

## DATA CENTER POLICIES

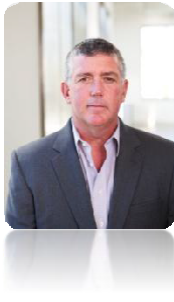
Revision No. 13 – January 21, 2025

### INTRODUCTION

Welcome to Serverfarm. We thank you for your business and are committed to providing you with a service experience that exceeds your expectations. The purpose of this Customer policy document is to ensure ease of ongoing support at the Serverfarm Data Center, and to ensure adherence to Security and Facilities policies that are in the interest of all Serverfarm Customers.

We continually strive to improve the reliability, efficiency and overall Customer experience at all Serverfarm Data Centers. This document is periodically updated and redistributed. Feedback is encouraged and when practical, will be incorporated into future versions of the Customer Policy Document. Feedback should be emailed to [bob@sfdc.com](mailto:bob@sfdc.com).

Sincerely,



**Robert Glavan**  
Head of Customer Care

### SMART HANDS

At designated Data Centers, Serverfarm can provide “Smart Hands” services. These services include but are not limited to reboots, rack and stack, program installation, component (card/drive/cabling) installation/replacements, drive backups and diagnostics and vendor management. Smart Hands are available at an hourly rate.

### DATA CENTER FACILITIES INFRASTRUCTURE REPAIR & MAINTENANCE

Serverfarm Operations staff and certified Vendors perform both preventative and emergency maintenance on the various Data Center infrastructure systems and components. All preventative and emergency maintenance items are completed within Serverfarm’s strict change management policies. Both preventative and emergency maintenance notifications will be set up at Customer move in time and can be modified through any Serverfarm representative.

Preventative maintenance is completed on backup systems and due to our concurrently maintainable design, does not impact primary infrastructure. Upon request, Customers will be sent a monthly maintenance schedule a minimum of 30 days prior to the start of each month. Customers can request customized notifications for specific infrastructure components or for all infrastructure components. When possible, Serverfarm will alter maintenance schedules to accommodate Customer periods of higher risk related to their IT infrastructure or business requirements.

Emergency repairs and maintenance and repairs are generally completed at the time of the event. Occasionally, emergency maintenance will be performed as a result of issues discovered during preventative maintenance. Serverfarm’s concurrently maintainable design allows for emergency maintenance to be completed on critical infrastructure without impact on primary systems. Upon request, Customers can be notified of all or specific emergency maintenance events.

Below are the Emergency and Preventative notification levels which Customers can choose to be notified of.

Class	Operational Status Levels
6	All systems operating normally
5	Advisory (example; utility power issues, high wind, thunderstorms)
4	Critical system impacted but N+1 still intact
3	Critical system reduced from N+1 to N, includes non scheduled generator operation
2	Event that disrupts any IT function
1	Life safety/emergency

Level	Maintenance Status Levels
6	All system operating normally
5	Non critical systems are affected
4	N+1 is intact, critical system affected
3	N+1 is removed from one critical system
2	N is removed in a controlled setting, or more than one critical system is reduced to N
1	Life safety/emergency drill

### DATA CENTER POWER POLICIES

All Serverfarm Data Centers provide conditioned power via UPS systems and backed up via diesel generator. To conform to the National Electrical Code (NEC) for maximum power use, each power circuit is limited to 80% of the circuit breaker rating. In addition, the Customer's total power consumption associated with its services shall not exceed the total watts per square foot design density and the total power consumption outlined in the lease agreement.

Serverfarm Operations continually monitors the Data Center power systems in our NOC via the Building Management System. If Serverfarm Operations observes that a Customer is exceeding the safe power capacity on an individual power circuit, PDU, UPS or the entire leased power capacity, Serverfarm will audit the customer power infrastructure. If the audit confirms an overuse of power, Serverfarm will notify the Customer of the overuse, review the risk, suggest a corrective action and work with the Customer and Contractor to safely resolve. In extreme cases and where there is significant operational risk, the Customer will be required to immediately resolve the overuse issue.

### DATA CENTER ENVIRONMENTAL POLICY

Serverfarm Data Centers are designed to cool within the ASHRE 2008 Environmental guidelines. We offer some of the lowest PUE's in the industry and build each mechanical cooling system based on the climate at the Data Center location. The resulting savings in energy used are passed along to the customer directly (metered power customers) or indirectly (fixed power customers).

Any hot aisle or cold aisle containment requirements will be agreed to by Serverfarm and the Customer and outlined in the lease agreement or MSA. Where applicable, a strict adherence to the air containment will be enforced. Additionally, the Customer is responsible for installing "blanking plates" in any vacant cabinet spaces. Customers who are not in compliance with the air containment policies above will be given 5 days to meet compliance. If not corrected, Serverfarm reserves the right to correct the violation and charge the Customer for all associated costs. The exception to the 5-day corrective period would be if the cooling issue constitutes an operational risk, which would require immediate mitigation of the issue.

### DATA CENTER SECURITY AND ACCESS

Serverfarm Data Centers maintain strict Physical Security and access policies. All persons requesting access into a Serverfarm Data Center must be positively identified. This process requires the requesting person to submit valid (unexpired) Government issued photographic ID. Examples include valid passports, driver's licenses, military ID or green cards. All ID Badges reflect the exact name listed on their valid (unexpired) Government issued photographic ID.

Customers and Contractors can be issued permanent access badges provided they are approved by the authorized Customer representative and have been through the Serverfarm access process. Once a permanent access badge has been issued, the customer has unrestricted 24X7 access to their suite in the data center. Visitors who are approved by the Customer representative and have been through the Serverfarm access process will be issued a 1 time access badge. These visitors must be escorted by a permanent authorized Customer representative at all times. Serverfarm staff will provide the escort service if approved in advance and subject to an escort fee.

Anyone entering the secured area is required to wear a Serverfarm issued ID badge (temporary or permanent). All ID badges are the property of Serverfarm and must be returned upon request. No modifications or additions should be made that interfere with the visibility, clarity, or use of the badge. ID badges are to be worn on the individual's person in such a manner as to be visible at all times. ID badges are issued to authorized individuals and are for their sole use only.

The sharing of badges between individuals for any purpose whatsoever is strictly prohibited. Tailgating is strictly prohibited and Serverfarm Man Traps are equipped with anti-tailgating devices. Customers are prohibited from entering any non-authorized areas in the building, including but not limited to the Meet Me Room(s), Facilities Infrastructure rooms, Fire Suppression rooms and the roof. Any violations of the access policies will result in immediate suspension of access to the data center.

### **PROHIBITED MATERIALS IN SERVERFARM DATA CENTERS**

The following items are prohibited in Serverfarm Data Centers:

- Food or drink – prohibited on the raised floor
- Tobacco products (including smokeless) – prohibited on the raised floor
- Explosives, firearms or weapons of any type
- Hazardous materials or other chemicals
- Alcohol, illegal drugs, as well as other intoxicants
- Magnets and electromagnetic devices
- Radioactive materials
- Photography equipment (unless preauthorized by Data Center Management) or recording equipment of any kind (other than tape backup equipment)
- UPS equipment, other than what is provided by Serverfarm, is strictly prohibited
- Paper products (other than equipment manuals) or other combustible materials of any kind, including cardboard and boxes

### **INSTALLATION, SEISMIC BRACING & GROUNDING OF CABINETS, LADDER RACKS AND CABLE MANAGEMENT**

Location-specific local electrical and building codes must be followed for all Cabinet, Rack, Ladder Racking, Cabling and Cable Management. Seismic bracing compliance is required where applicable (California) and structural bracing systems must meet or exceed seismic design requirements of local building codes. For the safety of customers and data center employees, all cabinets and racks in all Data Centers must be anchored, braced and grounded in accordance with the requirements of the 2023 International Building Code and the National Electric Code.

### **ENTRY AND EXIT INSPECTIONS**

Serverfarm reserves the right to inspect any and all incoming or outgoing property. Additionally, Serverfarm reserves the right to inspect any and all containers/items in the possession of any individual at any time on Serverfarm property to identify any Serverfarm-owned or customer-owned assets that may be in their possession.

### **CUSTOMER CABLING**

Cabling within customer cages must be installed in an appropriate industry standard discipline and professional manner. Cabling must be properly run and secured within cabinets, by using overhead and vertical cable management devices. Cabling must be installed in a safe manner so that it in no way impedes aisles, floor ways or entranceways. All cabling must be plenum rated and meet the UL minimum code standards. Serverfarm recommends clear labeling at each end of all installed cables. Serverfarm reserves the right to remove any non-compliant cabling after notification of a cabling violation by the Fire Marshall.

### **DATA CENTER SAFETY AND ENVIRONMENTAL POLICY**

In order to provide a safe and secure service, Serverfarm requires that all customers adhere to the following guidelines:

- Customers must keep their areas clean at all times. Cages must be free of debris. Empty boxes are strictly prohibited. Due to fire and safety Requirements, this policy is strictly enforced and Serverfarm reserves the right to remove any cardboard, paper, debris etc. from any and all customer cages. Serverfarm will attempt to notify any customers who are in non-compliance with this Policy.
- Customers may not store materials or paper products (including cardboard and boxes) anywhere in the Data Center. Unused cabling and equipment must be properly stored. Cabling may not be draped in aisle ways or hinder clearance around cabinets.
- Customers must keep raised floor tile vents clear of any obstruction. Non-functioning equipment and miscellaneous items must be reasonably stored inside your suite.

### **BUILDING EVACUATION POLICY**

If the Data Center fire alarm or other life safety alarm is activated, customers must immediately evacuate the Data Center and report to an assembly point free and clear of danger. Evacuees are to remain at the assembly point until they are informed that they may leave the premises or enter the Data Center by Security Operations, Data Center Management, or the local authorities.

### **RIGHT TO AMEND DATA CENTER POLICIES**

Serverfarm reserves the right to amend the Data Centers Policies. Changes will be reasonable and in line with commercial wholesale Data Center practices.