

The following house rules apply to visits to our datacenters in Eindhoven (DC2) and 's-Hertogenbosch (DC3). Anyone who visits the datacenter on behalf of your organisation must be aware of and adhere to these house rules.

1 VISIT TO THE DATACENTER

- The datacenter is accessible 24 hours a day, 7 days a week.
- A visit to the datacenter must always be registered at least 30 minutes before the start via the service number: 073-88 000 12 or via the MyInterconnect portal. The service number is available 24 hours a day, 7 days a week.
- To gain access to the datacenter, every visitor must identify themselves at the reception with a valid ID (passport, identity card or driver's license). No access will be granted without a valid ID. Copied, expired, torn or illegible IDs will not be accepted.
- During each visit, at least one visitor who is authorised for datacenter access must always be present. Visitors must be at least 18 years old (accompanied from 16 years old). Guests are never allowed to stay in the datacenter without an authorised supervisor.
- When you visit the datacenter, you will receive a visitor's pass at reception that you must wear visibly.
- If the alarm siren (slow whoop) goes off, you must leave the datacenter immediately. Follow any instructions from the emergency response team.
- Instructions from Interconnect employees must always be followed.
- Internal and external camera security is used. The images are stored and destroyed in accordance with the legal provisions.
- A public wireless network is available throughout the building. There is also a wired network in the customer work area (DC2). These networks may not be used by co-located equipment.
- Food and drinks are not allowed in the datacenter. This is only permitted in the customer work area (DC2), the customer lounge or the lunch work café (DC3).
- Smoking is not permitted in the entire building or on the grounds, except near the ashtray tile.
- Photography and filming are not permitted without permission from Interconnect. Detailed shots of your own equipment or the inside of your rack are permitted.
- Paper, cardboard, wood, plastic and packaging materials are not permitted in the datacenter rooms.
- Please always leave the customer work area (DC2)/customer lounge and the lunch work café (DC3) tidy.
- Doors of the Cold Corridors must be kept closed as much as possible.
- You must close the door of your rack after completing your work.
- We request that you wear ESD shoes or shoe covers.
- We offer the option of renting a safe.
- At some locations in the datacenter, the sound pressure is above 85 dB(A), hearing protection is therefore mandatory. There are dispensers with earplugs in the customer work areas (DC2)/customer lounge (DC3).
- Activities that are inappropriate or contrary to these house rules may lead to an access ban.

2 SETTING UP YOUR RACK(S)

- Racks must be arranged in an orderly manner. This means, among other things, that equipment must hang independently (possibly in combination with a shelf), cables must be concealed and loose equipment must be tidied up as much as possible.
- The use of blanking plates and air ducts is mandatory to optimise airflow and cooling. Interconnect provides free blanking plates of 1, 2, or 4 HU which you can use to close off empty spaces in your rack. Where possible, ensure that gaps take up (a multiple of) 1 HU so that they can be completely closed with blanking plates. You must provide suitable air ducts yourself if necessary.
- You can arrange suitable PDUs yourself or purchase them from Interconnect. Own PDUs must be inspected by Interconnect. You must bring your own extra cables, cage nuts and tools.
- Unused fibre optic connections and SFPs must be capped.
- 100 Mbit/s network interfaces to your server or rack are set to 100 Mbit/full duplex. To avoid auto-negotiation/sensing problems, we recommend that you adopt this setting in your own network equipment. This does not apply to 1 Gbit/s network ports.
- All materials made available by Interconnect free of charge or on a rental basis, such as blanking plates, network cables, power cables, shelves and (PDUs), remain the property of Interconnect.

It is not allowed to:

- Route cables to another rack, except through an optional cable duct. There is an exception in DC2 for cables between your adjacent racks if a cable entry is present. To connect non-adjacent racks, you must purchase a cross-connect from Interconnect.
- Perform work on equipment or cabling outside your rack (under the floor, in cable ducts, etc.). These may only be carried out by or on behalf of Interconnect.
- Place UPS equipment in racks.
- Place Wi-Fi or transmitting equipment outside the rack.
- Sticker, label or otherwise mark racks.
- Leave flammable materials such as plastic, paper, wood and cardboard in racks or the datacenter rooms.
- Touch, move or modify other customers' equipment.
- Allow the ventilation outlet of equipment (warm air) to exit into the Cold Corridor.
- Use regular consumer power strips/PDUs in the datacenter. You should only use rack mountable PDUs suitable for IT equipment. PDUs may not be connected to each other. If in doubt, consult Interconnect.
- Make adjustments to the rack construction.

3 SUPPLY AND REMOVAL OF GOODS AND MATERIALS

- If you would like to have goods delivered to Interconnect, we request that you inform our Customer Service Team in a timely manner by telephone +31(0)73-88 000 11 or e-mail service@interconnect.nl, stating the number of goods (packages) and the sender. You will receive a ticket number that you must state on the goods, with your company name and contact person. If the ticket number cannot be stated, the carrier must provide this number upon arrival. You will be informed by telephone or email as soon as the goods have been delivered.
- Acceptance of your delivery takes place on a best effort basis. Interconnect cannot be held liable for damage, loss or theft of your goods.
- We kindly request you to unpack boxes with equipment or other materials in the packing/unpacking area in the loading bay. If desired, the packaging material can be removed by Interconnect in consultation with an Interconnect employee.
- Please have goods delivered on plastic pallets.
- Interconnect does not have loading docks or forklifts and the loading bays are not accessible with a large truck.

4 QUESTIONS

For more information, please contact our Customer Service Team (CST) via telephone number 073-88 000 11 or e-mail service@interconnect.nl.