

Colocation Agreement

Customer Instructions:

To proceed with account setup, please read this server colocation agreement document in full, then print, fill out, and sign the ‘Signature Page’ (the last page at the end of this document) and return by e-mail or fax to our office. Your documents will be reviewed and once approved, your account will be setup shortly where you will be sent your account details to the contact information you have provided.

This Internet Colocation Agreement (“Agreement”) is entered into as of the Effective Date by and between HostDime Data Centre Services Pvt. Ltd., an Indian entity (“HostDime”) and the Customer identified on the signature page of this Agreement (“Customer”).

WHEREAS:

- A. HostDime is a service provider of telecommunication services using wide area computer networks including, without limitation, the Internet.
- B. HostDime has the right to use and sell certain bandwidth to Customer and to connect Customer’s server to the Internet.
- C. Customer wishes to have its server connected to the Internet and to purchase the use of bandwidth therefore from HostDime.

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:

1. Definition

For the purpose of this agreement, the following terms shall have the following meanings respectively:

- A. “Bandwidth Overuse” – usage of bandwidth by Customer in excess of the bandwidth block purchased hereunder.
- B. “Internet Connection” – connection of Customer’s server to the Internet by HostDime.
- C. “Kbps” – kilobits per second of bandwidth usage.
- D. “Mbps” – megabits per second of bandwidth usage.
- E. “Price” – the price payable by Customer to HostDime each month while the colocation plan exists, as set forth and selected by Customer in the online help desk ticket where initial communication has been established (<https://core.hostdime.in>) and colocation Service Plans have been outlined to Customer.
- F. “Server Placement” – placement of Customer’s rack mounted server at a location where it is capable of being connected to the Internet.
- G. “Term” – Every one month commencing on the first day of the preceding month from the date of initial activation of service.
- H. “Service Plan” - Service Plan by which HostDime will render service to Customer based on an automatically renewed monthly/quarterly/semi-annual or annual subscription which commences upon execution of this agreement and/or establishment of connection of service and terminated upon HostDime’s confirmed receipt of client’s written cancellation request.



2. Internet Connection

HostDime agrees to provide Customer with Server Placement, IP addresses, and Internet Connection for the term, based on the Service Plan selected by Customer in the help desk ticket where initial communication was established and Colocation Service Plans outlined to Customer, at the price applicable to such Service Plan.

3. Payment Guarantee, Late Fees, Subscription Renewal, Default of Payment, and Refund

Billing will begin on the date of successful delivery of service. Customer agrees and HEREBY PERSONALLY GUARANTEES PAYMENT to HostDime for the price applicable to the Service Plan selected by Customer, including all services that HostDime has rendered to Customer, where the monthly payment is to be prepaid before or on the first day of every month. Furthermore, Customer agrees to pay for any products Customer orders or has incurred by service usage (e.g. Bandwidth Overuse fees) throughout the term of subscribed Service Plan. Your account may be suspended without notice if payment is past due, regardless of the amount, where any open invoice older than five days (5) and is also subject to a late fee in the amount of INR 2,500/- + GST.

Unless you notify us of your decision to terminate your subscription, your subscription will automatically renew at the end of each subscription term. Your renewed subscription will have the same duration as the subscription being renewed (e.g. one month, one year, etc.). At the time of renewal, your credit card will be charged our then-current fees for the applicable subscription, provided that if the fee for your renewal Service has increased, we will notify you at your designated e-mail address at least five (5) days prior to renewal so that you have an opportunity to elect not to renew. If Customer defaults in payment for whatever reason (due to client's inability or failure to receive notices from HostDime, out of date contact information, etc.), HostDime reserves the right to succeed as owner of the collocated equipment on site and Customer agrees to accept such succession as collateral payment for any open balance and debt Customer owes to HostDime for rendered services throughout the term of the subscribed Service Plan. Any remaining debt not paid will be forwarded to a collections agency for proper collection. In good faith, Customer will be given the opportunity to resolve any billing issues with prior notification.

All fees paid and charges made prior to termination as provided herein, including any advance charge or payment for the subscription term during which you terminate your subscription, are nonrefundable. Furthermore, termination of your subscription shall not relieve you of any obligations to pay accrued invoices/charges.

4. Bandwidth Usage and Overage Fee

Customer is given access to bandwidth graphs which are updated in five minute intervals. These graphs are located in the online client access area referred as "Core" – (<https://core.hostdime.in>) of which login details will be provided to Customer once the account is established. All bandwidth usage, where usage graphs of the Customer's server is provided in Core, is measured based upon 95th percentile metering and billing of overage fees is exclusively calculated from the provided graph readings.

Colocation Service Plans include usage of a certain amount of bandwidth in a 30-day calendar month. If your monthly usage exceeds the bandwidth transfer rate that your Service Plan includes within a 30-day billing cycle, you will be billed for Bandwidth Overuse exceeding the amount of bandwidth your Service Plan includes. Customer is liable for any bandwidth overuse and subsequent overuse fees and agrees to pay for such overages at the rate of INR 2,000/- + GST per 1 Mbps of bandwidth.



Example calculation:

Bandwidth Allocation: 4.5 Mbps.

Bandwidth used for x month = 5.0 Mbps (based 95th percentile metering).

Bandwidth overages = 5.0 Mbps - 4.5 Mbps = 0.5 Mbps 0.5 Mbps x INR 2,000/Mbps = INR 1,000/- + GST.

If you anticipate high bandwidth usage, please contact our sales department via our help desk for further information on the availability of other Service Plans with higher bandwidth allocations for more cost-effective rates.

Note: The rate of 1 Mbps of continuous data transfer in a 30 day period is approximately 320 GB of transferred data bandwidth.

5. Racking Hardware in Shared Colocation Space

All hardware should be rack mounted and secured properly in the cabinet. This means that free standing items, such as a drive, should be in a storage container and mounted to the cabinet. HostDime has the right to terminate any service for improper securing of hardware. HostDime can provide shelves and container units to clients should they require them.

6. Customer's Warrant as to Legality of Data

HostDime is not responsible for the type of data conveyed via Customer's server. Customer warrants to HostDime that all data conveyed via Customer's server will comply with the laws established in India and comply with the terms of service which is located on the following web page: <https://hostdime.in/legal.html> .

7. HostDime's Name not to be Used

Customer shall not use the HostDime name or any derivative thereof in any literature or advertising in any form without the prior written consent of HostDime.

8. Force Majeure, Representations and Warranties, and Indemnity

Neither party is responsible for failure or delay in performance caused by acts of God, strikes, floods, fire, war, public enemy, electrical or equipment failure, failure of third parties or any event beyond its reasonable control.

The Customer agrees that the use of the Colocation Service is entirely at the Customer's own risk. The Service is made available on an "as is", "where is", and "with all faults" basis without warranties of any kind, either expressed or implied, constructive, or statutory, including, without limitation, any implied warranties of merchantability, non-infringement or fitness for a particular purpose. HostDime makes no guarantee of availability of service and reserves the right to change, withdraw, suspend, or discontinue any functionality or feature of the HostDime service. In no event will HostDime be liable for any damages, including, without limitation, direct, indirect, incidental, special, consequential, or punitive damages arising out of the use of or inability to use HostDime's services or any content thereon. This disclaimer applies, without limitation, to any damages or injury, whether for breach of contract, tort, or otherwise, caused by any failure of performance; error; omission; interruption; deletion; defect; delay in operation or transmission; computer virus; file corruption; communication-line failure; network or system outage; or theft, destruction, unauthorized access to, alteration of, or use of any record.

The provision of Internet Connection at any particular bandwidth rate does not constitute a guarantee of the end to end throughput or bandwidth available to Customer. HostDime will provide support for any hardware provided by it for the Internet Connection, and should any problems arise with HostDime's hardware or software it will take reasonable action to rectify the situation and will keep Customer informed of the progress. If Customer's server or the data transmitted via such server is in some way harmful to the network, HostDime reserves the right to disconnect the Internet Connection until the problem is resolved.

Each party agrees to indemnify and hold harmless the other from and against loss, suit, damage or claim, including reasonable attorney fees and costs, arising out of or in connection with the Colocation Service Plan.

9. Termination by HostDime

HostDime reserves the right to terminate this Agreement:

- a) Without reason or cause by giving 30 days notice in writing of its intention to terminate.
- b) Forthwith if Customer defaults in making the payments required of it hereunder.

10. Termination by Customer

Customer may terminate this Agreement and Service Plan by giving thirty (30) days prior written notice before the preceding billing date (first day of every month) to HostDime of Customer's intention to terminate. If Customer fails to provide notice within this time frame, Customer will be liable and agrees to complete payment of the preceding month as invoiced accordingly.

11. Access to Server

HostDime shall grant the Customer reasonable access to the premise of Customer's server 24 hours a day, seven days a week, 365 days a year, given the Customer does not have any past due invoices. The first name, last name, and data of birth listed within the Customer's Core profile MUST match their government issued state ID, license, or passport. If there is no match, facility access will be refused. The customer should have a verified profile in the DNA (verified email, mobile, address proof document submitted). The Access would only be granted when the request is opened as ticket atleast 3 days prior to the date of visit from the authorized email with the associated ID-proof of the visiting person.

12. Agreement Supersede

The parties acknowledge and agree that this Agreement represents a composite of all previous agreements reached to date and that hereafter this Agreement is the only agreement between the parties with respect to the rights and obligations contemplated by this Agreement, with the exception of the general terms of service – <https://hostdime.in/legal.html>, and shall supersede and replace any discussion, letter or form of agreement, oral or written, which may exist as of the date of execution and delivery of this Agreement.

13. Applicable Law

This Agreement shall be construed and enforced in accordance with and the rights of the parties shall be governed by the laws of Telecommunications in India. Each of the parties hereby irrevocably attorneys to the jurisdiction of the court of Thiruvananthapuram, India.

14. Notices

All notices, payments, statements or other documents that any party to this Agreement is required to or elects to give to the other will be in writing and will be delivered in one of the following ways:

(A) By India Post

(B) By E-Mail

In the event that the contact e-mail should be changed at any time during the course of the subscribed Service Plan, Customer agrees to update HostDime immediately of such changes so appropriate communication between both parties can continue without delay or interruption.

15. Amendment

This agreement may be modified at any time by HostDime for any reason or in order to comply with any local, national or international laws, rules or regulations, with notice of such modification to Client, which notice may be sent to Client by E-Mail, fax, or regular mail.



Internet Colocation Agreement – Signature Page Customer Information:

Customer Name: _____ Date of Birth*: _____

Address: _____

City, State & PIN: _____

Primary Phone Number: _____

Primary E-mail: _____

Secondary E-mail: _____

**Date of Birth required for verification of data center access.*

THIS AGREEMENT IS A LEGALLY BINDING AGREEMENT BETWEEN CUSTOMER (INCLUDING ANY SUBSCRIBER, OR PURCHASER OF ANY HOSTDIME SERVICE REQUIRING PAYMENT OF A FEE) AND HOSTDIME DATA CENTRE SERVICES PVT. LTD. BY SIGNING BELOW, THE CUSTOMER WARRANTS TO HOSTDIME THAT HE/SHE IS OF EIGHTEEN (18) YEARS OF AGE OR OLDER AND IS INDICATING THAT YOU, THE CUSTOMER, HAVE READ THIS COLOCATION AGREEMENT IN ITS ENTIRETY, THAT YOU UNDERSTAND IT, AND THAT YOU CONSENT TO BE BOUND BY ALL OF ITS TERMS AND CONDITIONS, WHERE THIS AGREEMENT SETS FORTH YOUR RIGHTS AND OBLIGATIONS WITH RESPECT TO YOUR SUBSCRIPTION TO THE HOSTDIME SUBSCRIPTION SERVICE(S) THAT YOU HAVE SELECTED, AND YOUR USE OF AND ACCESS TO ANY SERVICE PROVIDED BY HOSTDIME DATA CENTRE SERVICES PVT. LTD. THROUGH THE HOSTDIME SUBSCRIPTION SERVICE OR THE HOSTDIME APPLICATION. AS USED HEREIN, "SERVICE(S)" INCLUDES ANY VERSION OF THE HOSTDIME SUBSCRIPTION SERVICES OR OTHER SERVICES PROVIDED BY HOSTDIME DATA CENTRE SERVICES PVT. LTD THROUGH THE HOSTDIME SUBSCRIPTION SERVICE OR THE HOSTDIME APPLICATION.

Signature: _____ Date: _____

Printed Name _____ Title: _____

