BT LatAM

BT operates in **22 countries in Latin America** with integrated commercial and operating capacities and more than one thousand employees around the region, besides offering a wide range of network IT services that include professional services, IP infrastructure, applications services, outsourcing solutions and corporate transformation to ensure a really global operations management. Other network operations centers located in **El Salvador, Colombia, Mexico, Peru and Venezuela** offer proactive and network supervision diagnosis services **24 hours, 7 days a week**, for the operations of clients around the region.

With a wide network infrastructure that is constantly evolving, the clients of BT in Latin America are supported by two independent security and network operations centers in Brazil and Argentina with recovery capacities to ensure the continuity of the business and which are fully integrated with other operations centers of BT around the world in order

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ASSISTANCE AND SCALING NIMBUS DATACENTER SERVICES

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1. PERIMETRAL ZONA FRANCA ACCESS AND SAFETY

The Nimbus Datacenter is located inside the Free Trade Zone industrial park at Fontibon Bogota at the address:

Cra. 106 No. 15A-25 manzana 4 Lote 38.

The Bogota Free Trade Zone is an industrial park with the most modern computer technology for control of inventories, merchandise entry and exit control, entry and exit control of cargo vehicles and persons and control and entry of visitors. Some of such activities and controls are supported on the use of software, called Piciz®, Integral Program of Computer Control for the Free Trade Zones, which in addition to being a tool required by the legislation, facilitates the control of foreign trade operations and the provision of the services of the operating user.

As part of the management of entries, the Web application, PICIZ Version 2.2, is used, product certified and authorized for the use of the quality seal by Green SQA.

The Free Trade Zone offers operation services 7 x 24 x 365; business hours are Monday to Friday from 06:00 am to 21:00 pm and Saturdays from 08:00 am to 17:00 m. However, by agreement of the traders extraordinary services are rendered during different hours, on Sundays and holidays.

In order to ensure the quality and continuous improvement of the operations and processes mentioned above, the park fulfills frequent processes of external auditing, which are primarily addressed to confirm the reliability of the operation before national and international public and private entities.

Likewise, the security system through cameras, guards 7x24 at the doors and guards around the park's facilities, and the different access controls and personnel exit, ensure a first ring of security for the Datacenter.

The entry of visiting personnel to the park is controlled under a scheme of permits that will be described later in this document.

In order to facilitate the movement of officers and visitors within the park, transportation routes are available to the users within the perimeter of the park at no cost.

2. DATACENTER SECURITY POLICY

A Datacenter is an area considered to be of Maximum Security, thus access is completely controlled; the security measures and provisions specified below seek to minimize any risk against the safety of personnel, the services offered and the mission-critical applications hosted within the Datacenter.

- When any customer activity requires the presence of officials and technicians responsible, to cover the proper functioning of its equipment, they must apply for an entry permit.

- Once these persons have entered the Datacenter, they must request the authorization of the remote hands operator to enter their area and perform the activities required.

- No entry of optical, magnetic or similar reading, writing or reading/writing information devices is allowed in the raised floor area and in case those information processing means are needed for your activity, you must previously inform the security supervisor at reception.

- Entry permits must be requested considering the relevant type of category.

- Each visitor entering the Datacenter facilities will need to sign in at reception, specifying their name, time, date and person they are visiting. He/she must present his/her identification document, which will be kept in reception during his/her visit, receiving an adhesive label that he/she will need to wear in a visible place.

- The visitor must be led and accompanied inside the Datacenter by Datacenter personnel, prior verification of the authorization.

- Any entry or removal of equipment or materials from the Datacenter must be previously arranged and duly authorized by the Datacenter logistics personnel. The relevant procedure must be followed.

- The Security personnel may prevent the entry of a certain visitor if they see suspicious activity or any sign of being under the effects of alcohol or psychotropic substances, even if he or she has authorization to enter. In these cases, the incident will be registered and reported immediately to the entity's responsible officials.

- It is absolutely forbidden to eat, smoke, consume alcohol or use hallucinogenic substances inside the Datacenter. While the visitor remains inside the Datacenter, all the general considerations specified above must be followed. In case any of them is not followed, the Datacenter personnel reserves the right to allow that person to remain and the personnel in charge of the Datacenter shall be informed immediately, who will analyze the case and will take the corrective measures necessary.

3. PROCEDURES TO REQUEST PERSONNEL ENTRY PERMITS

For the modality of entry of visitor personnel there are specific criteria that will indicate the viability of assigning a permit. The approval of each permit request is validated by the Specialist Datacenter Engineer.

Visitor Personnel are those persons who need to visit the Datacenter, whether or not of a technical nature. The permit granted to these personnel may be valid to enter the Datacenter once and will be removed when the personnel leaves the Datacenter. If re-entry is required, the request process must be performed again.

The client must inform its project manager at BT LatAm the only persons authorized to request entry permits to the Datacenter.

The protocol below must be followed to request entry permits for *Visitor Personnel* to a BT LatAm Colombia Datacenter:

A. Complete an entry request form: **Form Datacenter Entry Request**

B. Send an entry request to the account recepcion.bt.zf@bt.com.

C. In case of emergency, after sending the request you will need to call the telephone number 57 1 5782888 to confirm receipt of the request and request that the same be handled as an emergency:

D. Once the permits have been obtained, a confirmation will be sent in response to the request sent.

The following should be considered regarding this procedure:

- The response time for permits will be:

    * 4 hours for requests sent during business hours.

The procedure that must be followed when arriving at the Free Trade Zone is:

- Come to the reception area of the Free Trade Zone at the visitors' entrance (Cra. 106 No 15A- 25 Fontibon) and identify yourself with the ID or passport, if foreign.

- Any equipment that will enter the Free Trade Zone must be registered through a form to be delivered to the security supervisor; this form will be requested by the Free Trade Zone security supervisor when exiting. In case the elements are not removed on the same day of entry, this must be informed to the security supervisor since their removal will require a letter and the form that was completed when entering the facilities.

After entering, the client must go to the workstation or to the Datacenter.

3.1. ACCESS TO DATACENTER and WORKSTATION

- To go to the Datacenter (BT LatAm Manzana 4 Bodega 38) you can use the internal routes that are made available to the public of the Free Trade Zone of Bogota.

- Upon entering, you must provide an identification document with photo and identification number so that you may have an identification carnet, which shall be carried throughout your stay at the Datacenter. This process performed at reception will validate the entry authorization and an Engineer will be assigned to accompany the visit according to the purpose thereof. Likewise, you shall present all equipment at reception that you intend to bring in to the Datacenter, demonstrating the documentation for this purpose.

- The carnet that is provided to the client at reception will allow the exit from the Datacenter, approaching it twice to the reading device that is on the left side of the exit door.

5. PROCESS OF REGULAR REVIEWS OF ACCESSES.

BT LatAm generates a registration of the requests that are sent; subsequently this registration is processed by the area responsible for the entry and security control of the Datacenter, this area is responsible for conducting a daily validation of the permits processed, on which a registration is generated which is updated every day and is stored, if required by any audit process.

At the end of the month, this area sends a report of the accesses that were generated in said month upon request of the clients.

6. MODALITIES AND CONDITIONS TO ENTER EQUIPMENT

The personnel appointed by the client for receipt and location of the equipment that enters the DATACENTER, must collect and remove the packages and materials of said equipment, keeping the good presentation and cleanliness of the facilities.

The personnel appointed by the client must keep a record of each of the authorized entries, which are mandatory at the time of requesting an exit, since it is the base support for the free trade zone to authorize and be able to remove what is desired.

There is a warehouse space, in which the clients have the possibility of keeping some of their equipment provisionally during the installation, this space is temporary not exceeding five calendar days, the clients are responsible for administering and keeping an inventory of the items that enter and are removed from the warehouse.

Below are the conditions that must be met and the process to be implemented in each of the situations that require entering equipment to the Datacenter, taking into account that they will be subject to the provisions of BT Latam and to the legal and customs provisions contemplated within the free trade regime.

ENTRY OF MERCHANDISE COMING FROM ABROAD:

Hours for process request:	Monday to Friday and Saturday from 08:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 08:00 to 17:00 hours and Saturday from 08:00 to 12:00 hours
Documents requested:	Transport document (Airway Bill or BL) consigned
	Purchase Invoice
	Completed inventories form
Document delivered by BT Latam:	None
Time to notify arrival:	Between 4 and 24 hours
Request email	logistica.zfbt@bt.com

ENTRY OF MERCHANDISE COMING FROM THE NATIONAL CUSTOMS TERRITORY TAN:

Hours for process request:	Monday to Friday and Saturday from 08:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 08:00 to 17:00 hours and Saturday from 08:00 to 12:00 hours
Documents requested:	If domestic origin, National purchase invoice evidencing VAT payment or
	Import Declaration – DI and the origin invoice which includes the unit value of the asset, if they have been previously nationalized or
	If foreign origin and no Invoice is provided, Import Declaration (DI) and Supplementary Letter or
	Inventories form duly completed
Document delivered by BT Latam:	No. Form
Time for request:	Between 4 and 24 hours
Response time:	Between 4 and 24 hours
Request email	logistica.zfbt@bt.com

ENTRY AND RECEIPT OF EQUIPMENT WITH FORM AND SUPPORTING DOCUMENTS DURING WORKING HOURS TO ADDRESS CORRECTIVES

Hours for process request:	Monday to Friday from 8:00 to 21:00 hours and Saturday from 8:00 to 17:00 hours
Hours for permitted entry:	Monday to Friday from 8:00 to 21:00 hours and Saturday from 8:00 to 17:00 hours
Documents:	a. If domestic origin, national purchase invoice evidencing VAT payment or
	b. Import Declaration – DI and the origin invoice which includes the unit value of the asset, if they have been previously nationalized or
	c. If foreign origin and no Invoice is provided, Import Declaration (DI) and Supplementary Letter or
	d. Proforma Invoice (Preliminary Entry)
	Inventories form duly completed
Document delivered by BT Latam:	Form No.
Response time	Between 0 to 60 minutes
Request email	logistica.zfbt@bt.com

ENTRY AND RECEIPT OF EQUIPMENT OR PARTS DURING NON-WORKING HOURS TO ADDRESS CORRECTIVES

Hours for process request:	Monday to Friday from 21:00 to 08:00 hours. And Saturday from 17:00 to 08:00 hours of the next business day
Hours for permitted entry:	Monday to Friday from 21:00 to 08:00 hours and Saturday from 17:00 to 08:00 hours of the next business day
Documents:	a. If domestic origin, national purchase invoice evidencing VAT payment or
	b. Import Declaration – DI and the origin invoice which includes the unit value of the asset, if they have been previously nationalized or
	c. If foreign origin and no Invoice is provided, Import Declaration (DI) and Supplementary Letter or
	d. Proforma Invoice
	Inventories form duly completed
Document delivered by BT Latam:	Entry and exit form of assets to address correctives
Response time:	Between 0 to 60 minutes
Request email	logistica.zfbt@bt.com

7. REQUESTS AND INCIDENT MANAGEMENT

The incident notifications of the clients, the requests for technical information and in general any kind of operating requirement are received in the Service Desk of LatAm.

The assistance of the Service Desk is provided in a scheme of 24 hours a day, 365 days a year (7x24x365).

Contact	Phone Number / Email
Operations Center	+ (57) 1 578 2880 +(57) 1 657 5420
	noc.colombia@bt.com contactcenterlatam@bt.com

The minimum requirements to report incidents or make any request to the service desk are:

Corporate Name (Client)

Reporting Person

- ✓ Name of the person reporting the Incident
- ✓ Company for which he works
- ✓ Landline and contact mobile
- ✓ Email of the reporting person
- ✓ Additional contact details to report progress on the case

Description

The incident or request associated to infrastructure must be clearly indicated to Datacenter or Connectivity.

- ✓ *INFRASTRUCTURE:* indicate affected infrastructure element.
- ✓ *CONNECTIVITY:* Indicate link affected.

After opening a record, the Service Desk will inform the clients the actions to be followed and the estimated assistance and/or resolution time.

8. ASSISTANCE PROCESS

The assistance process follows the steps below:

a) The request or notification via phone or email is received by the Service Desk
b) The engineer of the Service Desk receiving it assigns a record number.
c) The record is assigned to an engineer depending on the type of notification or request
d) The on-site engineer addresses the incident or request.
e) The Engineer of the Service Desk notifies the client.

8.1. REMOTE HANDS SERVICE

For an optimal support of the remote hands service, BT LatAm Colombia offers basic remote support; these activities are performed by an on-site operator. This service provides for the activities mentioned below:

- Pushing a button, commuting a switch or a device that can be easily accessed from the exterior.
- Restarting equipment.
- Providing device information such as models, serial numbers and condition of the device.
- Providing visual verification (Remote eyes).
- Informing about the condition of the equipment and its indicators.
- Adding, removing or verifying identification labels of devices or wiring.
- Providers' accompaniment.
- Management of Tapes (Client: Banco Agrario)

This service does not mainly include:

- Entering and writing commands on the management console of any equipment.
- Making electrical installations or wiring.

The requests for remote hands must be addressed to the Service Desk of BT LatAm

8.2. HIERARCHICAL/FUNCTIONAL ESCALATION LEVELS

Escalation offered by the Operations Management of BT LatAm Colombia to be used by the client if it deems it necessary, is as follows:

BT LATAM - Services Escalation List - Colombia

Escalation Level		1st Level	2nd Level	3rd Level	4th Level	5th Level
Severity 1		1 Hour	2 Hours	4 Hours	8 Hours	
Severity 2		6 Hours	9 Hours	12 Hours	24 Hours	
Severity 3		12 Hours	18 Hours	24 Hours	30 Hours	
Severity 4		24 Hours	36 Hours	48 Hours	60 Hours	
BT Service Desk — Relacionados a incidentes y soporte por problemas de los servicios en producción	Colombia Service Desk +571 5782880 +571 6575420 noc.colombia@bt.com contactcenterlatam@bt.com	Cesar Espino Escalation Leader +571- 5979551 +51 957-609047 cesar.espino@bt.com	Enrique Valdivia Team Leader +571- 5979552 +51 945-034106 enrique.valdivia@bt.com	Johana M. Cadenillas Operations Manager +571- 5979553 +51 950-477784 johana.cadenillas@bt.com	Eduardo Filippi Service Assurance Director +55 11 4700-9971 eduardo.filippi@bt.com	
BT Regional Operations — Canal de contato Local/Regional para el escalamiento de un reclamo a los efectos de ser utilizado por el Cliente en caso de considerarlo necesario.				Alex Goncalves NCCH Manager + 55 19 3031 9698 (Com) +55 19 9 9124 6104 (Cel) alex.sandrogoncalves@bt.com	Marcio Dall Agnol Head of LatAm Operations On Duty +55 19 30319745 (com) +55 99 91189344 (Cel) marcio.dallagnol@bt.com	Estevam Viragh Client Service Director LATAM +55 19 2118-3725 (Com) +55 19 992-862-068 (Cel) +52 55 52831809 estevam.viragh@bt.com
BT Services Management — Puntos de contacto para preguntas relacionadas a servicios y operación (SLA, asegurar el flujo de incidentes, cambios)			Giovanny Melo Service Relationship Coord-Us +571-6292262 Ext. 8207 (Com) +57-3184914051 (Cel) giovanny.melo@bt.com	Andrea Correa Client Service Manager +571-6292262 Ext. 8229 (Com) +57-3153589757 (Cel) andrea.correa@bt.com	Alexandre Zingra Andean Region Senior Client Service Management +55 19 2118-3944 (Com) +55 19 99287-2666 (Cel) alexandre.zingra@bt.com	
BT Business Op Management — Contact points for strategic management and executive escalation of Services and operations					Jaime Porras Business Operation Manager +571-6292262 Ext. 8240 +57-3153589437 (Celular) jaime.porras@bt.com	

This escalation can also be consulted in the link:

http://www.globalservices.bt.com/latam/es/campaign/noc

Note: Since it is an "escalation", an instance must be exhausted before turning to the superior. This scheme is valid 24 hours a day, 365 days a year.

9. SERVICE LEVEL AGREEMENTS (SLA)

A key part of the service offered by BT LatAm Colombia is compliance with the service agreements previously established; by which the service levels committed are determined along with the CLIENT.

In order to achieve compliance with the SLAs established, BT LatAm Colombia is in charge of having a continuous monitoring and assessment of the objectives set.

- **By Availability:**

BT LatAm Colombia offers for the Colocation service in the Datacenter Nimbus of BT an availability of service of ninety-nine point ninety-nine percent (99.99%) of the duration time of a PERIOD; where PERIOD means one (1) calendar month, beginning the first day of each month. If the beginning date of any service does not match the day provided here, then the rest of the month will be considered as the period, up to the beginning date of the following PERIOD.

The level of availability offered is supported by the systems mentioned below:

- ELECTRIC AND ENERGY GENERATION SYSTEMS[1]
- COOLING SYSTEM
- PHYSICAL AND ELECTRONIC SECURITY SYSTEM
- FIRE DETECTION AND SUPPRESSION SYSTEM

The calculation of availability will be done with the formula below:

$$\text{Availabili ty} = \frac{Hoursmonth - UnavailabilityHours}{\text{Hours Month}} \times 100\%$$

In the event that the minimum level of availability provided it is not complied, the conciliation of the penalty will be done in the billing due to breach of contracted SLAs and BT LatAm Colombia will grant a percentage credit in the monthly billing for the following month, pursuant to the table below:

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[1] Electricity availability is ensured as long as the client keeps the equipment plugged to the two power buses of the Datacenter (A and B).

Colocation Colombia						
Availability		MAX		MIN		% to be discounted
Max	Min	Minutes	Hours	Minutes	Hours	
100.00%	99.995%	0	0	2	0.07	0%
99.9949%	99.97%	3	0.08	13	0.22	5%
99.9699%	99.93%	13	0.23	30	0.5	10%
99.9299%	99.90%	31	0.51	43	0.72	15%
99.8999%	98.50%	44	0.73	648	10.8	20%
98.4900%	98.00%	649	10.81	864	14.4	30%
97.9999%	97.00%	865	14.41	1296	21.6	40%
96.9990%	0.00%	1297	21.61	43200	720	100%

NOTE 1: These availability indicators will refer to the monthly out of service time, with responsibility of BT LatAm Colombia, in other words, in these times, unavailability of service referring to the following topics will not be included:

- Preventive Maintenance Windows, which must be scheduled and approved by the CLIENT.
- When the service must be modified upon requirement by the CLIENT.
- Unavailability due to causes directly related to the equipment, applications provided by the CLIENT.

10. MANAGEMENT TOOLS

All Management and Monitoring services and tools that BT LATAM will make available for the client to ensure the minimum requirements of quality and availability of the network are described below.

- The Datacenter has a management and automation platform of buildings, which is in charge of monitoring the electric and environmental system (substations, electrical switchboards, UMAs, transfers and generators), access control and CCTV, which enables monitoring in real time all variables and incidents which may arise in each subsystem of the Datacenter.

    - Air Conditioning Units operation Monitoring

- NetBotz Advanced view

- Energy Storage Units

- Access control and security system