



Service Description Datacenter

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GlobalConnect



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1 Introduction

This Annex describes the services' properties, Quality of Service, functional description and technical requirements for the Client.

GlobalConnect Datacenter is a service where the Client can install their own equipment in the Supplier's Data Centre. Colocation is provided in a Data Centre with redundancy for cooling and power. 24-hour monitoring and flexible computer rooms that provide excellent protection for IT critical equipment.

The solution consists of a data center with raised floors, fire detection system, alarm system, UPS, generator, electrical systems, cooling and ventilation. Based on standard requirements for equipment and installation, offers the Client the possibility to rent space for equipment in a GlobalConnect rack, to install their own rack and rental of space.

2 Definitions and abbreviations

2.1 Definitions

The following definitions apply to this Agreement:

DEFINITION	SPECIFICATION
Access control	Control of access to the Data Centre using an issued access card for dedicated persons. The Data Centre is also under video surveillance.
Colocation	Rental of space in the data hall for placement of the Client's own Equipment.



Installation work	Installation and removal of equipment performed by GlobalConnect or other authorized personnel.
Authorized personnel	Personnel who are approved by GlobalConnect through an approved Access Agreement.
Internal cabling	Routing of cables between MMR and the Client's equipment, or between Modules.
Climate control	The indoor climate in the Data Centre uses cooling systems to keep the temperature within applicable standards.
Monitoring and alarms	Alarms transmitted to the operations center in case of irregularities, such as: Break-in, power failure, high temperature, etc.
Rack rental	Rental of a rack in GlobalConnect Datacenter based on standard requirements from GlobalConnect for equipment type and size.
Own rack	Defined as when the Client provides their own rack according to GlobalConnect's standard requirements for Rack type and dimensions.
Renting of space	Defined agreed space in square meters that the Client rents from GlobalConnect, separated from other Clients in the form of cages or separate modules.
Power consumption	GlobalConnect provides the necessary 230/400 Volts AC power supply to which the Client can be connected. Power consumption is measured and invoiced based on kW consumption per hour. GlobalConnect can deliver up to 22 kW per rack. Socket Tap-off boxes are tailored to the Client's power requirements.
Module	The Data Centre consists of several numbered rooms. Each room is called a Module.
Cage	Cage is defined as an area only access able for the customer.
Tap-off box	Power outlet placed on the busbar. E.g. 16A 400V
Term	Specification
Agreed Service Time	This is the agreed time period where GlobalConnect guarantees to rectify errors and perform Service Work. See the Term Service Time.
Service Disruptions	<p>Service Disruptions describe a situation that occurs when the Service is not available in accordance with the agreed quality parameters. In cases where the Client experiences a Service Disruption, GlobalConnect's Customer Service must be contacted in order to create an Error Report. A Service Disruption must be regarded as terminated when the Service is available again, with the quality parameters that have been agreed. GlobalConnect informs the Client as agreed. The Error Report will be closed with the approval of the Client.</p> <p>In cases where GlobalConnect does not succeed in making contact with the Client in order to report an Error Report corrected, the time that passes until such contact is achieved shall be considered Exempt time.</p>



	GlobalConnect can close open Error Reports if contact is not established with the Client.
Error Report	An Error Report is an error log created in GlobalConnect's error handling system. Time (date/time) of the start and end of the Error Report will be logged by GlobalConnect. Errors can be reported 24/7/365.
Notification of completion	A notification from GlobalConnect that delivery of the order has been completed.
First feedback to the Client	This is the time period from when the Error Report is received from the Client by the designated point of contact at GlobalConnect and is registered at GlobalConnect, until the Client is contacted for the first time.
Critical Error	Interruption in power supply to the Client's equipment, where both the A and B branches of the UPS are interrupted.
Receipt Notification	Notification that GlobalConnect has received the order from the Client
Downtime	Failure of the Service's components can cause downtime. The cumulative time between opening and closing of an Error Report is termed Downtime. In case of a failure in the Service that is not continuous, Downtime shall be calculated from when the first failure is detected and until no failure is detected for a period of 60 minutes. Subsequent periods of intermittent failure will be counted as separate periods of Downtime.
Commenced error recovery	This is the time period from when the Error Report is received from the Client and registered at GlobalConnect, until the error recovery has commenced.
Scheduled Work	In order to maintain the highest possible quality of Service provided, GlobalConnect must carry out Scheduled Work in some cases. This will mainly be carried out during GlobalConnect's Maintenance Window. The work performed by GlobalConnect during this period may result in reduced functionality or, in special cases, the Service may be unavailable (interruption) for the Client. The Client will be alerted by e-mail at least 5 working days prior to the Scheduled Work being performed. In exceptional cases, GlobalConnect may notify work with a shorter deadline than 5 working days. GlobalConnect has a right to notify maintenance of the Service at times other than during the Maintenance Window.
Recovery Time	Recovery Time is the time period from when the Error Report is received from the Client and is registered at GlobalConnect, until the error is acknowledged by GlobalConnect and reported back to the Client. Time that relates to the conditions below is not included in the calculation of recovery time.
Standard set-up price	The standard set-up price is GlobalConnect's set-up price according to GlobalConnect's price lists for the Service.
Response Time	Time to answer a phone call.
Service Time	Time during which GlobalConnect offers the Client service on the Service. The Service Time is $(365 \times 24 \text{ hours})/12 = 730 \text{ hours/month}$.
Service Level Agreement Colocation	The Colocation service's quality targets.
Service Level Agreement Access Services	The Access Service's quality targets. See the Service Level Agreement for the service in question. Not covered in this Annex.
Maintenance Window	The time period during which GlobalConnect reserves the right to carry out preventive and corrective maintenance on the Service.





	GlobalConnect's Maintenance Window is Monday night, from 00:01 to 06:00.
Exempt Time	In the event that problem situations arise as described in this Annex and which are not attributable to GlobalConnect.

2.2 Abbreviations

The following abbreviations apply to this Agreement:

ABBREVIATION	SPECIFICATION
AC	Alternating Current 230 volt
DC	Direct Current 48 volt
EMC	Electromagnetic compatibility
UPS	Uninterrupted Power Supply
kW / kWh	Kilowatt / Kilowatt Hour
SLA	Service Level Agreement / Service Quality
MMR	Meet Me Room / Termination room
PDU	Power Distribution Unit / Conductor rail
U	Rack Unit 44.45 mm
M2M	Machine to Machine

3 Service properties

Colocation provides a right of disposal to lease space for equipment in a GlobalConnect cage, GlobalConnect Rack, or to rent space for one's own Rack according to GlobalConnect's standard rack sizes. The following are GlobalConnect standard Rack Sizes and quality requirements for Racks, PDUs and Socket Tap-off Boxes. Size may vary depending on the specific Data Centre:

GLOBALCONNECT QUALITY REQUIREMENTS	WIDTH (MM)	DEPTH (MM)	HEIGHT (U)
The Rack must be approved in relation to the standard for airflow and size.*	600	1000/1200	42/48
PDUs according to the Client's own requirements. **			
GlobalConnect installs socket Tap-off boxes according to the client's PDUs.			

*Other Rack sizes can be requested and may entail a change in the set-up fee and monthly rent.



3.1 Description of service type

This section describes the different services and what is included as standard in the monthly rent and set-up price.

SERVICE TYPE	MONTHLY RENT INCLUDES	SET-UP INCLUDES
Single Units (U)	<ul style="list-style-type: none">Unit space in shared GlobalConnect Rack 600x900mm or, 600x1000mm or 800x1200Access to C13 power outlet on shared PDU. 1 A and 1 B power per Unit leased.	<ul style="list-style-type: none">Provision of space in rack
Rent of GlobalConnect Rack	<ul style="list-style-type: none">Rack cabinets standard size - 600mm Width x 1000/1200 mm DepthStandard height 42/48U2 doors with an option to fit a lock2 PDUs2 socket Tap-off boxes based on the ordered power	<ul style="list-style-type: none">Assembly and preparation of GlobalConnect rackPerforated plate with penetration sleeveConnection of power supply and testing of monitoringInstallation of 2 socket Tap-off boxes
Own rack	<ul style="list-style-type: none">Room for standard Rack size2 socket Tap-off boxes based on the ordered power	<ul style="list-style-type: none">Preparation of space for rackInstallation of 2 socket Tap-off boxesPerforated plate with penetration sleeveApproval of installation and assembly

The Client may not connect to the power supply rails in the Data Centre themselves, unless otherwise agreed.

GlobalConnect will provide installation of necessary power supply. This will be delivered in accordance with the ordering of 2 PDUs (Power Distribution Units) in each cabinet.

The Datacenter service is always delivered with Service Level Continuous. See a further description in in the section regarding Service Quality.

3.2 Power requirement

The Client must indicate their maximum cooling requirement for equipment to be placed in each rack. This determines the fixed monthly rent.

If the Client should exceed the power requirement ordered, the Client will be adjusted to the next level of power. If the Client is at the maximum level of power that has been set for the installation, then GlobalConnect will turn off equipment until the level is at an acceptable level again.



3.3 Additional services

GlobalConnect offers a range of additional services. This section describes the content and prices of the additional services. GlobalConnect can provide associated installation services, relocation of equipment and consulting etc. This will be agreed separately in each individual case.

GlobalConnect also has a wide range of communications services that can be ordered. These are described in separate service descriptions.

ADDITIONAL SERVICES (IN NOK)	OTC	MONTHLY PRICE/PRICE PER HOUR
Internal cabling between CCR and the client's rack	2500	300
Admission 24/7/365	250	100
Smart Hands service agreement	0	500
Smart hands service 08.00-16.00 price per commenced hour	0	1000
Smart hands service 16.00-20.00 price per commenced hour	0	1800
Rack ATS	3500	200
Lock for door - Key/code lock for two cabinet doors	3000	0

3.3.1 Internal cabling

GlobalConnect offers cabling from CCR to the Client's equipment for a one-off fee and a monthly rent. GlobalConnect can also perform other Cabling for the Client on their own equipment on an hourly basis if required (Smart Hands).

3.3.2 Access Card - Admission

A personal Access Card that provides access to the Data Centre 24/7/365.

3.3.3 Smart Hands service

GlobalConnect can perform services in the Data Centre on behalf of the Client. Assistance after 20.00 can be provided. The price is 3 500 NOK for the call out service and 2000 NOK per hour.

3.3.4 Rack ATS

An additional service for clients with equipment that does not have both A and B power supplies. The price covers installation of ATS in the Client's rack. ATS takes up 1 U and the Client must allow for space for ATS in the space that is rented from GlobalConnect.

3.3.5 Lock for Rack

GlobalConnect offers the Client the possibility to buy a lock for a Rack rented from GlobalConnect. The Client can choose between a code or key lock. Locks are only available for clients who use the service Rent of Rack from GlobalConnect.





4 Functional description

4.1 Power and cooling

The power supply is built up with UPS & generator units in an N+1 configuration. This fully ensures the possibility to carry out maintenance on the installation during full operation.

The cooling solution is also based on an N+1 configuration.

If the Client requires 48 Volts DC power, the Client must set up their own rectifier to supply this. Power for the rectifier is obtained from 230 Volt AC power. 48 volt DC is not a standard product and must be agreed separately in each case. It is also not permitted to install one's own batteries inside the Data Centre. Rectifiers for a Rack can be supplied by GlobalConnect on request.

Power consumption is calculated per month and invoiced at NOK 1.15 NOK per kWh based on actual consumption.

4.2 Requirements for the client's equipment

It is recommended that Clients' equipment that is installed in the Data Centre should have A and B power outlets. Alternatively, if there are only outlets for A current, the Client can rent ATS from GlobalConnect. This is in order to ensure that the equipment achieves maximum uptime in the event of any maintenance or outage. If Client equipment does not have A and B outlets or ATS, the Client will not be entitled to claim Reimbursement for non-compliance with the Service Level Agreement.

4.3 Requirements for earth

The equipment must be earthed in accordance with applicable standards. A separate earth point is available for the Client's equipment in the Data Centre.

4.4 Requirements for EMC

The equipment must comply with the EMC requirements in accordance with applicable standards. Equipment that is not in accordance with applicable EMC standards must be disconnected on the Client's account.

4.5 Temperature and humidity

The Data Centre is designed to satisfy the requirements for normal indoor climate with air cooling, heating and mechanical ventilation. General ventilation has been established in accordance with building codes, and the data halls are equipped with fine filter EU 8/F95. Overpressure is established in the individual data halls in the Data Centre.

GlobalConnect requires that the Client fills out empty U in Racks with blanking plates, so that optimal airflow in the Rack is always ensured.

4.6 Fire Detection

Extinguishing gas and fire detection equipment are installed in the Data Centre, with sensors beneath and above the floor.

The system consists of a detection component and an extinguishing component. On the detection side, an early warning system has also been established, which ensures that there is a rapid response to any fire. The Data Centre is divided into several different fire zones that can be triggered separately. Inert



extinguishing gas will be used in the Data Centre. A CO₂ system is also deployed in each Module in the Data Centre. The fire alarm system is connected directly to the fire brigade.

4.7 Alarm

The Data Centre is equipped with monitoring equipment and alarm systems in order to detect all major alarms. Camera surveillance is installed both externally and internally in order to secure all important parts of the Data Centre and in order to prevent unauthorized access. Auxiliary technical alarms that are detected are:

- High temperatures in the data hall
- Water sensors under raised access floors
- Faults in fire system, coolers, UPS and rectifier
- Power outage
- Various power unit faults
- Temperature monitoring in cold zones
- Burglary alarm

The control center automatically connects to M2M networks. All devices connected to the M2M network are secured every 25 minutes against sabotage and breakdowns by means of functional tests.

4.8 Data Centre layout

The Data Centre is divided into several data halls. Each data hall is divided into different zones, cordoned off with metal mesh between the different zones in order to ensure good air circulation. The necessary number of perforated plates is installed for correct airflow from the coolers. The data halls use a raised access floor with a weight restriction of 15kN/m².

5 Technical requirements for the Client

This section describes the requirements for the Client when placing and installing equipment in the Data Centre. The section also describes requirements for Clients when relocating equipment.

The Client's equipment must be placed in accordance with GlobalConnect's specifications and layout as described in this annex.

5.1 General requirements for placement

It is not allowed to place equipment or racks in locations other than the designated places. The Data Centre is designed with a cold zone/hot zone structure. The cold zone is always located toward the center of the Module and the hot zone toward the wall.

In order to ensure optimal cooling in the Data Centre, the equipment must be installed with airflow from the front and exhaust behind the rack.

In addition, blanking plates must be installed where there is no equipment in the rack. If the Client has placed the equipment incorrectly, the equipment will be reinstalled at the Client's expense and risk, without undue delay after this has been detected by GlobalConnect.



The Client has a responsibility to ensure that the Client's Equipment does not interfere with or negatively affect other communications or computer equipment that is placed in the Data Centre. In such cases, GlobalConnect can require that the Equipment be turned off or removed with immediate effect.

The Client must position/assemble the Equipment in accordance with GlobalConnect's instructions and in such a way that the operating and service personnel from the Supplier and others have sufficient space around the Equipment to perform their tasks.

5.2 Requirements for cabling in the Data Centre

From CCR, there is a structured cabling system in the ceiling. Only GlobalConnect or its partners may perform cabling from the Client and into the CCR. The Client can cable between his own equipment within a single Module. The Client undertakes not to use longer lengths of cable than necessary.

If the Client has Racks in several Modules, the cabling between the modules must be ordered from GlobalConnect and will result in a one-off cost.

If the Client moves from Data Centre, the Client has a duty to ensure that the Cabling is removed in accordance with the regulations.

5.3 Engineering requirements and installation for Rental of Space

Requirements for installation and establishment of the rental of space must be agreed separately in each case.

6 Service Quality

This section contains a description of the Service Quality, how this is calculated/measured and a description of the factors that will affect the calculation of availability. Conditions that will affect the calculation of the Service Quality are:

- Exempt Time
- Downtime
- Service Time

The Service Quality is measured according to Service Time. Any Downtime must be calculated on the basis of the total Downtime that has occurred during a month, minus Exempt Time.

The calculation of the Service Quality is based on the following formula:

$$\text{Service Availability} = \frac{730 - \text{Downtime in hours}}{730} \times 100$$

Example, 1 hour of downtime will pose a service time of 99.86 %.

6.1 Service Quality power supply

The section below describes GlobalConnect's guarantee for Service Quality for power in the Data Centre as follows:

SERVICE	QUALITY GUARANTEE	MEASUREMENT PERIOD
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Power 230V AC (A + B power)	99.982 %	Per month
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Power to the Data Centre is ensured with UPS and generator with guaranteed running time of 48 hours.

The following are not considered violations of the Service Level Agreement:

- Up to 10% fluctuation in voltage for up to 30 ms
- Downtime < 30 ms
- Downtime due to errors on the Client's Equipment, or as a result of work carried out by the Client or his personnel
- If the Client's equipment load exceeds the agreed load, this will be regarded as a violation of the SLA and all right to compensation lapses

Interruptions in the power supply to the Client's equipment, where both the A and B branches of the UPS are interrupted with duration > 30 ms, are regarded as downtime for the power supply.

48v DC power supply is not a standard service for Datacenter service. The service quality associated with any provision of 48V DC power shall be agreed in each case.

The delivery point for power is as far as the outlet socket box under the floor. GlobalConnect will monitor power supply as far as this point. Interruptions to the power supply after this are the Client's responsibility.

6.2 Service quality for cooling

SERVICE	AVAILABILITY GUARANTEE	MEASUREMENT PERIOD
Cooling	99.8 %	Per month

Temperatures and humidity are kept within ASHRAE's guidelines for temperature and humidity in computer rooms. These guidelines are in accordance with 25/2-2015 ASHRAE TC 9.9, ASHRAE Thermal Guidelines for Data Processing Environments.

The following guidelines are valid at present, but can be updated with the current requirements in the ASHRAE standard:

An alarm is activated when the temperature exceeds 27 C at a height of 180 cm in a cold zone in front of the rack zone in at least 3 measuring points in Data Centre.

When the temperature exceeds 31 C at a height of 180 cm in a cold zone in front of the rack zone in at least 3 measuring points in Data Centre, this is regarded as non-compliance with the SLA.

Air humidity is regulated to 40 %.

Other GlobalConnect standard terms and rules for compensation go to www.globalconnect.no



7 Service level

7.1 Contact point

All questions should be directed to the contact person, as specified in Annex 3. All error reports must be directed to the correct point in GlobalConnect Datacenter escalation matrix. GlobalConnect NOC number +47 21 55 03 00

7.2 Definition of Service Level

The Service includes Service Level Continuous, which means that error recovery normally commences within 10 minutes after the error is discovered or reported by the Client. Error recovery is performed in accordance with the Agreed Service Period.

The following table applies to Response Times, time for Commenced error recovery and time before the First feedback:

CLASS	RESPONSE TIME	COMMENCED ERROR RECOVERY	FIRST FEEDBACK	AGREED SERVICE TIME	SERVICE TIME HOURS/MONTH
Continuous	1 min.	10min.	30 min.	All days 00:00 - 24:00	730

7.3 Procedure for Error recovery and error recovery time

In case of Error reporting from the client's own monitoring or inquiries from the Client, troubleshooting, (possibly) attendance and error recovery shall be performed.

Before the Client reports errors to GlobalConnect, it is important that they check their own equipment. If an error reported by a client proves to be located in the Client's Equipment, the Supplier will charge for the troubleshooting.

It may be necessary for the Client to assist with rebooting or the status of equipment deployed by the Client. The Client must therefore be available at the relevant location in connection with troubleshooting.

If an error or a problem occurs, the necessary investigations and corrective actions must be initiated in accordance with the Supplier's specifications for error recovery. Errors shall be reported by telephone and e-mail. GlobalConnect Customer Service needs the following information:

- Telecommunication circuit number/order number or rack number.
- Description of the error
- Confirmation that the client's own Equipment, cabling and other services that are not covered by GlobalConnect, have been checked.
- Telephone number and e-mail address of the Client's contact person for testing and access
- Time when the error was detected
- Affected address
- Any other relevant information,



Error reports and confirmations are reported to the Client by telephone and e-mail according to an approved procedure.

7.4 Error classes

In connection with Error Recovery, the error is classified by the Client in consultation with GlobalConnect's Customer Service.

DESIGNATION	DESCRIPTION
Critical	The service is out of operation (Interruption in power supply to the Client's equipment, where both the A and B branches of the UPS are interrupted).
Medium	The service is partially unavailable. Parts of the installation are out of service on individual systems that cause little effect on the Client's system. (E.g. interruption of the power supply on one branch, or impaired function of the cooling system.)
Low	The service is available, with a minor error that is not covered by the definitions above. The error has no or very little impact on the Client's use of the Service.
Tasks/Changes	Procedure, configuration changes, document and invoice errors.

8 Escalation

8.1 Escalation for errors in the Service

The different error classes are escalated at different times. The Client can perform an escalation from the point when GlobalConnect does not comply with the agreed error recovery in accordance with this Agreement.

For the different error classes, GlobalConnect has established the following procedure for escalation of errors in the Service, for information go to:

In case of escalation, the Client contacts GlobalConnect's Customer Service, who will establish the correct escalation level. Contact information for Customer Service can be found on www.globalconnect.no.

8.2 Escalation in case of Delivery non-conformity

Escalation can be used when the Delivery is not completed according to the agreed schedule. In case of escalation, contact Customer Service, who will establish the correct escalation level. Contact information for Customer Service can be found on www.globalconnect.no.

Having performed an initial evaluation of the inquiry, GlobalConnect will provide a first response to the Client. Emphasis will be placed on informing the Client of the assumed cause of the error and the estimated recovery time.

TYPE	CONTACT POINT
Registration of non-conformity	Specified Delivery Coordinator for the Delivery in question



Escalation Level 1	Person responsible for Datacenter Delivery
Escalation Level 2	Head of section at GlobalConnect Datacenter

9 Refund

This section describes procedures associated with compensation for reduced technical quality caused by GlobalConnect.

9.1 Delivery precision

If the Agreed Delivery Date is exceeded by more than 4 days, compensation must be provided in the form of a reduction of the Standard set-up price (OTC) in accordance with the table below:

For example:

SPECIFICATION	NUMBER OF DAYS EXCEEDED / REDUCTION %						
Agreed delivery date *) **)	• -5	-10	-15	-20	-30	Max.
Reduction	10 %	25 %	45 %	70 %	100 %	100 %

*The reduction is implemented through crediting.

**A reduction in the Standard set-up price requires that GlobalConnect is to blame for the postponement.

9.2 Prerequisites for reimbursement claims

Reimbursement claims will be paid for breach of the SLA parameters as described in this Annex. The following exceptions are not eligible for reimbursement and are defined by GlobalConnect as Exempt Time.

Reimbursement does not apply to:

- If the Client has a fault in their own equipment
- If the Client has not installed equipment according to GlobalConnect's installation and assembly requirements as described in Annex 4 Service Description.
- If the Client does not have A and B power outlets on their equipment and has not rented STS from GlobalConnect
- If the inquiry form is not correctly completed, as described in Annex 2: Inquiry Form
- The fault does not exist at the time after the fault is reported to GlobalConnect
- The Client has cancelled the Error Report
- The Client requests GlobalConnect to postpone the Error Recovery
- The Client is not present or available for GlobalConnect
- Errors can be associated with extraordinary circumstances over which GlobalConnect has no control





When the agreed date is changed, the new date will apply. Changing the agreed date must be performed no later than 5 working days before the agreed date. Any refund claims resulting from delayed delivery must be submitted within 30 calendar days after the Notification of Completion has been sent from GlobalConnect.

10 Amendment and cancellation of orders

If the Client amends or cancels the order before costs have been incurred for GlobalConnect, GlobalConnect can charge an administration fee of maximum NOK 10,000.

If amendments and/or cancellation of orders occur after the delivery has begun, GlobalConnect will be entitled to charge the Client for costs incurred by GlobalConnect in connection with the order. The types of costs that may be incurred are:

- **Equipment:** All equipment costs that GlobalConnect has incurred in connection with the order, such as Racks, socket outlet boxes, PDUs and any other equipment ordered.
- **Costs for subcontractors:** All costs that GlobalConnect has incurred for subcontractors
- **Costs for internal work:** Administration costs incurred in connection with the delivery, calculated up to a maximum of NOK 10,000.