

DIGIPLEX FACILITY MANUAL

STOCKHOLM 1

The rules and policies governing the operations at
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1 Introduction

DigiPlex Stockholm 1 AB (DigiPlex) owns and operates the secure IT housing centre at Upplands Väsby, Stockholm, Sweden. The Facility is used by DigiPlex' customers to conduct business operations ranging from hosting frontline server space and secure network operation centres through to disaster recovery.

The datacentre is a shared environment. Each customer relies on the services provided to serve its own end users. Consequently, all users of the centre have an interest in maintaining the continuity of services, as well as a responsibility for protecting the security of the site.

To protect Facility-wide operational continuity, the rules and regulations ('Rules') as set out in this Facility Manual are mandatory under the agreement between DigiPlex and the customer. The Rules apply to all customers, their staff, visitors and appointed contractors. Each customer must ensure that all personnel associated with their operations understand and adhere to the requirements of these Rules.

- **Chapter 1** sets out general rules that apply to all customers using the facility.
- **Chapter 2** sets out rules that apply to new customers installing their equipment and established customers carrying out substantial upgrades. The objectives of these Rules are to minimise and control risk within the facility.
- **Chapter 3** sets out the rules for telecommunications and electronic communications. The objectives of these rules are to ensure:
 - Compliance with Swedish and International statutes, regulations and industry best practice concerning the provision and use of telecommunications.
 - Security and resilience of all customer and carrier telecommunications networks connected to or routed within the facility.
 - Simplicity and transparency of the arrangement of communications connection between DigiPlex' customers and carrier networks.
 - That carrier or individual DigiPlex' customer telecommunications activities cause no disruption or interference with other DigiPlex' customers within the Facility.

Each of these chapters lay out rules and procedures which customers' contractors must abide by, before and during any works carried out at the Facility. It is strongly recommended that customers supply a full copy of this Facility Manual to their contractors.

The terms used in these rules are consistent with those used in the customer agreement.

Any queries about the rules should be directed to the Site Manager / OPS Manager. Requests can be raised in the Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal).

DigiPlex routinely undertakes site risk assessments of health and safety aspects and impacts. These measures help ensuring that risk is managed regarding legal obligations and company policy. The work supports compliance with ISO 45001:2018 for which DigiPlex is accredited. This risk assessment process considers operations and activities that relate to identified hazards. Where practically possible DigiPlex will respond with controls to manage operational health and safety risk, including those applying to customers and their visitors. A risk assessment may result in changes to the rules described in this manual, where reasonable demands will be mandatory for customers.

DigiPlex reserves the right to rescind, alter, waive, modify, add to or delete, in whole or in part, any of these rules to protect the security, convenience, safety and comfort of all customers at the facility. Customer approval of, and compliance with, such alterations shall not to be unreasonably withheld.

The Facility Manual forms part of a suite of documents appended to a Service Agreement between DigiPlex and Customers. Customer specific Service Agreements and Customer Specific Service Level Agreements take precedence over the Facility Manual.

All individuals and entities connected to each customer must respect and adhere to the policies and procedures that apply at the site and which are outlined in this Manual.

2 Facility Rules

2.1 Access to Datacentre

The Site is operated and manned 24 hours, 365 days per year. Core business hours are 08:00 hrs to 17:00 hrs on weekdays, excepting public / statutory holidays.

Customers and their visitors are only provided with access to the facility following DigiPlex' Access Control Management-processes.

DigiPlex provide a multi layered site access control system with a final control point located at the entry door(s) to the customer area(s). Customer representatives who have been granted an access card may access the datacentre 24 hours a day 365 days a year. This will include a personal identity verification using badge and personal code at the entrance to the customer area, that can be supplemented with customer agreed biometric system.

Access Cards to site will have a zone 1 (outdoor) access and can be used at the gates and into the reception area, all other doors are located within zone 2 (indoor). When you present your

card at the 'mantrap' reader a security guard validate identity and approve zone 2 access before entering. When zone 2 is accessed, the zone 1 access is blocked via hard anti-passback. It is necessary to exit via the 'mantrap' to restore access to zone 1.

In case of invasion, riot, public disorder, commotion or other Force Majeure event, DigiPlex may prevent access to the Facility during such event for the safety of customers and the protection of property within the facility. In such circumstances DigiPlex shall use best endeavours to support customers business activity.

DigiPlex' liability for any customer for injury or loss arising from the admission, exclusion, or ejection of any person to or from any area of the site is regulated in-line with the liabilities provision in the Service Agreement.

2.2 Access Procedures

Only authorized persons at the customers who holds a Signatory Admin Right towards DigiPlex can fill in an access card application. In the same process the applier approve access to the customer area(s). The access card application shall be raised to DigiPlex by using the Access Request in the Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal).

The prospective access cardholder receives an e-mail with Terms and Conditions which needs to be confirmed. In the same e-mail a link to a Card Holder Induction is provided. The Induction gives various information and advices on behaviour on DigiPlex' datacentres and an access card are not issued before the induction is completed. Prospective access cardholders are required to collect their access cards in person and a valid legal ID with photo must be shown.

It is important for access cardholders to note that the application process involves acceptance (according to Section 6 Legal processing of personal data in GDPR) that card holder's movements around the site will be monitored and can be reported on request to customer authorised representatives and other authorised bodies.

All customer related access cards are issued with permanent access. If a cardholder leaves the customer's employment or a customer wishes to withdraw access from an individual, it is the customer's responsibility to notify DigiPlex as soon as possible. All cardholder access rights must be reviewed minimum once a year by the Customer's Signature Admin Right Holder.

Information provided in all card applications, whether new or upon renewal, will be validated by DigiPlex. No person who simply arrives at the site will be granted immediate access.

Each customer is responsible for all persons - visitors and contractors - for whom access rights have been requested and will be liable to DigiPlex for the acts of such persons. Persons on site may be denied access or requested to leave the site at any time if acting harmful to the safety, character, reputation and interests of the site or its customers.

Access to the site is only permitted via the reception 'mantrap', except by special arrangement with DigiPlex. The purpose is to ensure the site security by confirming the identity of the arriving persons. Every person passing through is checked and recorded by the access control system.

To open any door with a badge reader, card holders must hold the badge against the reader and (normally) enter a valid PIN. Some doors are badge only.

2.2.1 Visitors

If a customer representative with access card also should receive visitors at the datacenter, this right must be pre-approved by the Signatory Admin Right-holder in the company. The pre-approval is requested in the Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal) to get the representative added in DigiPlex' visitor system to enable the person to receive visitors. In addition, a pre-notification must equally be requested by the receiver of the visitor(s) minimum 48 hours before each receipt of visitors.

When the pre-announced visitor arrives, he / she must present themselves with a valid ID-card to the security guard in the reception. Visitors must sign into the electronic visitor system and receive a visitor card to be worn throughout the visit. The customer cardholder must escort the visitor at all times. The visitor card is to be returned to the reception at the end of the visit.

In case of bigger events or groups of visitors, the pre-notification shall be sent not be less than two weeks in advance to allow coordination with other events and other customers activities.

In case of an emergency in customer areas, specialised supplier(s) of the customer sign in as visitors, but pre-notification marked "emergency" will be handled immediately by Security.

2.3 Fire Protection

The site is protected by several different fire detection systems including smoke / heat detectors and an early warning aspirating system. Fire alarm panels and fire extinguishing panels are installed around the site and will show the status of the systems. A master fire alarm panel is positioned within the data centre operations centre.

Customer Areas at the site are protected by a clean agent gas fire suppression system employing Argonite®. When released, the gas reduces the oxygen content within the room to

the point at which fire can no longer burn, but without compromising the safety of individuals present.

The gas suppression system is known as a 'Double Knock' System:

- 1st Knock – Smoke detected by one detector – Building fire alarm is initiated, and a siren and strobe light are activated in the affected module /data room.
- 2nd Knock – Smoke detected by two detectors – Extinguishing system is initiated.

After a short delay period, gas is discharged into the area. Although the extinguishing gas is safe for humans, the area must be evacuated on hearing the building fire alarm. If you are not out of the door before the gas is released, it can feel a bit unpleasant to be in the room. Door(s) might be difficult to open immediately after the release due to the pressure in the room. It is therefore important to keep calm and try again.

2.3.1 Fire Instruction

These instructions are applicable to all site users.

When the alarm sounds:

- Walk to the nearest available escape route and leave the building.
- Proceed to the designated Assembly Point (at the parking space in front of the main entrance) and follow further instructions from a Fire Warden.
- Do not re-enter the building until you are instructed to do so.

If you discover a fire:

- Raise the alarm.
- If you are competent, and if it is safe to do so, tackle the fire with the appropriate extinguisher.
- Leave the room or area, closing the door on the fire.
- Walk to the nearest available escape route and leave the building.
- Proceed to the designated Assembly Point and follow further instructions.
- Do not re-enter the building until you are instructed to do so.

In compliance with local regulations, DigiPlex will conduct regular fire alarm and building evacuation tests. It is mandatory that all customers, staff and visitors cooperate with these tests.

2.4 Use of the Facility

DigiPlex reserves the right to control and operate the common areas at the site. This means providing services in a such a manner that gives a general common benefit of all the customers at the site.

Customers shall use the datacentre and their area for IT housing in accordance with the purpose for which it is designed and as specified in individual Service and Service Level Agreements.

The name of the site may not be used in any marketing or promotional context without the prior approval of DigiPlex.

Use of cameras, mobile telephone cameras or camcorders anywhere on site without prior approval is strictly prohibited.

2.4.1 Common Site Areas

Customers and their authorised representatives such as employees and suppliers may use the entrances, the reception, corridors, and elevators on the site to ingress to and egress from customer areas. These common areas should not be used for any other purpose. Fire exits and stairways for emergency use are alarmed and monitored and may not be used for general access and transit purposes.

Unpacking of equipment must only take place at the designated unpacking room or indoors adjacent to the loading dock. These common area facilities are for short term / same day use and shall be left clear and clean after each unpacking activity.

2.5 Housekeeping

2.5.1 General housekeeping

- Customers must not unreasonably disturb others.
- Smoking is not permitted within or outside the site, except in areas designated for this purpose.
- Customers must not permit any cooking, food or drink preparation or consumption within customer areas such as data halls, connection rooms, etc.
- Canteen and tea/coffee facilities are provided for customer and contractor use. Where snack food facilities are provided pay per use charges applies.

2.5.2 Waste and Substance Control

- No rubbish, litter or debris may be placed, emptied, or discarded in any part of the facility except in the bins provided. Material for recycling must be separated and placed in the appropriate containers by the customers.
- Packaging and waste from unpacking shall be separated and immediately discarded in the adjacent waste recycling room.

- DigiPlex can provide a fully comprehensive waste management service for the collection, management, segregation, and disposal of large amounts of waste.
- No acids, vapours or other materials may be discharged or permitted to be discharged into the waste lines, vents, or site flues. The water and service closets and other plumbing fixtures in or serving any customer area must not be used for any purpose other than for which they were designed or constructed, and no sweepings, rubbish, rags, acids, or other foreign substances may be deposited therein.
- Arrangements for the collection and disposal of reasonable amounts of general waste in a secure and environmentally preferable manner by the relevant local authority or other reputable organisation is included as part of the monthly Service Charge.
- Collection and disposal of larger amounts of waste or Hazardous or Waste Electrical Electronic Equipment waste (WEEE) requiring special DigiPlex manpower or collection of all forms of large waste quantities shall be at the Customer's separate expense and can be arranged by a separate agreement (unless agreed in main contract).

2.5.3 Environment

DigiPlex and its customers bear collective responsibility for minimising the environmental impact of the facility. DigiPlex strives to conserve power and control energy costs. Customers are expected to do the same, taking even simple actions such as turning off lights that are not needed.

2.5.4 Parking

Vehicles, including bicycles, must be parked only in designated areas unless instructed otherwise.

2.5.5 Reporting

Customers who see evidence of a problem or potential problem in any area of the site should report this in Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal) as soon as possible.

2.6 First Aid and Accidents

In the event of an accident, first aid equipment is located outside the main entrance to each data centre corridor. If further assistance is required customers should contact the reception.

Outside core business hours, if the reception is unmanned and assistance is required, customers should contact DigiPlex by calling the on-site Security Operation Centre using the main switchboard number.

All near-misses and accidents must be reported to DigiPlex via Customer Service Portal (or e-mail to helpme@digiplex.com if not access to Portal) . This to enable improvements where possible to prevent further accidents from happening.

2.7 Customer Work and Installations

Any customer action that impacts any element of the site infrastructure requires prior approval by DigiPlex. Before starting any such work an approval must be obtained by contacting DigiPlex on Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal).

Rules of relevance to customer appointed contractors are:

- Contractors must accept and abide by the instructions of DigiPlex nominated representatives.
- Risk Assessments and Method Statements must be provided for all works undertaken outside of the customer equipment.
- The Facility is a 'clean environment'. Any tools and work mess must be cleaned up promptly. All packing materials and waste must be cleared away and disposed correctly. All waste materials must be cleared away from any work area that is left unattended for more than 1 hour. Materials should be separated into appropriate containers for recycling.
- Contractors must supply their own equipment, including tools and access equipment. Only electrical equipment which bears a "CE" marking must be used in the facility. No cartridge-operated (high pressure air) fixing tools must be used.
- No Hot Works are allowed without approval from Site/OPS Manager. Note that according to Swedish law, regulations about fire wardens apply. DigiPlex can assist with this as an Added Value Service.
- When drilling and cutting is proposed, a dust extraction and bag system must be used.
- No DigiPlex infrastructure shall be switched or isolated by customers. This is done by DigiPlex staff with the permission from the Site/OPS Manager.
- Contractors are to use only storage areas allocated by the Site/OPS Manager.
- All contractor personnel are to use temporary access control cards. See section 2.1 *Access to Datacentre*.
- Contractors may not implement any variation in established security procedures without prior approval from DigiPlex' Head of Security.
- No flammable, explosive or dangerous fluids or substances may be used on-site except if approved in writing by Site/OPS Manager. No dangerous or hazardous substances may be discharged into any of the drains at the site.
- No Customer may install wires, conduits, or similar installations in any common parts of the site without prior approval.

- Customers may not alter the exterior appearance of the site by installing signs, advertisements, notices or other graphics on exterior walls or interior surfaces visible from the outside, without the prior written permission of DigiPlex.
- Repair of damages to common areas or common assets at the site, caused by customers or their representatives, must be paid for by the customer.
- Customers must not place locks on any door in the Facility without prior written consent from DigiPlex.
- No nails, hooks or screws may be driven or inserted in any part of the site except in association with works previously approved by DigiPlex.
- Except when specified in the Agreement with DigiPlex, customers have no right for access to the site roof and cannot install, repair or replace any satellite dish, antenna, fan, air conditioner or other device on the roof without permission from the Site/OPS Manager.
- Customers must not bring any asbestos-containing materials or any other toxic or hazardous material to the site.

2.8 Customer Goods Handling Procedure

Prior to delivery at the site, the customer shall ensure that all packages and/or boxed deliveries regardless of size are pre-announced to DigiPlex via the Customer Service Portal (or e-mailing to helpme@digiplex.com if no access to Portal).

Assistance with goods is subject to an additional charge as contained in individual Service Agreements.

Small packages may be carried through the reception.

Unaccompanied goods will be labelled by DigiPlex on arrival and stored temporarily in a secure area. Customers must liaise with DigiPlex regarding the movement of packages to customer areas.

DigiPlex will receive goods on Customers' behalf but accepts no responsibility for checking that they comply with Customer orders or that they have arrived in undamaged condition.

The loading bay may be used only for loading and unloading procedures. Customers may not use the loading bay area for parking.

The goods-in entry point is intended to be used only for goods access and must not be used for routine entry to the site.

2.9 Hot Desk Office Areas

Customers must supply their own IT hardware. Wireless guest internet service is available. There are no house telephones in the hot desk area. Mobile telephones may be used.

3 Customer Equipment Installation

DigiPlex reserve the authority to prescribe, within the Services Agreement, the weight and position of cabinets and other heavy equipment or items, which must not exceed acceptable floor loading and weight distribution requirements.

Transportation of IT hardware and goods through the building to the customer area can be assisted by DigiPlex as an Added Value Service requested via the Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal). The transportation must be under the supervision of, and at the risk of, the Customer.

Customer equipment must not be positioned in front of the access spaces to any item of DigiPlex in-area infrastructure.

When selecting equipment for installation into racks the air flow direction shall be front to back matching that of the data centre air flow design. If the equipment uses different air flow direction, correction mechanisms such as in-rack ducts and scoops shall be used.

Equipment shall be positioned and installed in accordance with the 'Hot & Cold Aisle' orientation configuration as indicated in the Service Agreement designation drawings. The customer shall consult with DigiPlex on any deviations. Vertical exhaust ducts or hot aisle containment systems are required to maintain the integrity of air separation.

The Customer shall ensure that empty bays and empty racks are fitted with appropriate blanking plates and that holes and vertical spaces beside the equipment mounting rails are sealed to prevent 'short circuiting' of supply and return air paths. Insufficient measures to control by-pass airflow will dilute temperature difference (delta-T) between supply and return air which will adversely impact energy consumption overhead and area cooling capacity. Customers shall ensure that the temperature increase generated by the ICT technical load is always as high as possible. DigiPlex can support requirements to optimise the configuration of customer equipment and the performance of the infrastructure.

3.1 Customer Equipment Connection to Site Infrastructure

All Customer Equipment shall be connected to the site electrical power supply systems via DigiPlex' provided overhead busbar or local Power Distribution Units (PDU's). Installation or relocation of busbar tap off boxes shall always be undertaken by DigiPlex staff.

All equipment must be connected to DigiPlex' infrastructure electrical supply with dual cord configured cabling to get the Service Level Agreement power availability. Unless both A and B side services are simultaneously lost, no service delivery failure compensation or service credit shall be payable by DigiPlex if this dual connection arrangement is not deployed.

Where customers' equipment does not have dual cord power supply capability built in, it is strongly recommended to arrange that alternative means are employed to deliver dual power feed supply functionality. DigiPlex can, upon request and at separate expense, supply rack mounted AC Source Transfer Switches (STS) as a means of automatic switching to accommodate single corded IT equipment into the dual feed power infrastructure.

The customer will co-operate with DigiPlex and carry the costs to resolve any equipment (for example Wi-Fi) interference problems suffered by the equipment of DigiPlex or of other users of the site due to the operation of customer equipment. If any interference cannot be resolved, the customer shall not unreasonably sustain the activity, will take steps to control the extent of the interference and will take steps to deploy alternative equipment. The customer is not entitled to compensation or costs in connection with cessation in the operation of such equipment.

For customer supplied racks, all vertical exhaust ducts shall be either 1). fitted with temperature measurement probes (RFID devices are suitable) or, 2). drilled with a 10mm hole, for insertion of portable temperature measurement probes, and fitted with grommets.

Customers shall apply an equal three-phase load balanced to within $\pm 10\%$ on each of the supply bus bars.

All customer equipment shall be effectively earth bonded to the computer room earthing rail. Reference should be made to TIA-942 "Telecommunication Infrastructure Standard for Data Centres" and IEEE 1100-2005, "IEEE Recommended Practice for Powering and Grounding Electronic Equipment". DigiPlex can assist with this requirement on request.

3.2 DigiPlex Responsibility regarding Customer Equipment Installation

DigiPlex does not assume any post installation responsibility for the testing or performance of any customer equipment including any in-rack STS due to the intricate interfaces with the customers' own hardware and operations.

After connection of any new customer equipment, DigiPlex monitor the effect of the new load and the impact on the electrical phase balance. Customers may be required to accommodate a change to the connection arrangements if the effect has the potential to be problematic.

DigiPlex are not responsible for the placement and interconnection of customers equipment. The equipment may be laid out as necessary to meet operational needs, but in neat rows and with a layout matching the Service Agreement designation drawings. The customer shall consult with DigiPlex on any deviations.

4 Facility Telecommunications for Customers

4.1 General principles regarding Telecommunications Services

DigiPlex' customers who require their customer equipment to be connected to telecommunications networks are responsible for arranging and funding such services directly with appropriate 'carrier(s)' organisations.

DigiPlex facilitates technical interface between its customers and a variety of telecommunications carriers by permitting the presence of carrier connections and networks at the site. These arrangements are subject to a separate Meet Me Room (MMR) related carrier access agreements. A list of carriers present at the site is available on request.

DigiPlex will assist and support customers seeking to introduce new carrier or carrier networks into and within the Facility. Such 'new' carrier presence and connectivity shall be subject to DigiPlex' approval and completion of a 'Carrier Access Agreement' between DigiPlex and the 'new' carrier.

DigiPlex are 'Carrier Neutral'. This means that whilst DigiPlex encourages and facilitates the presence and availability of multiple carrier telecommunications networks within the site, it has no technical or commercial preference or association with any carrier. If carriers are also customers at DigiPlex, they will be subject to distinct and separate customer and carrier agreements.

4.2 Telecommunications Infrastructure Arrangements within the Site

Carrier networks enter the facility through underground ducts and terminate within dedicated telecommunications systems areas termed Meet Me Room(s) (MMR).

Most carriers present provides their networks into the facility via two separate and diverse physical routes. To support such diversity and telecommunications resilience arrangements DigiPlex has created two physically separate MMR rooms ('1' and '2'). The MMR(s) allow carriers to deploy their own hardware needed in connection with providing a telecommunications service to DigiPlex Customers.

Each carrier provides and installs a 'carrier rack' for effecting network distribution within the facility. All carrier rack placements shall be pre-approved by DigiPlex.

4.2.1 Meet Me Rooms (MMR)

The Meet Me Rooms is the normal location where a communication circuit is delivered / handed over to the customer. Normal handover is to connect into a fibre connection into customer areas.

The MMR is provided with dual UPS fed 230V AC circuits to power carrier equipment.

In addition to the two Meet Me rooms, sub Meet Me room MMR 1B is provided to assure that provisioning of Ethernet over copper via pathway 1 is possible to the customer areas. This requirement is due to Ethernet over copper being limited by standard convention to a maximum of 100m cable-and patch-length end to end.

- Each customer of DigiPlex must establish and maintain their own direct and independent carrier agreements for the provision of telecommunications services, delivered via or through the facility.
- Any fibre, copper or co-axial cabling installation work required by a customer of DigiPlex for the connection of telecommunications networks within the facility shall be provided and installed by DigiPlex at the expense of the relevant DigiPlex' customer.
- Each customer of DigiPlex requiring telecommunications connection and service are allocated a secure compartment within the relevant MMR(s) optical or digital distribution racks(s).
- All customer requests for the provision of telecommunications cabling infrastructure work shall be requested through the DigiPlex' Customer Service Portal (or e-mail to helpme@digiplex.com if no access to Portal) and is handled as an "Added Value Service" (AVS).

4.2.2 Distribution Network

Throughout the Facility, DigiPlex has installed a diverse connections cabling containment system. This infrastructure system consists of a cable tray and ladder arrangement routed to strategic locations throughout the facility. It enables telecommunications cables to be laid – by diverse routes – from the MMR(s) to other designated customer areas and/or equipment within the facility.

4.2.3 Meet Me Room Rules

Customers can manage their own connectivity by negotiating directly with any carrier. Customers can use more than one carrier and can switch between them when required.

Customers and Carriers must comply with the following MMR Rules:

- All telecommunication and data networks (fibre or copper) external to a customer area that customer wish to connect to customer equipment within the facility must be routed through and connection made within the Facility MMR room(s). To do so customer must present itself in MMR by fibre and/or copper. Fixed cabling between a customer area and MMR must be installed and routed through the furnished channels, raceways. The work is undertaken by DigiPlex on behalf of the customer.
- The customer can only install passive equipment (ODF/DDF) in the MMR.

These MMR Rules are in addition to the terms, covenants and conditions of any agreement (including but not limited to a service agreement) between the carrier and a customer.

- Each person wishing to enter the MMR must be escorted into the rooms by a DigiPlex representative.
- All activities in the MMR must follow applicable telecom law and other relevant regulations.
- Customer or carrier desiring to interconnect to another customer's or carrier's cross-connect array must negotiate such interconnection directly with the other party. DigiPlex accept no responsibility or obligation in respect of such arrangements.
- All interconnects must be facilitated by DigiPlex and will be treated as Added Value Services activity.
- MMR participation rights are subject to revocation for any default under the Agreement between DigiPlex and the carrier regarding its use of the MMR.
- Customers and carriers must follow directions of DigiPlex staff and their representatives.

4.3 DigiPlex' responsibilities regarding Telecommunication Service

This section outlines main responsibilities when establishing the technical 'delivery chain' to provide communications to a customer area:

- Installation of fibre cables into the Entry Rooms = Carrier or their fibre provider.
- Installation of fibre cable from the Entry Room to carrier cabinet compartment / fibre provider cabinet = Carrier or their fibre provider.
- Racks, cable trays, power, cooling in the MMRs = DigiPlex.
- Power into the carrier compartments = DigiPlex upon carrier order.
- Cabling from MMR to customer area = DigiPlex upon customer order.
- Cabling between MMRs = DigiPlex.

Note: Carriers may be charged for fibre and copper usage.

- Patching in the MMRs = DigiPlex upon order from Carrier or Customer. A customer requesting a connection to another customer must provide a Letter of Authority (LoA) from the other party, authorizing the connection and providing the details needed for the physical connection.

Subject to the prevailing conditions of, and unless otherwise specified in any customer specific SLA, DigiPlex accepts no responsibility for the provision, connectivity or operational continuity of any part or element of telecommunications network(s) – either within or outside of the facility – as may be connected to any customer equipment located within the facility.

The responsibility for the satisfactory supply and operational continuity of telecommunications services to and within the facility and total network continuity rests with the carrier(s) and customer regardless of whether the equipment is owned or operated by the carrier(s), DigiPlex or the customer.

Any telecommunications cabling provided and installed for the customer by DigiPlex for customer benefit is considered - post customer acceptance - as the property and operational responsibility of the customer. Note that customers are not allowed to make any changes to cabling outside their leased areas, this is done by DigiPlex on request.

It is DigiPlex' policy that all physical and electronic telecommunications arrangements agreed between the individual DigiPlex customers and their chosen carrier supplier(s) shall not conflict with, interfere or interrupt the telecommunications arrangements of other customers of DigiPlex.