

Service Level Agreement — Data Center Services

Carrier2 · version 2.2 · version date 22 September 2026 · effective 1 October 2026

Validity. Version 2.2, version date 22 September 2026, in force as of 1 October 2026. The English text is binding.

1 SCOPE

- 1.1** This Service Level Agreement (SLA) forms part of the Carrier2 Master Service Agreement — Data Center Services. It sets out the availability of power and cooling, the handling of incidents and changes, maintenance windows and, where agreed, service credits. Capitalised terms have the meaning given in the Master Service Agreement.
- 1.2** Facility services are carried out on behalf of Carrier2 by the Operator. Carrier2 remains responsible to the Customer for the service levels in this SLA.

2 AVAILABILITY

- 2.1** Carrier2 guarantees the following availability per calendar year:

Component	Availability
Power (with A and B feed taken and redundant equipment)	99.95%
Power (single feed)	99.8%
Cooling	99.8%

- 2.2** Availability (A) is calculated as $A = 100\% \times [1 - ((t - o) : T)]$, where t is the number of minutes of unavailability in the year, o the number of minutes falling under the exclusions of clause 2.4, and T the total number of minutes in the year.
- 2.3** Power is unavailable if no power is delivered at the power outlet of the Contractual Area. Cooling is unavailable if the inlet temperature in the cold aisle exceeds 40 °C; Carrier2 may then disconnect power to the racks as a precaution.
- 2.4** Exclusions. Unavailability does not count where caused by: planned maintenance within the announced window; the Customer Equipment or acts of the Customer; failure to take redundant (A and B) feeds or use of equipment not suited to them; changes requested by the Customer; suspension under the Master Service Agreement; or force majeure.

3 MAINTENANCE

- 3.1** The maintenance window is 02:00–06:00 hours (Dutch time). Planned maintenance is announced at least 24 hours in advance; planned non-

recurring maintenance on the primary power supply, emergency power, UPS and cooling installations at least two weeks in advance.

- 3.2** Emergency maintenance is announced as soon as possible. Maintenance not announced at least 24 hours in advance is emergency maintenance, and unavailability during it counts towards the availability calculation.

4 INCIDENT HANDLING

Priority	Meaning	Response time	Restore time	Service window
1	Service unavailable	1 hour	8 hours	24x7
2	Partial disruption or degraded performance	4 business hours	4 Business Days	Business Days 08:00-17:00
3	Limited impact	6 business hours	10 Business Days	Business Days 08:00-17:00

- 4.1** Incidents are reported by the Customer's registered contact persons through the contact details published on the Website, with the name and contact details of the reporter, the time the incident started and a description.
- 4.2** Response time is measured from a complete report to the start of work; restore time from the report to the notification that the incident has been resolved. Incidents caused outside Carrier2's responsibility carry no priority and are forwarded where possible.

5 CHANGES AND REMOTE HANDS

- 5.1** Standard changes (administrative changes without impact on the Services) are handled within 1 Business Day and implemented within 2 Business Days. Normal changes are handled within 1 Business Day and scheduled in consultation. Changes and remote hands are charged in accordance with the Price List or by quotation.

6 SERVICE CREDITS

- 6.1** Service credits apply only if and to the extent agreed in the Order Form. Where agreed, the Customer must claim them in writing within thirty (30) days after the end of the month concerned. Service credits are set off against future invoices, are limited per month to the MRC of the affected Order Form and are the sole remedy for failure to meet the service levels.

COLOPHON

Document: Carrier2 Service Level Agreement — Data Center Services, version 2.2

Publisher and owner: Carrier 2 B.V., trading as Carrier2.network, a private limited company registered with the Netherlands Chamber of Commerce under number 34159550

CARRIER2

Status: version in force as of 1 October 2026

Version date: 22 September 2026

Effective date: 1 October 2026

Available at: carrier2.network

Internal reference: C2-MSLA-2610-EN-7QK4