

Sun Modular Datacenter Site Inspection Service

United Arab Emirates

The local Sun sales account team will confirm the availability of this service in your country.

1. Scope

Under this service, Sun will provide on-site and remote technical support complementing the formal design, permitting and construction activities being provided by third parties contracted by Customer, as more fully described in Section 2 below ("Service"). This Service is designed to provide the technical support necessary for Sun Modular Datacenter ("Sun MD") site preparation. This Service includes remote technical support for a set period of time during the preparation of the site and one (1) on-site inspection. This Service will typically be required if Customer has provided for the site preparation. Sun performs this Service to confirm that all site preparation activities and site conditions meet required specifications for the installation of the Sun MD.

2. Sun's Tasks and Deliverables

2.1 Remote Technical Support

Sun will provide remote technical support via email or telephone, at Sun's discretion, for six (6) weeks (the "Service Duration").

At two times during the Service Duration, this Service can be stopped upon written request by Customer and re-started upon written request by Customer at a later date. The request for a stoppage or restart must be made by Customer in writing. The overall time span of the period for the Service Duration shall not exceed five (5) months, including the two (2) stoppages. This Service may be extended upon Sun and Customer's mutual agreement in two (2) week increments for an additional fee.

Response to technical inquiries is generally provided within one (1) business day of the local time of the request. Sun will work with Customer to identify the appropriate manner and frequency of reviews for each document or drawings submitted to Sun..

A dedicated support email alias is provided to facilitate support and is monitored across multiple time zones. Sun emergency contact information is also provided to Customer. Additional charges will apply for site visits contracted outside the one included inspection.

The Sun role is one of review and best practices advisement. Sun will not provide formal design, architectural or permit documents or drawings as part of this Service. Sun will not provide physical construction or construction management as part of this Service.

Sun will provide review of submitted design and other technical documents or drawings related to the installation and will help ensure that decisions made by Customer meet the overall installation requirements. During the Service Duration, Sun is available to assist the Customer remotely with best practices advice regarding any aspect of the Sun MD site preparation process.

The remote technical support will typically be implemented to coincide with the following three phases of the installation.

- *Concept Phase:* This phase of the Service establishes the major parameters that will affect the overall Sun MD installation. Sun will review major design elements and identify gaps between design and required Sun MD installation specifications.
 - Preliminary Planning: Sun will work with Customer to support a pre-planning effort. This includes discussion of Sun MD shipment, connection requirements, review of site

preparation and installation documents, operation of Sun MD and troubleshooting. The project team roles and responsibilities will be defined. Potential site-specific requirements will be defined.

- **Concept Review:** The Sun role in this phase will be to review plans provided by Customer. Customer will supply schematic plans of location, plumbing and electrical connections and installation requirements. Sun will review these documents in relation to the Sun MD specifications, requirements and industry best practices. Sun will work with Customer and other project team members to resolve any questions, obtain clarifications or recommend changes in approach.

Following the review of schematic plans, the Customer will be able to move forward with the project design engineers or architects on formal documents and drawings for submittal to the local regulatory, safety and zoning authorities known as the Authority Having Jurisdiction (AHJ). General areas covered in the Concept Review will include:

- **Planning:** Delivery, target dates, equipment availability and other factors that can influence the project timeline.
- **Mission/Use:** General availability requirements, redundancy, support plans, payload and other factors that can influence the proposed use of the Sun MD.
- **Site/Location:** Proposed location(s), delivery, access, clearances, mounting/installation, serviceability, security, infrastructure location, and other factors that can affect location decisions.
- **Infrastructure:** Utility sources, chillers, generators, uninterruptable power supply (UPS), cabling, piping, network, fire protection and other aspects of the external infrastructure supporting the Sun MD.
- **Design Phase:** The Sun role and activity level during the Design Phase will be to review design documents and assist with clarifications or direction to technical information sources related to the Sun MD and industry best practices. Sun will provide support for planning efforts based upon the summary concept design document and will advise as the project moves from the conceptual phase to the detailed design phase. Customer is responsible for the design process Sun will provide review and commentary back to Customer, typically in the form of email or project status reports in conjunction with major milestone events such as document submissions, as well as review design team technical correspondence as required by Customer. Sun will assist Customer with any questions that surface during the design phase with regard to the Sun MD or industry best practices.
- **Site Preparation Phase:** The Sun role and activity level within the Site Preparation Phase will be to provide review and advice as the project moves from design to implementation. Sun will provide review and commentary back to Customer in response to inquiries forwarded by the project team. Sun will assist Customer with any questions that arise during the Site Preparation Phase.
- Documentation for remote technical support will typically be in the form of email, telephone or in person review following document or drawing reviews.

2.2 On-site Review

- **Service Preparation.** Before arriving at Customer's prepared installation site, Sun will discuss with Customer all elements of this Service and develop an engagement plan with specific requirements relating to Customer's installation site. The engagement plan will include defined installation site, requirements for Customer assistance, installation site restrictions and requirements, schedule and

any other information necessary for Sun to complete the Service. Development of the engagement plan will be accomplished through telephone and email communication, at Sun's discretion.

- **On-site Review.** Sun will schedule visits to the installation site on mutually acceptable dates, during Sun's normal business hours. The On-site Review is typically implemented after site preparation activities are complete, but can take place at any point during the contracted period. Sun will rely on information gathered during installation site inspection, interviews with Customer and review of Customer provided installation site documentation. Physical measurement of conditions at the installation site will be limited. Any instruments or tools used for measuring size and levelness of the mounting surface, clearances for the Sun MD to be positioned, and water pressure and temperature at the installation site will be documented in the customer report. Installation site data collected from Sun's measurements will be evaluated against specification and installation guidelines provided by Sun, including the *Sun Modular Datacenter Site Planning Guide*. Other relevant industry or government codes or standards may be referenced, as available and appropriate. While this Service will provide information that will assist Customer with local code requirements, it will not provide engineering documents certified by locally licensed engineering or architectural professionals, nor will it provide direct assistance with permitting; compliance with local code requirements and obtaining all necessary certifications and permits are the sole responsibility of the Customer.
- **Install Location.** Sun will physically examine the prepared installation site to confirm that it meets specified requirements as documented in the *Sun Modular Datacenter Site Planning Guide*, *Sun Modular Datacenter Site Readiness Checklist*, *Sun Modular Datacenter Installation Guide* and other support documentation. Areas of examination will include evaluation of critical installation site criteria such as site levelness, structural strength, clearances, and orientation. Evaluation will be conducted through visual inspection, review of site documents (engineering, architectural, construction) and interviews with Customer's personnel. The evaluation will not include structural testing nor testing for compliance to relevant industry or government codes or standards. If the examination raises questions or concerns, additional testing or corrective actions may be required and are at Customer's expense. Resolution of questions and concerns identified by Sun is the sole responsibility of Customer.
- **Access Requirements.** Sun will examine the prepared Sun Modular Datacenter installation site to confirm access requirements specified in the *Sun Modular Datacenter Site Planning Guide* are met. The evaluation of access requirements will be based on the information provided by Customer during Sun's site visit. In the absence of install-specific information, general requirements will be used as the basis of the evaluation. The delivery path will be visually examined and discussed with Customer's personnel in an attempt to identify obstacles to the installation.
- **Cooling Infrastructure.** Sun will conduct interviews with Customer's personnel and installation site facilities personnel to gather information regarding the prepared chilled water source for use with the Sun Modular Datacenter. A visual inspection of the system will be undertaken. Based on interviews with installation site personnel and review of Sun MD equipment specifications, Sun will determine if there is appropriate cooling infrastructure support, or if additional review is required. Sun will determine if the level of redundancy required, as stated by Customer's site personnel, can be attained, or if additional review of the chilled water source is required. This will be accomplished through Customer personnel interviews, examination of equipment panels and building monitoring system data as provided by Customer. Customer's means of delivery of the chilled water to the Sun Modular Datacenter installation site will be evaluated. In some cases, additional evaluation beyond that provided in this Service may be required, for an additional fee under a separate SOW.
- **Electrical Infrastructure.** Sun will conduct interviews with Customer's site personnel and site

facilities personnel as to the origin of the power source prepared for use with the Sun Modular Datacenter. A visual inspection of the prepared power protection equipment will be undertaken. Based on interviews with site personnel and review of equipment specifications, the electrical source for the Sun Modular Datacenter will be evaluated in relation to specifications identified in the *Sun Modular Datacenter Site Readiness Checklist* for the unit. This will be accomplished through personnel interviews, Customer provided installation site documentation (single-lines, as-builts, etc.) examination of equipment panels and monitoring system data, as available. Means of delivery of power to the Sun Modular Datacenter will be evaluated. In some cases, additional evaluation beyond that provided in this service may be required, for an additional fee under a separate SOW.

- **Network Connections.** Sun will conduct interviews with Customer's installation site personnel and site facilities personnel as to the origin of the network services for use with the Sun Modular Datacenter. Means of delivery, connections and pathways will be documented.
- **Physical Protection & Security.** Sun will interview Customer to determine the level of security required for the Sun Modular Datacenter and its infrastructure. The prepared installation site will be examined for suitability in relation to Customer requirements.
- **Report Preparation.** Following Sun's site visit, the data collected will be analyzed and a report of findings will be prepared. Potential obstacles to installation and recommendations for any additional testing or changes to the installation plan will be provided. The report will include a description of the work elements performed, documentation and analysis of the data and observations, graphical presentation and photo documentation (where allowed), and specific recommendations. The report will be provided in electronic format. The report will typically be provided approximately 21 business days following the last installation site visit. The *Sun Modular Datacenter Site Readiness Checklist* will be completed and a copy provided typically within 5 business days of the last installation site visit. Resolution of all obstacles, required changes or additional testing is the sole responsibility of Customer and must be completed prior to installation of the Sun Modular Datacenter.

3. Customer Responsibilities

- **Point of Contact.** Customer will provide Sun with the name and telephone number of an employee to act as the designated point of contact for the purposes of this Service.
- **Information Required.** Customer will provide all information required under this Service Listing or reasonably determined by Sun to be necessary to deliver the Service, including without limitation, any documentation (internal or external) regarding prior plans or investigations that were used to identify the installation site. For additional information refer to the *Sun Modular Datacenter Site Planning Guide*.
- **Timely response.** Customer will respond in a timely manner (i.e., in a time period that does not affect Sun's scheduled delivery of the Service) to all requests for information by Sun.
- **Access to all subject areas and support areas.** Customer will provide Sun with access to all areas required by Sun. This includes not only the installation site, but also any mechanical or electrical infrastructure provided to support the Sun MD.
- **Security.** Customer will provide Sun with badge access or escort for the duration of the site visit to facilitate required access to all necessary areas.
- **Personnel familiar with the installation area.** Customer will provide Sun access to personnel available to answer questions during the site visit.
- **Personnel knowledgeable regarding the mechanical systems and electrical infrastructure serving the installation area.** Customer will provide Sun access to personnel knowledgeable with regard to the mechanical systems and electrical infrastructure at the installation site. This includes both personnel familiar with the specific installation, as well as personnel responsible for the maintenance and support of the existing infrastructure.

- **Mechanical & Electrical Documentation.** Customer will provide Sun copies of all available mechanical & electrical system design documentation, including as-built drawings, electrical single-line drawings, chiller plant configuration, chilled water Piping & Instrumentation Diagrams (P&ID).
- **Network Infrastructure.** Customer will provide Sun information regarding the network infrastructure connection points and pathways.
- **Updated location drawings.** Customer will provide Sun with updated location drawings as appropriate to the specific install, campus maps, building drawings, floor plans or other relevant prints that will assist in the documentation and evaluation of the installation site.
- **Permission to take photographs.** Customer grants Sun permission to take photographs for report illustration purposes.
- **Site-specific project logistics** will be arranged by Customer at the time of scheduling. Customer's failure to provide necessary authorizations may limit the effectiveness of the service and could, at Sun's discretion, impact scheduling or result in the postponement of the Service.
- **Assistance with any applicable VISA requirements.** Assistance from Customer is requested in those instances where a temporary business visa is required for the site visit. This assistance will typically take the form of preparation of a letter of invitation. In some cases, a formal request must be made by the local company for whom the work is taking place.

4. Additional Provisions

- **Installation Readiness:** If this installation check identifies issues with the site preparation or readiness, Customer may choose to address the issues directly, then Customer is responsible for updating the *Sun Modular Datacenter Site Readiness Checklist*. Any reasonable costs incurred by Sun related to any delay and additional site visits for installing the Sun MD will be paid by Customer.

5. Documentation

The following documents are available from Sun.

1. Sun Modular Datacenter Site Planning Guide (Sun Documentation: [820-2436-10](#))
2. Sun Modular Datacenter Site Readiness Checklist (Sun Documentation: [820-3782-10](#))
3. Sun Modular Datacenter Installation Guide (Sun Documentation: [820-2536-10](#))

In the event that Customer purchases the above-described Services from Sun, this Service Listing or SOW is incorporated by reference in and subject to the terms of the agreement which has been most recently entered into by the parties and under which Customer may order products and services from Sun ("Agreement"). Sun is not obligated to perform the Services described in this Service Listing or SOW unless Customer has an Agreement with Sun and has received an order confirmation from Sun accepting Customer's purchase order or electronic order for the Services. This Service Listing or SOW does not constitute an offer by or invitation to contract with Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing refers to the party that enters into the Agreement with Sun. Such party may be referred to in the Agreement as "Company", "Customer" or other appropriate term.

Last Revised: August 2008