**京东云IDC授权及设备变更操作免责条款**

**Exemption Clauses of JD Cloud IDC Authorization and Device Change Operation**

**一、 京东云IDC现场授权操作服务用户告知**

**I.** **Notice to Users on JD Cloud IDC Site Authorization Operation Service**

用户在使用京东云IDC现场授权操作服务前，请务必仔细阅读本条款并同意本声明。

Please be sure to carefully read the Clauses and agree the Declaration before using JD Cloud IDC site authorization operation service.

用户通过各类方式（应用系统、邮件、电话、即时通讯软件等）使用京东云IDC现场授权操作服务的行为，都被视为已无条件接受本声明所涉及全部内容，若用户对本声明的任何条款有异议，请停止使用京东云IDC现场授权操作服务。

Any action of the user to use JD Cloud IDC site authorization operation service with any method (application system, email, phone, instant messaging software, etc.) will be deemed as acceptance of all the contents involved in the Declaration unconditionally. If the user has any objection against any clause of the Declaration, please stop using JD Cloud IDC site authorization operation service.

1、 京东云IDC现场授权操作服务是指客户方授权人按双方约定的授权方式向京东云IDC发出对其托管或租用设备进行操作的要求；

1. JD Cloud IDC site authorization operation service means that the customer’s authorizing person sends a request to JD Cloud IDC with the authorization method agreed by the parties, to operate its hosted and leased devices;

2、 客户需要京东云IDC工程师操作服务前，需提前说明操作的详细信息，包括但不限于设备信息、操作内容、操作方法等，京东云工程师将按照客户需求说明完成操作；

2. Before JD Cloud IDC engineer operation service is demanded, the customer needs to describe the detailed information of operation in advance, including but not limited to device information, operation contents, operation methods, etc., and JD Cloud’s engineer will complete the operation according to the customer’s demand description;

3、 客户在需要京东云IDC工程师操作服务前，应对操作所涉及的IT设备系统应用及数据提前进行备份；

3. Before JD Cloud IDC engineer operation service is demanded, the customer shall back up the IT device system applications and data involved in the operation in advance;

4、 在京东云IDC工程师按照客户说明方法对客户指定的设备进行操作过程中，发生对设备系统及数据的安全性、稳定性、可用性或其他性质的损坏，京东云不承担责任；

4. JD Cloud shall not be responsible for any damage to the security, stability, availability or any other properties of the device system or data during the operation by JD Cloud IDC engineer on the device specified by the customer with the method described by the customer;

5、 京东云IDC工程师操作前不对客户指定设备的软硬件健康度负责，如发现开机系统故障或物理硬件损坏等，京东云不承担责任；

5. Before JD Cloud IDC engineer operation, JD Cloud shall not be responsible for the healthiness of the hardware and software of the device specified by the customer, and JD Cloud shall not be responsible for start system failure or damage to physical hardware, etc.;

6、 如京东云IDC工程师在按客户要求操作过程中发生系统崩溃现象，京东云将积极协助客户恢复系统，但此操作不属于京东云义务，同时，由于该操作具有不可预见性，所以京东云不能保证最终系统的恢复情况及运行状况；

6. In case of system crash during the operation by JD Cloud IDC engineer as required by the customer, JD Cloud will be active but not obligated to assist the customer with the restoration of the system, and meanwhile, as the operation is unforeseeable, JD Cloud cannot guarantee the final restoration and running situation of the system;

7、 京东云IDC工程师按用户操作完成后，请客户及时更改所提供设备系统的用户名及密码信息，同时京东云在此次操作完成后，不对所操作设备后续的系统及数据的稳定性、安全性、可用性负责；

7. After JD Cloud IDC engineer completes operation as required by the user, the customer is suggested to change the provided user name and password information of the device system in time, and JD Cloud shall not be responsible for the subsequent stability, security and availability of the system and data of the operated device after the completion of the operation;

8、 用户在不同的时间提出的针对某台设备或某项重复操作需求时，均需重新填写此授权书，授权书最终在京东云IDC服务台备案，作为客户针对此次操作的书面依据；

8. The user is required to fill in the authorization letter again when filing a request for a certain set of device or a certain repeated operation at a different time, and the authorization letter will be finally licensed with JD Cloud IDC service desk as the written basis of the operation for the customer;

**二、 京东云IDC托管设备变更服务用户告知：**

**II.** **Notice to Users on JD Cloud IDC Hosted Device Change Service:**

用户在使用京东云IDC托管设备变更服务前，请务必仔细阅读本条款并同意本声明。

Please be sure to carefully read the Clauses and agree the Declaration before using JD Cloud IDC hosted device change service.

用户通过各类方式（应用系统、邮件、电话、即时通讯软件等）使用京东云IDC托管设备变更服务的行为，都被视为已无条件接受本声明所涉及全部内容，若用户对本声明的任何条款有异议，请停止使用京东云IDC托管设备变更服务。

Any action of the user to use JD Cloud IDC hosted device change service with any method (application system, email, phone, instant messaging software, etc.) will be deemed as acceptance of all the contents involved in the Declaration unconditionally. If the user has any objection against any clause of the Declaration, please stop using JD Cloud IDC hosted device change service.

1、 京东云IDC托管设备变更服务是指客户方授权人按双方约定的方式向京东云IDC发出对其托管或租用设备进行上架、下架及位置变更的要求；

1. JD Cloud IDC hosted device change service means that the customer’s authorizing person sends a request to JD Cloud IDC with the method agreed by the parties, to launch, remove and change the location of its hosted and leased devices;

2、 客户需要使用京东云IDC托管设备变更服务前，需提前说明此次变更服务的详细信息，包括但不限于托管机房、机柜位置、设备型号、IP地址、变更方式、网络线缆连接方式及其他要求等，京东云工程师将按照客户需求说明完成操作；

2. Before JD Cloud IDC hosted device change service is demanded, the customer needs to describe the detailed information of the change service in advance, including but not limited to hosted data center, cabinet location, device model, IP address, change method, network cable connection method and other requirements, and JD Cloud’s engineer will complete the operation according to the customer’s demand description;

3、 京东云IDC工程师受理服务请求后会进行信息核实，内容包含机柜位置、IT设备的合规性、机柜空间\电力的可用性等，核实确认后方可执行客户服务请求；

3. JD Cloud IDC engineer will verify the information after accepting the service request, with the contents including cabinet location, IT device compliance, cabinet space\power availability, and will execute the customer’s service request only after the above contents are verified and confirmed;

4、 京东云IDC工程师操作前不对IT设备的软硬件健康度负责，如开机系统故障、配置信息错误或物理硬件损坏等，京东云不承担责任；

4. Before JD Cloud IDC engineer operation, JD Cloud shall not be responsible for the healthiness of the hardware and software of the IT device, and JD Cloud shall not be responsible for start system failure, configuration information error or damage to physical hardware;

5、 京东云IDC工程师对IT设备进行变更操作时，客户需在现场配合，IT设备变更完成后京东云IDC工程师将会对此次操作出具《设备变更确认单》作为服务凭证，客户核对无误后需签字确认，《设备变更确认单》一式两份，一份由京东云IDC进行存档，另一份交由客户存留；如客户无法到达现场，《设备变更确认单》将由京东云IDC工程师发送电子版至客户邮箱，客户打印后签字确认，并以电子扫描件或传真形式发回京东云；

5. When JD Cloud IDC engineer carry out change operation on IT device, the customer shall be on site for cooperation, and after IT device change, JD Cloud IDC engineer will issue the *Device Change Confirmation Sheet* for the operation as the service voucher. The customer shall sign for confirmation after verifying the Sheet as correct. The *Device Change Confirmation Sheet* shall be made in duplicate, one for JD Cloud IDC for archiving, one for the customer for keeping. If the customer cannot arrive at the site, the electronic version of the *Device Change Confirmation Sheet* will be sent by JD Cloud IDC engineer to the customer’s email, and the customer shall print the Sheet, sign for confirmation, and send the electronic scanning copy back to JD Cloud or send the signed copy by facsimile back to JD Cloud;

6、 客户IT设备如以邮寄\快递形式运送至机房，并委托京东云IDC工程师签收时，客户需要提前告知物流承运方、承运单号、货物箱体数量、客户联系方式等信息。货物到达机房后，京东云IDC工程师仅负责货物箱体数量清点及外包装验收，不对包装箱内IT设备及配件的数量和健康度负责；

6. If the customer’s IT device is sent to the Data Center by post\express, and entrusts JD Cloud IDC engineer to sign for receipt, the customer is required to inform of the logistics carrier, bill number, number of goods cabinets, customer’s contact information and other information in advance. After the goods arrive at the Data Center, JD Cloud IDC engineer is only responsible for making an inventory of the number of goods cabinets and accepting the external packaging, rather than the number and healthiness of the IT device and fittings in the packaging box;

7、 如客户需要进行IT设备下架操作时需在现场进行关机，如客户无法到达现场时需在IT设备下架前将IT设备远程关机，现场京东云IDC工程师在下架前确认IT设备状态。如客户需要京东云IDC工程师采用强制关机手段将IT设备关机，京东云不对所操作的IT设备软硬件、应用系统及数据的中断和损坏负责；

7. If the customer requests to remove the IT device, the customer is required to shut down the IT device on site; if the customer cannot arrive at the site, the customer is required to shut down the IT device before the removal of IT device remotely, and the on-site JD Cloud IDC engineer shall confirm the status of IT device before removal. If the customer requests JD Cloud IDC engineer to shut down the IT device by the means of forced shutdown, JD Cloud will not be responsible for the interruption of and damage to the operated IT device’s software and hardware, the application system and the data;

8、 每次用户提出的京东云IDC托管设备变更需求仅限单次操作，用户如需要对不同的IT设备或时间提出设备变更需求时，均需重新填写此授权书，授权书最终在京东云IDC服务台备案，作为客户针对此次操作的书面依据；

8. Each request filed by the user for JD Cloud IDC hosted device change shall be a request for only one single operation, the user is required to fill in the authorization letter again when filing a request for device change to a different IT device or at a different time, and the authorization letter will be finally licensed with JD Cloud IDC service desk as the written basis of the operation for the customer;