services.
- 26. If any warranties or conditions or obligations which by virtue of any applicable law cannot be excluded, restricted or modified or which apply only to a limited extent, then to the extent to which CPC is entitled to do so, the aggregate liability of CPC shall be limited to, at CPC's option:
 - (a) if the liability relates to the Service(s), supplying of the relevant Services again or the payment of the cost of having the relevant Services supplied again; and
 - (b) if the liability relates to the Hardware and/or Software, the repair or replacement of Hardware and/or Software or payment of the cost of having the relevant Hardware and/or Software repaired or replaced.
- 27. In any event the aggregate amount of liability of CPC for all claims under this Agreement shall (regardless of any contrary provisions hereof and regardless of the form of action, whether in contract, tort (including without limitation negligence and strict liability), equity or any other cause of action or legal theory) be limited to the total of three (3) months' relevant Recurrent Charges with respect to the relevant Services under this Agreement.

Warranty and Indemnity

- 28. The Customer shall indemnify CPC against all claims, losses, damages, costs, charges and expenses (including legal costs on a full indemnity basis) suffered by CPC arising in any jurisdiction out of:

- (a) the use or attempted use of the Services by the Customer, any of its employees and/or any third party (whether authorised or not) in breach of these Terms and Conditions;
 - (b) CPC's staff gaining access to or staying in any Customer's premises or designated places necessitated by or incidental to the supply or maintenance of the Services, to the extent that any such claim, loss or damage is caused or contributed to by the act or omission or negligence of the Customer or its employees, contractors, agents or authorised persons;
 - (c) any claim arising from the death of or personal injury to any person, to the extent the death or personal injury is caused or contributed to by the act or omission or negligence of the Customer or its employees, contractors, agents or authorised persons; and
 - (d) any claim arising from violation of Clauses 16, 19 and 29.
29. The Customer warrants that its use of the Services will not directly or indirectly infringe any third party's rights or breach any law in any jurisdiction.

Use of Customer Information

- 30. The Customer consents to CPC:
 - (a) collecting, retaining and using Customer Information for any of the following purposes:
 - (i) preparing invoices and operating the Customer's account, including processing any payment instructions, direct debit or credit facilities;
 - (ii) to facilitate connection to the CPC network through the exchange of information with other companies operating within the network;
 - (iii) meeting CPC's regulatory and commercial obligations, including interconnection;
 - (iv) verifying the Customer's continued creditworthiness;
 - (v) development and improvement of CPC's services; and
 - (vi) providing Customer with updates and/or notifications about the Services; and
 - (b) disclosing such Customer Information to any of the following parties to be used for the following purposes:
 - (i) to any agent, subcontractor or third party supplier who provides administrative, telecommunications, computer, payment or securities clearing or other services to CPC in connection with the operation of CPC's business;
 - (ii) to the Communications Authority of Hong Kong or other equivalent government agency or any competent authority or any regulatory body or any person or office where such disclosure is required by the Telecommunications Ordinance or equivalent law or other applicable laws and regulations for the discharge of obligations by CPC or its group companies;
 - (iii) to any person which is necessary for provision of Service including a group company of CPC which owes a duty of confidentiality or has undertaken to keep such information confidential;
 - (iv) to credit reference agencies and, in the event of default, debt collection agencies;
 - (v) to any actual or proposed assignee of CPC or transferee of CPC's rights or obligations or business, professional advisors and/or any other person (including any group company of CPC) necessary or required for the purpose of such intended assignment/transfer, who owes a duty of confidentiality to CPC or has undertaken to keep such information confidential;
 - (vi) to any third party supplier(s) in acquiring Hardware and/or Software in connection with the Services; and
 - (vii) to auditors of CPC's third party supplier(s) relating to Customer's subscription of the licence to use the Services, Hardware and/or Software provided that CPC or the third party supplier(s) shall, as the case

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |

may be, procure any such auditors to observe the duty of confidentiality in relation to such Customer Information; and

- (c) transferring Customer Information from one jurisdiction to another for any of the purposes set out in sub-clauses (a) and (b) of this Clause.

Suspension and Termination

31. In the event that:

- (a) the Customer fails to remedy any breach of the terms of this Agreement, which is capable of remedy, within fourteen (14) days (or such shorter notice as the circumstances may require as determined by CPC) after CPC's written demand for remedying the breach by the Customer;
- (b) an administrator, receiver, liquidator or trustee is appointed by the Customer or the Customer resolves by resolution for any voluntary winding up or is subject to winding up proceedings, or the Customer enters into any settlement, compromise, arrangement with creditors;
- (c) the Customer ceases operation without a successor or is unable to pay its debts when they fall due;
- (d) the Customer commits a material breach or non-remediable breach of the terms of this Agreement; or
- (e) CPC receives a complaint that all or any of the contents stored, transmitted or distributed under the Services are unlawful or infringe the rights of any third party and such complaint continues or remains unresolved between the Customer and complainant for two (2) days (or such shorter notice as the circumstances may require as determined by CPC absolutely) after the Customer is notified of such complaint,

CPC may (without prejudice to any of its other rights and remedies):

- (i) suspend the Customer's access to and use of any of the Services for such period as CPC may deem fit or, in relation to a breach capable of remedy, until such breach is remedied, but without prejudice to CPC's right of termination in sub-clause (ii) of this Clause; and/or
- (ii) terminate this Agreement (either in its entirety, or in respect of a particular Service).

If a Service is terminated under sub-clause (ii) of this Clause, the Customer shall, without prejudice to any other rights, remedies and/or claim for further damages available to CPC, compensate and pay CPC (for such termination) the following (as the case may be):

- (I) if terminated before expiry of Service Period Commitment, 100% of the relevant Recurrent Charges payable for the remainder of the Service Period Commitment or two (2) months' relevant Recurrent Charges, whichever is higher; or
- (II) if terminated after expiry of Service Period Commitment, two (2) months' relevant Recurrent Charges.

32. Reinstatement of any Service suspended in accordance with Clause 31 will be at the sole option of CPC and upon such terms and conditions as CPC may determine.

33. Prior to the Service Commencement Date, if either:

- (a) the Customer cancels this Agreement (either in its entirety, or in respect of a particular Service) by serving on CPC cancellation notice in writing prior to the Service Commencement Date; or
- (b) the Services are deemed (as determined in the sole opinion of CPC) to have been cancelled by the Customer if the Customer fails to cooperate with or allow CPC to start providing such Services within six (6) months after the execution of the Order,

CPC shall have the right to require the Customer to compensate CPC, and the Customer shall on demand by CPC pay, as liquidated damages (for such cancellation) but not as penalty, either (i) an amount representing all one-off charges, Set Up Charge and two (2) months' relevant Recurrent Charges; or (ii)

any charges/cancellation charges paid and/or payable by CPC to any third party supplier in respect of any capacity, equipment, software, services, licence fees and/or other resources acquired by CPC for the purpose of supplying Services to the Customer, whichever is higher.

34. Either party may terminate this Agreement or a particular Service on two (2) months' prior notice in writing subject to compensation as set out in Clause 35 provided that such termination by the Customer is invalid and has no effect unless Customer serves on CPC a duly completed and signed service termination notice (in such form as prescribed by CPC) receipt of which must be acknowledged by CPC.

35. If a Service is terminated under Clause 34 by the Customer, except in the case of material breach by CPC, the Customer shall compensate and pay CPC (for such termination) the following (as the case may be):

- (a) if terminated before expiry of Service Period Commitment, 100% of the relevant Recurrent Charges payable for the remainder of the Service Period Commitment plus, if the period between the issue date of termination notice and the expiry of Service Period Commitment is less than two (2) months, 100% of the relevant Recurrent Charges for the period between expiry of Service Period Commitment and expiry of two (2) months from the issue date of termination notice; or
- (b) if terminated after expiry of Service Period Commitment, 100% of the relevant Recurrent Charges of that part of the required notice period which Customer fails to give under Clause 34.

36. On termination of this Agreement or any Services, the licence relating to and any rights granted to the relevant Services will be immediately terminated and revoked and all Charges for the relevant terminated Services shall, notwithstanding the Due Date, become immediately due and payable and the Customer shall forthwith settle all Charges for the relevant terminated Services and any interest payable in accordance with Clause 10(a).

37. Termination of this Agreement or any Services shall be without prejudice to any antecedent rights or obligations of any party accrued or incurred prior to such termination.

38. CPC may suspend provision of the Services, without liability or compensation to the Customer, where necessary in CPC's reasonable judgment to:

- (a) repair, maintain or upgrade any part of the CPC's network, system, software, equipment, the Hardware or Software used in providing the Services;
- (b) comply with the lawful directions of a governmental agency, regulatory body or emergency service; or
- (c) prevent fraud, crime, attack, damage, virus, abuse or interference to CPC's network, system, software or equipment.

39. CPC acknowledges the importance of the Services to the Customer. If CPC exercises its rights under Clause 38, it will endeavour to provide such prior notice by writing, email or verbally as is reasonably practicable and permissible in the circumstances, and will make reasonable efforts to cooperate with the Customer in relation to any such suspension and minimise the inconvenience caused to Customer.

Dispute Resolution

40. Except where urgent interlocutory relief is sought, if a dispute arises out of or in relation to this Agreement, or to the breach, termination, validity or subject matter of this Agreement, or as to any claim in tort or in equity, the parties to this Agreement and to the dispute shall endeavour in good faith to settle the dispute within fourteen (14) days of the dispute arising before commencement of any proceedings in a court of law.

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|---------|----------|
| Initial | |
| CPC | Customer |
| | |

General

41. If the rights or obligations of either party under this Agreement are materially affected by a Regulatory Event:
 - (a) the party affected by the Regulatory Event shall not be taken to have breached this Agreement due to any action or inaction of that party as a consequence of the Regulatory Event; and
 - (b) the parties agree to negotiate in good faith to vary this Agreement to reflect or accommodate the Regulatory Event.
42. If either party fails to comply with or observe any term of this Agreement, and such failure is caused by a Force Majeure Event, that party shall notify the other party as soon as practicable, and use all reasonable endeavours to avoid, mitigate and remedy the consequences of the Force Majeure Event.
43. Neither party is liable to the other by reason of any failure in performance under this Agreement to the extent that such failure results from a Regulatory Event or Force Majeure Event, unless that failure is a failure to pay Charges.
44. The provisions of this Agreement and the rights and obligations created hereunder are intended for the sole benefit of the parties hereto, and do not create any right, claim or benefit on the part of any other person not a party to this Agreement. The Contracts (Rights of Third Parties) Ordinance (Chapter 623) of the laws of Hong Kong shall not apply.
45. If any provision (or any part thereof) of this Agreement is found to be invalid, that provision (or any part thereof) shall be severed from this Agreement and the remaining provisions or parts shall remain in full force and effect.
46. Any provision of this Agreement which is expressly provided to survive after termination of this Agreement, or capable of being performed, observed or honoured after such termination or which, by reason of its nature, context, or necessary implication, should have reasonably survived after such termination, shall survive and continue to take effect and be enforceable after such termination.
47. No waiver by either party of a breach of any provision of this Agreement, nor delay, indulgence or omission to exercise any right, shall constitute a waiver of any such right or breach or default by the other party.
48. This Agreement constitutes the entire agreement between the parties and supersedes all and any prior agreements, arrangements and understandings of the parties in relation to its subject matter and the Customer acknowledges and confirms that it has not relied on any information other than those expressly stated in this Agreement. No amendment, modification or supplement of these Terms and Conditions or any Order shall be valid unless such amendment, modification or supplement is in writing and signed by authorised representatives of both parties.
49. This Agreement is governed by the laws of Hong Kong and the parties irrevocably agree to submit any dispute arising under or in relation to this Agreement to the exclusive jurisdiction of the courts of Hong Kong.
50. The Customer shall not assign this Agreement or transfer any of its rights or obligations without the prior written consent of CPC.
51. Consent to any assignment or transfer may be made subject to such reasonable conditions as CPC may require, including without limitation that the Customer or the assignee or transferee (as may be determined by CPC at its discretion) will provide and maintain a Security in relation to payment of Charges upon notification by CPC.

Special Conditions
For all Services

52. CPC grants the Customer a revocable, non-transferable, non-sublicensable and non-exclusive licence to use the Services, Hardware and/or Software only during the term of this Agreement. The Customer shall not resell, transfer, rent, sublicense or allow others in whatsoever manner, whether for consideration or not, to use or share the use of the Services, Hardware and/or Software without prior written consent of CPC.
53. Charges quoted do not include any eventual additional charge(s) that may be applied by building management of the Customer's site which shall be borne by the Customer.
54. The Customer acknowledges and agrees that upon receipt, use of or access to the Service(s), Hardware and/or Software by Customer, Customer is subject to these Terms and Conditions, End User License Agreement and/or all documentations or terms and conditions provided in the Hardware and/or Software packaging by such third party supplier(s) (if any) and the Customer accepts full responsibility for any non-observance thereof.
55. Any Internet Protocol address ("**IP Address**") allocated by CPC to the Customer under the Services remains the property of CPC or its third party supplier. CPC grants the Customer a revocable, non-transferable, non-sublicensable, non-exclusive licence to use such IP Address solely for the purposes of and subject to this Agreement.
56. Following termination of this Agreement or the Services for any reason, the licence to use the IP Address with respect to the terminated Service(s) shall be revoked and terminated automatically and the Customer shall not advertise or otherwise use or deal with any such IP Address previously allocated by CPC to the Customer.
57. The Customer acknowledges that certain environmental conditions are necessary for the operation of Hardware, Software and/or Services. Accordingly, the Customer must comply with any applicable Customer Environmental Requirements. The Customer shall be liable to CPC for all claims, losses, damages, costs, charges, and expenses, including without limitation legal costs, arising from or in connection with the Customer's failure to comply with the Customer Environmental Requirements.
58. In connection with the Customer's use of the Services and where applicable, the Customer may be provided with Login User ID for its access to the User Interface. The User Interface and Login User ID may be used by Customer for accessing certain on-line services. The Customer shall at all times keep its Login User ID strictly confidential and shall take all reasonable precautions to prevent unauthorised use, misuse, disclosure or compromise of its Login User ID or the User Interface. CPC is entitled to rely solely on the Login User ID as conclusive evidence of identity and authority without carrying out any further verification work. The Customer shall be liable for, and hold CPC harmless from, and indemnify CPC, for all activities, deeds, dealings and consequences from or through the use (whether authorised or not) of the Login User ID and the User Interface whether by Customer or others. The Customer shall be solely responsible for all Charges incurred through the use or purported use of the Service(s) (regardless of whether it is authorised or illegal log-ins) via the Login User ID.
59. The Customer acknowledges and agrees that once CPC provides the Customer with Login User ID, CPC has no responsibility and is not obliged to keep records of or to remind the Customer about the Login User ID.
60. If the Customer wishes to change the Service Commencement Date (whether agreed or deemed), then CPC may at its sole discretion agree such change in writing and subject to payment

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |

of administration and/or additional charge to CPC by Customer as advised by CPC.

61. Customer represents and warrants that (i) it has/has obtained the right to all the contents (including without limitation software and files such as documents, images and audio/video files) hosted and/or stored under the Service(s); and (ii) all such contents are lawful and do not infringe any third party's right.
62. Upon termination of a particular Service(s), CPC shall be entitled to erase the data and/or files stored under the relevant Service(s) without any prior notification and without any liability to the Customer and any third party. The Customer acknowledges and agrees that the data and/or files erased are not recoverable. To avoid any loss of data and/or file under such erasing exercise, Customer hereby agrees to backup and/or archive such data and/or files from time to time at its own costs.
63. The Customer shall not withhold from CPC any information (i) pertinent to CPC's ability to provide, or the Customer's ability to receive, the Services; or (ii) pursuant to or in furtherance of compliance with the applicable laws, failing which CPC is entitled to, without prejudice to any of its other rights and remedies, deny the respective Service(s) to the Customer. The Customer represents that any such information provided to CPC will be timely, accurate and complete to the best of the Customer's ability.
64. In connection with any request for provisioning and/or configuration change of the Service(s), the Customer shall provide CPC with information by duly completing the CCF and submit the same to CPC. If CPC agrees to perform such configuration change, the Customer agrees that it shall be wholly responsible for any security, service performance or accessibility issues that may arise from such configuration change.

For TrueCONNECT Premium Service(s)

65. The Service Commencement Date of TrueCONNECT Premium Services means:
 - (a) the date on which CPC notifies the Customer that CPC performed the UAT and met the criteria as set out in Service Acceptance Criteria (but subject to sub-clause (b) of this Clause) provided that no problem is reported by the Customer in the next three (3) working days after the said notification; or
 - (b) CPC will use reasonable efforts to provide a local loop for the TrueCONNECT Premium Services on or before a date mutually agreed by the parties. The Customer shall co-operate with CPC to ensure that Customer Equipment required for CPC's provision of the TrueCONNECT Premium Service are completely installed before or within seven (7) days after the date of installation of the local loop ("**Local Loop Installation Date**"). If the Customer Equipment is not installed before or within seven (7) days after the Local Loop Installation Date which makes CPC unable to perform the UAT according to the criteria as set out in sub-clause (a) of this Clause and the delay is not caused by CPC, then the TrueCONNECT Premium Service is deemed to be accepted by the Customer and the Service Commencement Date shall be the next day of the said seven (7) days.
66. If the Customer also purchases voice gateway or subscribes to voice gateway rental service from CPC, the Customer shall comply with the TrueCONNECT Customer Telephone System Requirements for installation and operation of the voice gateway. The Customer acknowledges that acceptance tests for the voice gateway will be performed in accordance with the Service Acceptance Criteria independently of the Customer's telephone system, and the performance of Customer's telephone system, and the interface between the Customer's telephone system and the voice gateway, are the sole responsibility of the Customer. The provision of the voice gateway rental service is additional to and independent of the other Services provided by CPC. The

Customer shall pay for all the Services provided under this Agreement, whether or not the voice gateway acceptance tests have been successfully completed in accordance with the Service Acceptance Criteria.

For TrueCONNECT Express Service(s)

67. Unless stated otherwise in the Order, the Customer acknowledges that it shall be responsible for, and shall provide, at its own costs, the Internet connection which is necessary for the provision of TrueCONNECT Express Services.
68. The Service Commencement Date of TrueCONNECT Express Services means:
 - (a) the date on which CPC notifies the Customer that CPC performed the UAT and met the criteria as set out in Service Acceptance Criteria (but subject to sub-clauses (b) and (c) of this Clause) provided that no problem is reported by the Customer in the next three (3) working days after the said notification;
 - (b) if some equipment and/or Internet connection necessary for the provision of the TrueCONNECT Express Services are to be provided by CPC as specified in the Order, CPC will use reasonable efforts to provide such equipment and/or Internet connection on or before a date mutually agreed by the parties. The Customer shall co-operate with CPC to ensure Customer Equipment are completely installed before or within seven (7) days after the date of installation of the Internet connection ("**Internet Connection Installation Date**"). If the Customer Equipment is not installed before or within seven (7) days after the Internet Connection Installation Date which makes CPC unable to perform the UAT according to the criteria as set out in sub-clause (a) of this Clause and the delay is not caused by CPC, then the TrueCONNECT Express Service is deemed to be accepted by the Customer and the Service Commencement Date shall be the next day of the said seven (7) days; or
 - (c) if the Order does not include Internet connection, the Customer is responsible for the application of Internet connection at its own costs, including without limitation Internet connection setup charge, monthly rental charge and usage charge. The Customer shall co-operate with CPC to ensure Customer Equipment (including Internet connection) are completely installed before or within seven (7) days after the date that CPC provided on-site installation of the Hardware and Software ("**On-Site Installation Date**") for the provision of the TrueCONNECT Express Services. If the Customer Equipment and/or Internet connection is not installed before or within seven (7) days after the On-Site Installation Date which makes CPC unable to perform the UAT according to the criteria as set out in sub-clause (a) of this Clause and the delay is not caused by CPC, then the TrueCONNECT Express Service is deemed to be accepted by the Customer and the Service Commencement Date shall be the next day of the said seven (7) days.
69. The Customer acknowledges and agrees that any quality of service, capacity or bandwidth speed commitments or service descriptions for the TrueCONNECT Express Services is applicable solely to carriage on the CPC network between CPC points of presence. CPC is not responsible for the performance of the Internet between the Customer's premises and a CPC point of presence, or for any degradation in the TrueCONNECT Express Services attributable to the Internet.

For TMS

70. The Customer acknowledges that the Serviced Device must comply with certain requirements that are necessary for the provision of the TMS. Such requirements will be provided by CPC upon request from the Customer.

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |

71. The Customer acknowledges that CPC, by virtue of performance of its obligations under this Agreement, comes into possession of certain traffic statistical data from the Serviced Device (“**Traffic Statistical Data**”). The Customer hereby agrees and consents CPC to obtain, keep, use, process or otherwise dispose of the Traffic Statistical Data for the purpose of and in connection with the provision of the TMS.
72. CPC will use reasonable efforts to provide the TMS and maintain the report accuracy. In no event shall CPC be responsible for any report inaccuracy due to any uncontrollable factors including without limitation Internet status, technology limitation and other unpredictable issues.

For TrueCONNECT Accelerator Service(s)

73. The Customer acknowledges and agrees that the Hardware and/or Software is/are being used to intercept Customer’s application traffic under the provision of TrueCONNECT Accelerator Services for, including without limitation, analysis, indexing, de-duplication and optimization in order to achieve the WAN optimization.
74. The Customer acknowledges and agrees that (a) the application performance improvement of TrueCONNECT Accelerator Service is subject to (i) Customer’s application and traffic nature and (ii) the technology of the Hardware and/or Software; and (b) CPC makes no warranty or representation, whether express, implied, statutory or otherwise, to the Customer as to the TrueCONNECT Accelerator Services that they can optimise traffic, especially the traffic transmission in encrypted tunnel. Any sample figure in service datasheet, presentation slide or other materials in relation to the TrueCONNECT Accelerator Services given or presented to Customer are for purpose of reference only.

For Internet Service(s)

75. Provision of Internet Service is subject to Customer using the correct Customer Equipment and such Customer Equipment shall be correctly configured.
76. The Service Commencement Date of Internet Service(s) means:
 - (a) the date on which CPC notifies the Customer that CPC performed the UAT and met the criteria as set out in the Service Acceptance Criteria (if any) (but subject to sub-clause (b) of this Clause) provided that no problem is reported by the Customer in the next three (3) working days after the said notification; or
 - (b) CPC will use reasonable efforts to provide a local loop for the Internet Service(s) on or before a date mutually agreed by the parties. The Customer shall co-operate with CPC to ensure that the Customer Equipment are completely installed before or within seven (7) days after the date of installation of the local loop (“**Internet Local Loop Installation Date**”). If the Customer Equipment is not installed before or within seven (7) days after the Internet Local Loop Installation Date which makes CPC unable to perform the UAT according to the criteria as set out in sub-clause (a) of this Clause and the delay is not caused by CPC, then the Internet Service(s) is/are deemed to be accepted by the Customer and the Service Commencement Date shall be the next day of the said seven (7) days.
77. Due to openness of the Internet which is beyond CPC’s reasonable control, CPC makes no warranty (whether express or implied) for the Internet Service(s) as to its data transfer throughput rate, destination reachability and performance.
78. Due to the fact that the local government or regulatory institutions where the Internet Service(s) is/are provided may amend or change in any applicable law, regulations, decrees, administrative orders, circulars, measures and other similar impositions, CPC makes no guarantee and shall not be liable to

the Customer as to the destination reachability of the Internet Service(s).

79. In the event that the location of the Internet Service(s) is/are provided in mainland China, the Customer shall abide by and implement the relevant measures on the IP/ICP registration requirements under the 《非经营性互联网信息服务备案管理办法》 (which means “Measures for the IP/ICP Registration Administration of Non-operational Internet Information Services”) (the “**Measures**”), and be aware of the principle of “going through the IP/ICP registration procedures first before gaining access to the Internet”. Meanwhile, in view of the requirements set out in Article 23 of the Measures that “If the IP/ICP registration information provided by the Customer is untrue, the website will be shut down and the IP/ICP registration information will be nullified”, the Customer acknowledges and undertakes that all the IP/ICP registration information submitted by the Customer is true and valid. The Customer shall promptly submit the updated information whenever there is any change to the IP/ICP registration information. If the IP/ICP registration information provided by the Customer is untrue or the Customer fails to update the IP/ICP registration information promptly causing such information to be inaccurate, CPC shall have the right to shut down the website without any liability to the Customer.

For DataHOUSE Cloud Data Center Service(s)

80. The Customer acknowledges and agrees that the Customer Equipment kept in the Space shall be in good operating condition. Other than the Customer Equipment, the Customer shall not place any other items inside the Data Center and Space.
81. The Customer acknowledges that it shall comprehend the situation of the Space and evaluate its suitability for the Customer Equipment. CPC does not warrant such suitability, and CPC will not provide any changes of the specification and/or other condition/feature of the Space (e.g. temperature, voltage) or any other services requested by the Customer (unless agreed by CPC in writing). CPC does not guarantee the operation, functionality and performance of the Customer Equipment.
82. CPC will not provide any guarantee on the security of the Customer Equipment or data, and is not responsible for any loss of or damage to Customer Equipment or data (unless caused intentionally by CPC). Subject to the preceding sentence of this Clause, the Customer shall at its own costs and expenses adopt proper security measures (e.g. insurance, data backup) to ensure the security of the Customer Equipment and data.
83. CPC grants a licence to the Customer to use the Space from the relevant Service Commencement Date until the termination of the DataHOUSE Cloud Data Center Service(s). CPC and/or its third party supplier shall retain ownership, possession and/or control of the Space and may access the Space at any time without notice. Prior written consent of CPC (which may or may not be granted at the sole discretion of CPC) is required before a private key or other security device is installed at the entrance of the Space by the Customer; if consent is granted, the Customer shall provide CPC with a duplicate private key or a key, password, access card or the like of such security device and subject to such conditions or requirements (if any) as may be imposed by CPC as it absolutely deems fit.
84. The Service Commencement Date of DataHOUSE Cloud Data Center Service(s) means the earlier of: (a) the date on which the Customer Equipment is actually moved in the Space; or (b) the date on which CPC notifies the Customer that the DataHOUSE Cloud Data Center Service(s) has finished service provisioning and is ready to use provided that no problem is reported by the Customer in the next three (3) working days after the said notification.
85. The Customer shall at its own costs and expenses and liability on or before the termination date of the DataHOUSE Cloud Data Center Service(s) uninstall and remove all relevant Customer Equipment with due care, and reinstate the Space and remove

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|---------|----------|
| Initial | |
| CPC | Customer |
| | |

A member of
CITIC Telecom International

any alterations, fixtures or additions made without causing any damage to or interference with other equipment, property or facilities in the Data Center and/or the Space; otherwise, CPC shall have the right to (a) charge for the use of the Space and/or the cost of reinstatement; (b) dispose of the Customer Equipment in such manner it deems fit without any liability by giving one (1) month's written notice to the Customer; and/or (c) demand the Customer to make good any such damage or interference as aforesaid and/or any claim for damages due to said damage to or interference with other equipment, property or facilities in the Data Center or the Space by the Customer.

86. If the Customer fails to settle any debt due, CPC shall have a lien on the Customer Equipment and is entitled to retain the Customer Equipment or to sell the Customer Equipment at any price in such manner as it deems fit for payment of any such debt and the cost of disposal shall be solely borne by the Customer and may be first deducted from the sale proceeds or set-off against the Security as CPC may at its sole discretion elect. For the avoidance of doubt, the right of lien shall be in addition to and shall not prejudice or affect CPC's right to the Security or other remedies and, in the event if CPC elects to enforce the lien by sale, it shall neither be treated as final settlement of the debt nor waiver of any other remedies.
87. With the prior consent of CPC, the Customer can enter the Space for set-up, testing or maintenance of Customer Equipment. The Customer shall comply with the service rules and house rules prescribed by CPC and/or the third party supplier from time to time in relation to the use of the Space and the Data Center.
88. The Customer can consume the electrical power according to the subscribed power set out in the Order. In the event that the actual power consumption of the Customer exceeds the subscribed power as set out in the Order, the Customer shall be subject to additional charges as shown in the invoice. The Customer shall ensure that the power consumption at any time does not exceed the maximum power capacity set out in the Order. CPC shall not be liable for any damages or interruption to the Services due to power consumption exceeds the maximum power capacity and CPC is entitled to stop providing the electrical power to the Customer in order to prevent any circuit tripping and/or interruption to the infrastructure of CPC. The Customer may request in writing for increase of the maximum power capacity, subject to CPC's written approval and, if such request is approved, subject to additional charges and/or other conditions as CPC may impose at its sole discretion.
89. The Customer warrants that:
- (a) the Customer Equipment is safe and will not adversely affect or otherwise interfere with the operation, functionality and performance of equipment of other customers and/or any other equipment/facilities in the Data Center or cause any injury to any person; and
 - (b) its staff and its authorised personnel shall behave properly and shall not damage or interfere with the operation, functionality and performance of equipment of other customers and/or any other equipment/facilities in the Data Center or cause any injury to any person.

The Customer shall indemnify CPC against all losses and damages suffered by CPC arising from or in connection with any breach of the warranties under this Clause.

90. The personnel appointed by CPC to take charge of the Data Center are entitled to take measures and issue instructions to the Customer in relation to the operation of the Data Center. The Customer shall comply with the said instructions to ensure the normal and safe operation and security of the Data Center. The aforesaid personnel appointed by CPC are entitled to (a) not allowing the Customer, its staff or its authorised personnel to enter into and/or request them to leave the Data Center; (b) move out and/or not allowing to move in any Customer Equipment; and (c) stop and/or suspend the operation of any

Customer Equipment, if any Customer's staff or its authorised personnel or Customer Equipment (as the case may be) may cause potential danger or damage to, or interfere the operation of the Data Center, or commit or attempt to commit any criminal offences, illegal and/or unlawful act.

91. Without CPC's prior written consent, the Customer shall not make any alterations to the Data Center and the Space, including without limitation adding any extra power adaptors, power bars, extension cords and/or changing any cabling setting. The Customer acknowledges and agrees that CPC may take all corrective actions to remove all such unauthorised alterations without liability and without any notice to the Customer and the Customer shall indemnify CPC against all losses and damages suffered by CPC arising from such unauthorised alterations.
92. The Customer acknowledges and agrees that CPC shall not and will not (a) acknowledge receipt of any Customer Equipment and/or material on behalf of the Customer; or (b) receive any Customer Equipment and/or material to be delivered by Customer, its contractors and/or its agents to the Data Center.
93. The Customer acknowledges that other terms and conditions of the landlord and/or management corporation and/or third party supplier(s) (if any) will apply and be binding upon the Customer for the use of the DataHOUSE Cloud Data Center Service(s) and Space. The Customer hereby undertakes to comply with all such terms and conditions.
94. CPC may vary, amend or suspend the DataHOUSE Cloud Data Center Service(s) or any part thereof if required by applicable laws, including the removal of any part of the Customer Equipment if required by the authorities, the third party supplier and/or the landlord and/or management corporation (where applicable).

The parties hereto acknowledge and agree that the delivery of a signed electronic copy through electronic means shall be sufficient and the physical delivery of a signed original of these Terms and Conditions is not required. Upon signing these Terms and Conditions, each party hereto agrees that these Terms and Conditions of the Agreement shall be legally binding on it.

| | |
|----------------|-----------------|
| Initial | |
| CPC | Customer |
| | |