

SERVICES SCHEDULE

Co-Location Services

A. Subscriber Requirements/Obligations

- (a) The Subscriber shall purchase rack(s) to house the equipment that the Subscriber places at Bursa Malaysia's data center ("Subscriber's Equipment") and the costs shall be fully borne by the Subscriber. The rack(s) purchased shall comply with the requirements prescribed by Bursa Malaysia as stipulated herein.
- (b) The Subscriber may also use the shared rack(s) provided by Bursa Malaysia for purposes of this Subscription at a fee as prescribed in the Fee Schedule ("Shared Racks"). These Shared Racks are shared with other subscribers and the access and/or key to these Shared Racks will be kept by Bursa Malaysia. Bursa Malaysia will not be responsible for the Subscriber's Equipment that is kept by the Subscriber in the Shared Racks and shall under no circumstances be liable for any loss and/or damages (including but not limited to any direct, indirect, special, consequential, incidental, or punitive damages whatsoever or any lost profits or lost opportunity) to the Subscriber's Equipment, even if it has been advised of the possibility of such loss and/or damages.
- (c) The Subscriber shall ensure that the Subscriber's Equipment complies with Bursa Malaysia's Information Security Standards (BMISS) and all other security policies and/or standards issued by Bursa Malaysia from time to time.
- (d) The Subscriber is prohibited from storing, distributing or transmitting any unlawful material in the Subscriber's Equipment. The Subscriber shall not post, upload, or otherwise distribute copyrighted material without the consent of the copyright holder. The storage, distribution, or transmission of unlawful materials could subject Subscriber to criminal as well as civil liability, in addition to the actions further outlined in this Subscription.
- (e) The Subscriber shall provide Bursa Malaysia with all information, access and full good faith cooperation reasonably necessary to facilitate the provision of the services under the Subscription.
- (f) The Subscriber shall be responsible for obtaining and maintaining all Subscriber's Equipment and paying all third party charges incurred for maintaining Subscriber's Equipment located at Bursa Malaysia.
- (g) The Subscriber shall not perform any load testing to test the scalability of the facilities provided by Bursa Malaysia.
- (h) The maintenance support services shall be done by the Subscriber during the Normal Support Hours on Business Days at Bursa Malaysia. The Subscriber shall promptly report any alleged problem, defect or failure and provide Bursa Malaysia with a description of the problem, defect or failure and any documentation which will aid in the problem correction process. "Business Day" means the days that Bursa Malaysia is open for business. "Normal Support Hours" means the working hours between 9am to 5pm at Bursa Malaysia.
- (i) The maintenance of the Subscriber's Equipment is the sole responsibility of the Subscriber and the Subscriber shall coordinate with Bursa Malaysia in relation to the installation, testing and commissioning of the Subscriber's Equipment and its associated components with Bursa Malaysia's technical support team.

- (j) The Subscriber shall indemnify Bursa Malaysia Group in respect of any claim, action, damage, loss, liability, cost, charge, expense, outgoing or payment which Bursa Malaysia Group pays, suffers, incurs or is liable for in connection with or arising from the Subscribers' Equipment and/or the fault of the Subscriber.
- (k) The Subscriber shall maintain, at its own cost and expense, insurance covering the Subscriber's Equipment and also its employees, agents or sub-contractors' and/or vendors' personnel and shall provide copies of the said insurance policies to Bursa Malaysia upon execution of this Agreement.
- (l) The Subscriber shall also ensure that any and/or all of the Subscriber's Equipment, whether owned by itself or otherwise shall be sufficiently insured and the Subscriber shall provide the insurance policies to Bursa Malaysia upon execution of this Agreement.
- (m) Parties hereby agree that in the event that there is insufficiency in the sum assured by the Subscriber and/or its agents or sub-contractors and/or vendors, Bursa Malaysia shall not be held liable for any sums, claims, damages or losses that are not covered under the said insurance policies.

B. Subscription Services

- (a) The co-location space and services provided by Bursa Malaysia to the Subscriber is provided on an "as-is" basis.
- (b) Bursa Malaysia will provide the following facilities and services to the Subscriber during the term of this Agreement:-
 - (i) data centre space to locate Subscriber rack(s) or space on shared rack to house co-location Equipment;
 - (ii) mechanical and electrical services;
 - (iii) fire suppression system;
 - (i) water detection system;
 - (ii) physical security services; and
 - (iii) high speed network access for trading.
- (c) Bursa Malaysia technical support team shall accompany the Subscriber and / or its authorised vendor for the co-location maintenance service during the Normal Support Hours. Additional rates may apply outside Normal Support Hours, Saturday, Sunday and/or public holidays as described in the Fee Schedule.
- (d) In the event the Subscriber wishes to access the Subscriber's Equipment at Bursa Malaysia after Normal Support Hours, Saturday, Sunday or during public holidays, save and except for instances of emergency, the Subscriber shall inform the technical support team of Bursa Malaysia at least one (1) day in advance of accessing the Subscriber's Equipment at Bursa Malaysia. In the event of emergency, the Subscriber shall inform the contact person as stated in the Subscription Form herein soonest possible to enable Bursa Malaysia to arrange for its technical support personnel to accompany the Subscriber's authorized personnel to be present at Bursa Malaysia's premises.

- (e) Bursa Malaysia reserves the right to schedule downtime to the data centre facilities for any maintenance upon notification to the Subscribers. The Subscribers will be notified through the email address specified in the Subscription Form at the e-mail address provided by the Subscriber to Bursa Malaysia. The Subscriber must notify Bursa Malaysia in writing in the event of any change of the email address provided to Bursa Malaysia.
- (f) The Subscriber shall have access to the Subscriber's Equipment at Bursa Malaysia during Business Days subject to Bursa Malaysia's security policies and shall be accompanied by the personnel (s) of Bursa Malaysia's technical support team. Bursa Malaysia reserves the right to withhold access to any third party who claims to be employees, representatives, agents and/or authorized vendor of the Subscriber but is not in the list of authorized personnel issued by the Subscriber to Bursa Malaysia.
- (g) The Subscription for co-locations services is not intended to and will not constitute a lease of any real or personal property. The Subscriber agrees that the Subscriber has not been granted any real property interest in the co-locations premises at Bursa Malaysia and the Subscriber has no rights as a tenant or otherwise under any real property or landlord/tenant laws and/or regulations.
- (h) The Service Level provided by Bursa Malaysia to Subscriber for the Subscription are as follows:
- (i) Types of facilities
- Uninterruptible Power Supply (UPS)
 - Computer Room Air-Conditioners (CRACs) and Chiller System.
 - Hi-Fog Fire Suppression System
 - Very Early Smoke Detection Apparatus System (VESDA)
 - Water Detection System
 - Physical Security Card Access System
 - Close Circuit TV system (CCTV)
 - Environment Monitoring System (EMS)
- (ii) Availability
- All the above data centre facilities are continuously running on 24 x 7 basis.
- (iii) 24 x 7 Monitored by Environment Monitoring System (EMS)
- All the above data centre facilities are monitored by EMS on a 24 x 7 basis.

SERVICE LEVEL

No.	Objective	Expectation
1	Redundant Power	99% Availability
2	Environmental Temperature	99% Availability 18-27 deg C
3	Environmental Humidity	99% Availability 40-65%
4	Physical Security	No unauthorised access
5	Remote Hands	Remote Hands response will not exceed: <ul style="list-style-type: none">• 1 hour on M-F, 7AM to 7PM local time• 2-4 hours M-F, 8PM to 7AM local time, weekends or holidays
6	Notice of Changes	<ul style="list-style-type: none">• 24 Hour prior notice• Notice within 24 hours of completion
7	Notice for Scheduled Maintenance	<ul style="list-style-type: none">• 72 hour prior notice• 24 hour prior notice• Notice within 24 hours of completion
8	Notification for Critical Maintenance	<ul style="list-style-type: none">• Immediate notification• Notice within 24 hours of completion

Note: Bursa Malaysia shall not be held responsible and/or liable for any failure of power supply by Tenaga Nasional Berhad ('TNB'), our only electric utility company.