

Site Rules

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DIGITAL REALTY



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1) PURPOSE

These rules (“**Site Rules**”) apply to everyone that enters or uses any properties owned or managed by Digital Realty and its affiliates (collectively “**Digital Realty**”), including anyone that has an agreement with Digital Realty (“**Customer**”), and their sub-occupants, customers, visitors, contractors, agents, vendors, and employees (“**Customer Parties**”). Customers must comply with these Site Rules, ensure that their respective Customer Parties comply with these Site Rules, and cooperate with Digital Realty to prevent disallowed activities. The goal, among other things, is to provide the highest level of service and minimize disruption to all Customers. Digital Realty reserves the right to amend the Site Rules from time to time.

If a Customer Party fails to comply with these Site Rules, Digital Realty may restrict or remove that Customer Party’s access or seek reimbursement of costs or other appropriate remedies against the Customer or Customer Party.

2) GLOSSARY

In addition to terms defined elsewhere in these Site Rules,

- a) “**Building**” means all or any portion of a structure with roofs and walls.
- b) “**Contract**” includes lease, license, service agreement, master terms and conditions, POP Room Rider, Carrier Access Contract, Carrier Service Agreement and other agreements governing access to or use of Digital Realty Sites, products and services.
- c) “**Mission Critical Area**” means any data center, electrical, mechanical, connectivity or other area that is essential to the overall functioning of a Site.
- d) “**Site**” means all or any portion of one or more Building(s), the land on which the Building(s) are located, and Digital Realty’s associated equipment and personal property.
- e) “**Site Management**” means the Digital Realty representative(s) responsible for approving requests and taking other actions relating to management of a Site.
- f) “**You**” means everyone who enters or uses a Digital Realty Site, product or services, including Customers and Customer Parties.

These Site Rules Apply to all Customers and Customer Parties even if other documents use different terms to refer to these Site Rules (such as “Building Rules,” “Access Policy,” “Acceptable Use Policy,” “Policies and Procedures” and similar references), Customer (“tenant,” “lessee,” “licensee” or “Carrier”), Customer’s space (“premises,” “licensed area,” “Customer area”), connectivity areas of a Site (“Meet Me Rooms,” “POP rooms,” “POE rooms”) or other matters covered under these Site Rules.



3) PRIVACY

Digital Realty is committed to respecting and protecting the privacy rights of individuals interacting with us on our websites, when accessing our properties, or with whom we otherwise communicate. Further information related to Digital Realty's Privacy Practices may be found at:

<http://www.digitalrealty.com/privacy>

4) GENERAL SITE RULES

1. **No smoking.** Do not smoke or vape inside any Building. Smoking may be allowed only within a designated smoking area, outside and 25 feet away from the main entrance of Building or the distance as defined by local law.
2. **No food, drinks, or controlled substances.**
 - a. No food or drink allowed in any Mission Critical Areas
 - b. No alcohol or controlled substances allowed at any Site.
3. **Personal items subject to inspection.** Digital Realty may inspect anything brought into or out of a Site, including boxes, bags, purses, backpacks, or equipment carried into or out of a Site.
4. **No solicitation.** Do not disturb, solicit or canvass any Customer or Customer Parties.
5. **Compliance with Law.** You must access and use Digital Realty Sites, products and services, including Digital Realty's network, in compliance with all applicable laws, regulations and contract terms, including health and safety requirements, and only for lawful purposes. Examples of unlawful and disallowed activities include infringement of intellectual property, hacking, denial of service attacks, spamming, phishing, transmission of a virus or malware, and violation of export control requirements. Digital Realty may investigate noncompliance and will cooperate with law enforcement investigations, including responding to subpoenas.
6. **No tampering with systems.** Do not tamper with or alter any access control systems, camera equipment, fire alarm/smoke detectors, electrical or HVAC systems and related airflows or any other Digital Realty equipment, systems or infrastructure.
7. **Compliance with safety and evacuations procedures.** You must (a) comply with all safety, fire protection, and evacuation procedures, laws and regulations for; and (b) Upon activation of a smoke detector or emergency alarm, immediately evacuate the Building and wait to receive further instructions from Site Management, security personnel, or emergency services personnel.
8. **No tampering with locks or security devices.** Do not (a) alter any lock or install any new or additional locks or bolts on any doors or windows without prior written consent from Site Management; or (b) alter or circumvent any security or safety measures for the Site
9. **Returning of keys and access cards.** When access is no longer required or authorized (including at the end of a contract term), You must return all keys, access cards and badges to Site Management.
10. **No propping of doors.** Except for doors with electrical holdbacks and normal ingress and egress, all doors opening to public corridors must remain closed at all times.



11. **Securing Personal Property and Vehicles.** You must protect your vehicles and personal effects from theft, robbery, and pilferage, including (a) keeping doors locked and closed and (b) promptly reporting any incidents or open, unlocked or damaged doors to Site Management. Digital Realty is not responsible for your damaged, lost or stolen personal effects.
12. **Damage to property.** Do not cause property damage or personal injury while moving or maintaining any equipment or other property.
13. **Threats, harassment or acts of violence.** Do not harass, threaten or commit acts of violence against anyone.
14. **No wasting Building utilities.** Do not waste electricity, water, or air conditioning; do cooperate fully with Site Management to ensure the most effective operation of the Site's heating and air conditioning system.
15. **No obstructions to glass windows, doors, skylights.** Do not place bottles, parcels or other articles or otherwise obstruct or cover sashes, sash doors, skylights, windows, windowsills and doors that reflect or admit light and air into the halls, passageways, and other public places in the Site.
16. **No profanity or offensive language.** Do conduct yourself in a courteous, professional manner and refrain from using any profanity or offensive language while at Digital Realty Sites,
17. **No loitering.** Do not loiter in the entrances or corridors, or congregate or obstruct the sidewalks, corridors, halls, stairways, Building entrance ramps or site driveways; all of which should be used as a means of ingress and egress only.
18. **No children.** Unless previously authorized by Site Management, children under the age of 18 are not allowed in any Building.
19. **No animals allowed.** Do not bring on Site any animal, except for certified (licensed) service animals.
20. **Offensive or objectionable noise, odors and vibrations prohibited.** Do not permit or allow offensive, disruptive or objectionable activities by reason of noise, odors, vibrations, or otherwise.
21. **No tampering with restroom equipment and facilities.** Do not use the toilet rooms, urinals, wash bowls and other apparatus for any purpose other than that for which they were constructed or throw or flush anything other than human waste or toilet paper down the plumbing fixtures.
22. **Common Areas.**
 - a. Do not conduct activities in the common areas that interfere with the activities of other Customers or Customer Parties, or Digital Realty. Customers shall make a concerted effort to keep all such areas clean and neat at all times. Customer and Customer Parties should use the Building common areas only for their designated purposes.
 - b. Common area lounge areas and internet are provided as a courtesy and intended for Customers only.
 - c. Customers using the common areas must (a) throw away trash in the appropriate receptacles; (b) clean up any conference rooms that You use; and (c) coordinate any food delivery or events through Site Management.
 - d. The common areas are offered as a convenience and not as a work area. Extended use of a common area, for more than 2 hours (total) in a 24-hour period is not permitted without prior written consent from Site Management.
23. **No unauthorized use or occupancy.** Do not use the Site as residential or sleeping quarters.



24. **Combustible Materials.** Do not store or bring combustible material (including packaging, wood, cardboard, corrugated paper, plastic or foam packing materials, flammable liquids or solvents) (a) into any Customer space, including customer cages or cabinets; (b) except as authorized by Site Management, into any other part of a Site.
25. **Use of Furniture.** Do not bring foam filled furniture into Mission Critical Areas of a Site, even if the furniture is labelled as fire retardant.
26. **Do not do any of the following unless You have prior written consent from Site Management:**
 - a. No overloading or making alterations. Do not overload the floor of, or in any way alter, the Customer space or the Site without prior written consent of Site Management, including boring, cutting wires, introducing telephone or internet wires or cabling, marking, driving nails or screws, or drilling into the partitions, woodwork, or plaster; See Section 9 for more details.
 - b. No unauthorized temporary or permanent fixtures. Do not (a) attach awnings or other projections to the outside walls of a Site; (b) attach or use curtains, blinds, shades, or screens in connection with, any window or door of the Customer space; or (c) post any signs. All electrical ceiling lighting fixtures hung in offices or spaces along the perimeter of the Building must be of a quality, type, design, and bulb color approved by Site Management.
 - c. No unauthorized vendors. Do not bring vendors, including food vendors, into a Building. Vendors will be allowed in a Building as follows: (a) You must submit a written request that is approved by Digital Realty; (b) the vendor must provide proof of insurance with the coverage limits required by Digital Realty; (c) if approved and granted access, the vendor must service only the requesting Customer; and (d) the vendor must not provide services or display products in a public or common area.
 - d. No bicycles, scooters or skateboards. Do not bring into or keep within the Customer space any vehicles including bicycles, scooters or skateboards. If approval is granted, use only the designated bike racks or other designated areas to keep these vehicles.
 - e. No extension cords, personal heaters or A/C. Do not use extension cords, or Your own method of heating (i.e. space heaters) or air conditioning.
 - f. No vending machines. Do not install or operate any vending machine or non-IT equipment of any description other than fractional horsepower office machines in the Customer space
 - g. No Combustible Materials. Do not store or bring combustible material (including packaging, wood, cardboard, corrugated paper, plastic or foam packing materials, flammable liquids or solvents) (i) into any Customer space, including customer cages or cabinets; (ii) into any other part of a Site. See Section 8, Deliveries and Housekeeping for more details.
 - h. No signs or notices. Do not paint or affix any signs, notices or advertisements. If approved by Site Management, signage and signage changes must comply with these Site Rules and applicable laws and regulations.
 - i. No Photography/Film Shoots
 - Do not photograph or take video or audio recordings of the interior or exterior of any Site. Even if consent is granted, the scope will be limited to the requesting Customer's space ONLY and the images or recordings may not show any other part of the Site, including, but not limited to, the space or property of any other Customer or Customer Parties.



- If You see someone taking photos or video or audio recordings, please notify Site Management promptly. If Digital Realty representatives see someone taking photos or video or audio recordings without prior written consent, Site Management may request their identification and purpose of their activities and ask them to stop any activities that were not previously approved by Site Management.
- j. **Subsequent sections of these Site Rules provide additional details.** Some activities are not allowed, and some activities are allowed only with prior written approval from Site Management. In some cases, approval may not be granted due to the potential impact on other Customers (for example, requests to do work or lift floor tiles in a colocation suite with multiple cages or cabinets).

5) SAFETY

The following safety guidelines apply at all times unless otherwise indicated by Site Management. Please also refer to the [Emergency Procedures Documents](#) for each site for further information.

5.1 General

- a) Report any actual or suspected safety violations to Site Management immediately.
- b) Ensure that all aisles and exits are free of obstructions always.
- c) Report and respond to a medical emergency per Digital Realty procedures.

5.2 Elevator and Vertical Lift Rescue Policy

- a) If an elevator containing passengers stops mid-passage or otherwise fails to operate, stay calm and wait for Digital Realty representatives to do the following: Without attempting to open the elevator doors, or gain access to the elevator shaft, first determine whether any passengers have any emergency medical conditions, Digital Realty will contact the appropriate responders based on the nature of the emergency and whether any emergency medical conditions occur among trapped passengers.
- b) Unless expressly authorized to do so in writing by Site Management, no Customer or Customer Parties should try to free entrapped passengers, open elevator doors, or gain access to the elevator shaft.

5.3 Hearing Protection

High noise levels may be present in certain areas. Wear hearing protection (ear muffs or foam plugs) as directed by Site Management.



5.4 Weapons

No weapons, including firearms and explosives, of any kind are permitted on, in, at or around any Site (a) subject to applicable law, even if stored in vehicles and (b) regardless of whether the individual possessing the weapons has obtained federal, state or local licenses or permits to possess, transport or carry those weapons. Digital Realty may approve exceptions to this rule, including for (i) on-duty law enforcement personnel, (ii) on-duty military personnel, and (iii) Digital Realty security personnel who have received specific, advance, written authorization from Digital Realty to carry designated weapons.

5.5 Fire Alarms and Fire Suppression Systems

In addition to the requirements in Section 4,

- a) Do not prop open normally closed doors and do not open holes in the under-floor partitions. By design, air conditioning and fire suppressant systems are in different zones.
- b) Digital Realty data centers are protected by a complicated array of fire alarm, detection and suppressant systems. Some Buildings have clean agent/gaseous suppression systems. The most important thing to remember is very simple: LEAVE THE BUILDING BY THE NEAREST EXIT IF YOU HEAR A FIRE ALARM OR LOUD BUZZER SOUND OR SEE FLASHING STROBE LIGHTS. The fire department will respond to the alarm and are trained to handle any emergency. DO NOT STOP TO COLLECT YOUR POSSESSIONS, EXIT IMMEDIATELY.
- c) In Sites with a Halon or Inergen clean agent gaseous suppression, there will be a very loud alarm or buzzer before the gas is released. Strobe lights will also flash. Release of the gas will also make an extremely loud noise as the gas is expelled at high velocity and may send debris flying through the room. EXIT IMMEDIATELY AND DO NOT REMAIN IN THE SITE AFTER A HALON RELEASE.
- d) Although the Inergen gas is nontoxic, the manufacturer states that You should not enter a room where Inergen has been released to suppress a fire for 15 minutes after release to avoid exposure to toxic combustion products. Note: some older Inergen systems may have higher concentrations in the occupied areas. For these systems, follow lock out and tag out of the Inergen systems. This is considered an Oxygen Deficiency Hazard (ODH) area.

6) PARKING

- a) Parking is provided on a first come first serve basis, unless otherwise designated, for use while conducting business at a Site. Vehicles parked outside designated parking areas may be removed at the vehicle owner's expense.
- b) Do not park oversized vehicles in the parking areas. Contact Digital Realty for the specific rules for your Site.
- c) Observe and comply with posted signage and parking rules.



7) BUILDING SECURITY AND ACCESS

7.1 Security and Access - General


- a) You must use Digital Realty's issued access badges and/or biometric readers to gain entry.
- b) You must present a valid, government-issued ID to Security prior to being issued an access badge.
- c) You must not loan your access badges to any other person.
- d) Access badges and cards must be displayed always.
- e) If a badge is lost or stolen, You must report the loss immediately to Digital Realty security personnel so the badge can be deactivated.
- f) Always use a badge to access a space secured by a badge activated access control system and do not "tailgate" into a space secured by Digital Realty's access control system (including a POP room).
- g) Report any problems with malfunctioning doors or other possible security concerns to Digital Realty's security or site personnel immediately.
- h) All Digital Realty Buildings are under 24-hour closed circuit TV camera surveillance. By accessing or using Digital Realty Sites and services, You agree that You will be recorded, and videos may be used for investigative purposes.
- i) You must provide and keep current a list of Customer Parties authorized to access your Customer space or the Site.
- j) You must not access the Mission Critical Areas other than the data center space that encompasses your Customer Space unless You have prior written approval from Site Management and access is specifically granted for those areas, and then only for the approved duration and scope. This includes, for example, the roof, electrical, HVAC and Connectivity Areas.

7.2 Customer Badges (Permanent)

- a) Upon written request from a designated Customer representative authorized to request access on behalf of Customer Parties ("Customer Authorizer"), a designated Customer Party that requires regular access may be provided with Permanent badge to access Sites.
- b) Badges will deactivate after 90 consecutive days of non-use.

7.3 Visitor Badges (Escorted & Unescorted)

- a) Visitors require authorization in writing, by a designated Customer Authorizer. Visitor(s) without authorization will not be allowed to enter the facility, beyond the lobby.
- b) To facilitate efficient visitor processing, it is recommended the Customer submit notification utilizing the appropriate request process, with 48 hours' notice.
- c) It is the Customer's responsibility to indicate whether the visitor will be Escorted or Unescorted. Authorization must be documented utilizing the appropriate request process. All "escort required" visitors must be escorted by an authorized permanent badge holder at all times. A visitor that



requires an escort must remain in the building lobby until an authorized person is available to provide an escort.

7.4 Emergency Access

Customer Authorizers may request emergency access for Customer Parties that are not pre-authorized by submitting a written request utilizing the appropriate request process, including a complete description of the scope of work and the nature of the emergency. Some types of work may require separate approval of Site Management before access can be granted or work performed.

7.5 Customer Security Assessments

No Customer, Customer Party or other third party is allowed to enter the building for the purpose of conducting an inspection or assessment of the security systems, procedures or protocols without Digital Realty's prior written consent.

8) DELIVERIES & HOUSEKEEPING

8.1 Deliveries

- a) Please contact Site Management to confirm the specific loading dock/receiving capabilities for your Site.
- b) You may bring small "hand carry" equipment through the Building lobby. Larger items and deliveries of multiple items must enter through the shipping/receiving dock and require advanced notice to, and authorization from, Site Management.
- c) All packages shipped to a Site must have the recipient's name, suite or cage locations where applicable, Site ID and delivery ID on the shipping label. Unidentified packages are a security risk and may be refused.
- d) If available, a Customer may lease lockable storage space in at a Site for an additional monthly charge. Temporary/short term storage may be provided, if available.
- e) For deliveries that require use of a Site shipping/receiving dock, staging area or temporary storage, You must ensure that your delivery and moving companies provide the required insurance certificates to Site Management before the delivery arrives. See Customer Resource Guide for more details.
- f) You must use protective floor coverings (such as Masonite) at all times to protect the path of travel as well as the raised floor tile where shipments will be delivered, or items installed. You must provide a floor plan with planned route and planned protective measures in advance to Digital Realty.



8.2 Equipment Unpacking and Staging

- a) Digital Realty may offer temporary staging areas available on a first-come, first-served basis, for the temporary unpacking and configuration of Your equipment. Extended use of the staging areas is not permitted.
- b) If a temporary staging area is not designated, breakdown of cartons, crating and packing material must be done in the Building storage area, loading dock area or other area designated by Site Management for this purpose.
- c) Do not unpack or configure your equipment in the common areas or the data center area of a Site.

8.3 Housekeeping

- a) You must keep your Customer space and other areas of the Site clean. You should not leave packaging material, pallets, dirt or debris in any part of the Site, even temporarily. All dust or dirt must be removed immediately.
- b) All vacuums intended for use at a Site must be of a type and model approved for use by Site Management and if requested, You must provide evidence of proper certification and regional legislation and requirements.
- c) You must immediately report all spills or hazards (including fire hazards) to Site Management.

8.4 Trash Removal

You must break down, remove via designated service elevators or stairs and properly dispose of your own waste materials and trash, including packaging material, pallets and other debris in accordance with Site Management's waste disposal policies. You may request assistance with large or initial trash removal by contacting Site Management.



9) CONSTRUCTION AND INFRASTRUCTURE INSTALLATIONS

As a critical facility, (a) all construction, maintenance and Site modifications must be carefully planned, reviewed and approved by Site Management before the actual work may proceed; (b) these Site Rules must be followed during performance of work.


9.1 Requesting Work performed by Digital Realty for You

- a) You must notify Digital Realty by email at customersuccess@digitalrealty.com (or via the applicable email or portal designated by Digital Realty) of any requests for Digital Realty to change your proposed use or the configuration of your Customer space.
- b) Upon such request, Digital Realty will evaluate the request, tell You whether it is feasible and provide a written estimate and schedule for the work.
- c) You must approve all work orders and complete all necessary documentation, including, if applicable, execution of any amendment to Your contract.

9.2 Work Scheduling, Preparation, Planning and Control for Work

If You are authorized by Site Management to perform work or have work performed for You, You must comply with the following:

- a) At least 72 hours prior to the commencement of work, You must provide details of the work to Site Management, including a project schedule showing scope of work and start and finish dates, names of individuals involved in performing the work, significant milestones with assessment of impact for Site Management to inspect and approve. Anyone not on the list will not be given access to perform work.
- b) All work (electrical, mechanical, telecommunication, etc.) must conform to the Digital Realty “Change Management” process, including providing appropriate supporting documentation such as a Method of Procedure (“MOP”) and specific work plans. Before work begins, all documentation must be completed and approved, and You must have received a final written Site Management approval. Any variations to the approved MOPs will require resubmission and reapproval. Work for which a MOP is required includes work on the following systems:
 - I. Domestic water.
 - II. Fire alarm.
 - III. Electrical, mechanical, plumbing or fire-life safety tie-ins to base Building infrastructure.
 - IV. Sprinkler system.
 - V. Any work that will take place outside the Customer space.
 - VI. Any work that may affect other Customer spaces or any shared equipment or environments.
- c) Any disruption of services will be scheduled at Site Management’s discretion.


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- d) Notify Site Management prior to beginning any work for the day and upon completion of the work each day.
 - e) Post work review is to be performed by Site Management. You must notify Site Management upon completion of work and prior to system activation for Site Management's review and inspection to ensure compliance with these Site Rules and other applicable requirements.
 - f) You must not plug in any hardware, laptops, power tools, or diagnostic equipment without prior written approval.
 - g) You and each Customer Party must provide its own tools and equipment necessary for the work tasks to be performed.
 - h) You must properly store or remove cables, tools and accessories when work is complete and at the end of each business day. You must identify and receive written Site Management approval for the planned storage area for equipment that will not be removed from the Site each day. You may not store materials in common areas, even temporarily.
 - i) You must make sure that all doors, panels and covers are installed and functional when work is complete and at the end of each business day.
 - j) You must not store anything under the raised floor.
 - k) Where permissible, if work will exceed a single day, penetrations to rated fire walls or smoke barriers must be temporarily sealed daily. You must provide details on method for temporary and permanent sealing of rated wall penetrations.
 - l) Do not set anything on top of equipment or block access to any air conditioning or Power Distribution Units, Emergency Power Off (EPO) buttons, chillers, or electrical panels.
 - m) Nothing may be placed within 42" (or as required per local code) in front of the door to any electrical panel, Uninterruptible Power Supply (UPS), or Power Distribution Unit (PDU).
 - n) You must notify and obtain written Site Management approval before moving equipment of significant weight.

9.3 General Construction

- a) Anyone proposed to perform work must (a) be licensed in the country or state in which the work is performed and have work experience in data center properties and (b) provide certificates of insurance with approved coverage naming Digital Realty as additional insured. Written documentation/certification and previous job references are to be provided upon request from Site Management.
- b) All necessary permits and required approvals must be obtained prior to commencement of work. Permits must be posted at the job site in accordance with applicable laws and per prior written approval from Site Management. Wet paint signs must be posted in all public areas when appropriate and as approved by Site Management. No other signage allowed without prior Site Management authorization. See General Rules for more details about signage.
- c) While performing work, You must
 - I. enter and exit through a designated entrance or a designated freight elevator;



- II. comply with applicable sections of these Site Rules and applicable Building policies relating to storage, moving and freight;
 - III. provide all necessary safety equipment.
 - IV. protect all individuals surrounding the work area;
 - V. maintain an accident prevention program and safety-training program
 - VI. remove personnel who do not respond to safety instructions.
 - VII. maintain and make available to Site Management proof of compliance with applicable laws and regulations.
- d) You must only use electric and not gasoline operated devices (for example not use gasoline., concrete saws, coring machines, welding machines, etc.) within a Building, including a Customer's space.
 - e) While performing work, You must at all times maintain the highest level of project cleanliness. See Section 8 for more details.
 - f) All carpeted corridors must be protected by carpet mask (approved by Site Management) flush with the base, from the point of entry to the job site to the restroom. Walk-off mats must be placed at all entrances to public areas of the Building. These walk-off mats must be maintained and cleaned daily or more frequently if required, so that construction material is not transferred onto any other areas of the Building.
 - g) Rubber wheels are required on all vehicles transporting materials in a Building.
 - h) You must use only equipment and material designed and attached for seismic loading in accordance with applicable laws and regulations.
 - i) Electrical panels must be closed at all times (Interior panels can be covered or barricaded).
 - j) Doors to all electrical rooms must remain locked. No storage is allowed in the electrical rooms.
 - k) Do not tape over locks to leave doors open or use any mechanical devices to prop open doors.
 - l) While performing work You must provide temporary electrical devices within the Customer's space for Your use. No extension cords allowed.
 - m) While performing work, You must use reasonable measures to minimize energy consumption in the construction area when possible. All lights and equipment must be extinguished at the end of the business day.
 - n) All equipment must be positioned so that it complies with the Site's established hot and cold aisles configurations.
 - o) If a fire or Building alarm system needs to be temporarily disabled, You must notify and schedule the shut off with Site Management and notify Site Management upon completion so that the system can be turned back on as soon as possible. Proper MOPs must be followed, and approvals must be obtained.
 - p) Where applicable, should the performance of work result in any conflict with any union to which any workman employed by either Digital Realty or its contractors and subcontractors belong, then notwithstanding responsibility for the cause of such conflict, You must make best efforts to resolve the conflict. If Site Management is not satisfied, Digital Realty may ask You to expedite resolution or have the impacted Customer Party leave the Site

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- q) You must provide proper documentation for removal of hazardous materials in accordance with local, state and/or federal guidelines.
 - r) You must keep applicable MSDS, GHS, COSH sheets or labels on site for all products being used and hazardous materials/products must be properly stored.
 - s) See Section 10 for additional construction provisions for Connectivity Areas.


9.4 Smoke, Odor, Dusty Work or Heat Producing Tools/Equipment

- a) Site Management must approve any work that may produce smoke, dust, debris, or strong odors, (i.e. heat guns, drills, hammer drills, grinders, sanders, vacuuming, etc.). You must schedule and coordinate any such work with Site Management in advance because Site Management may require the disabling of the fire alarm annunciator, smoke detection and suppression systems.
- b) The Customer having the work done is responsible for all associated costs, including costs of having fire department personnel present while any work is taking place, fines for false alarms, installation of pre-filter media or replacement of HVAC unit filters.

9.5 Equipment Installation

If You are installing any equipment:

- a) Site Management must pre-approve installation of ladder racks, cable management, fiber guide, innerduct and floor tiles within, above or below any Customer space and installations must match existing installed systems. To request approval, You must provide a drawing showing new ladder rack, tray or conduit being installed outside the Customer's space.
- b) All connection points must be "bonded" between sections to maintain the integrity of the existing rack/tray system including appropriate grounding (per industry Grounding Standards).
- c) To ensure effective grounding, any paint must be removed down to the bare metal installed per common industry practices and/or manufacturer instructions to provide a metal contact point for the bonding connection(s).
- d) The frames of all cabinets, PDU's, CRAC'S, etc. installed by You in the data center must be Earth bonded, and proposals must be reviewed and approved in writing by Site Management.
- e) The use of manufacturer specified floor stands are required and all equipment will be anchored to the slab via mechanical fasteners. PDU's, CRAC's, etc., may not be installed directly onto the data center raised floor.
- f) Customers are responsible for the mechanical stability of their own equipment in the provisioned equipment cabinets or racks. Equipment must be installed in line with the current hot/cold aisle cooling configuration and Building parameters, including duct work. Customer equipment installed in the cabinets or racks must be installed such that the exhaust side of the equipment faces the Hot Aisle, and inlet side of the equipment faces the Cold Aisle. Empty space within cabinets must be filled with blanking panels. Blanking panels are available free of charge on request and can be installed by our Remote Hands personnel where available. The Customer will be asked to correct any equipment



installation that does not conform with these guidelines and will not permitted to operate the equipment until the installation is corrected.

9.6 Drilling

- a) All drilling work (a) requires prior written Site Management approval, (b) must be scheduled at least 48 hours in advance, (c) must conform to the Site drilling requirements; and (d) must be inspected and approved by Site Management. The use of a hammer drill with a tool interrupter device or similar protective shutoff is required. X-rays or infrared scans may also be required in advance. All locations with post-tensioned slabs require strict review and approval. Site Management must review and approve all plans prior to any work being performed.
- b) When drilling is performed, (a) impacted work areas must be properly sealed (such as with plastic wrap); (b) an inspected and approved HEPA filtered vacuum cleaner must be used during the drilling to minimize the amount of dust particles emitted into the space, and (c) workers must wear necessary protective goggles, clothing and footwear.
- c) See Section 9 about Site Management approval and scheduling to disable impacted fire alarm annunciator, smoke detection and suppression systems to avoid false alarms.

9.7 Core Drilling

- a) You may not core drill without Site Management and, when necessary, Structural Engineer approval, including of your Method of Procedure (MOP). To request approval, You must submit a sketch indicating the size and exact locations of the core drill at least 7 days prior to commencement of work. A certified "Inspector" must monitor ALL slab penetrations, including bolting of equipment,
- b) Any floor penetration not core drilled must be chipped to expose existing rebar. You must not penetrate any existing conduit or rebar within the slab.
- c) Site Management may require X-rays or the use of the technologies such as the Hilti Brand Ferroscan to verify drilling location and if required, Site Management must verify X-rays and Ferroscans prior to drilling or coring. Tool interrupter devices may be used in exchange for X-rays when installing anchors. Any abandoned holes must be filled to even out the floor.
- d) HEPA Vacuums and coordination with the Building fire, smoke detector and suppression systems will be required.
- e) Anchor holes in the floor will require the use of a tool interrupting device. Site Management must approve the devices prior to drilling. You must perform drilling and coring outside of regular Building hours.
- f) If the interrupter device trips the drill, a new location will need to be used for the completion of the hole.
- g) Floor anchors may not be deeper than 1.75 inches unless otherwise approved in advance by Site Management. You must use drill bit depth stops or depth gauges to prevent over-drilling.
- h) You may not lift ceiling tiles at the Site, including within the Customer's own space or the common areas, without prior approval from Site Management.

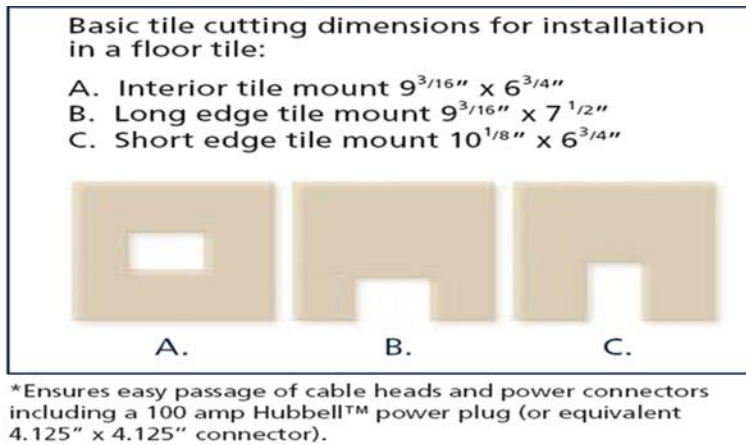


9.8 Emergency Power Off (EPO)

- a) Emergency power-off (“EPO”) buttons may be located within the data center for use in an emergency where the shutdown of power and cooling is necessary. You must only use the EPO in an emergency such as preventing loss of life, injury or an electrical fire. EPO buttons are typically located adjacent to the exit door.
- b) Activation of the EPO will turn off all power and cooling to all Customer equipment within the data center.
- c) Under Floor Leak Detection and Heat Sensing Systems
- d) You must not do work below a raised floor area without the prior written approval of Site Management. Under floor leak detectors are provided to sense the presence of water. Do not lift underfloor leak detectors or the attached water sensing cables as they will not be able to detect the presence of water at floor level.
- e) Even if under floor work is approved, do not pull any under floor cables or do anything beneath a raised floor that might damage the heat sensors unless the fire suppressant system has been deactivated in the area in which You are working. The sensors are used to activate the fire suppressant systems. Any under floor work must be scheduled for day shift (prior to 4 PM). You must notify Site Management when work is complete, so Site Management can reactivate impacted systems and inspect the work as needed.

9.9 Raised Floor and Ceiling Tiles

- a) In order to maintain static pressure for proper cooling of equipment, You may not lift or move raised floor tiles without prior approval from Site Management.
- b) Where permissible and approved by Site Management, Customers may only remove and replace solid floor tiles within their Customer space. To maintain structural integrity of the raised flooring, no more than 5 floor tiles or 3 floor stringers may be removed at any given period of time at least 18” from ceiling mounted sprinkler heads.
- c) If approved in writing by Site Management, Customers may perform tile cuts for cable access and the opening and grommet are in compliance with Digital Realty’s standards (Sample standard listed below):
 - i. Koldlock Integral, Model # 1010
 - Overall size: 11” X 8¼” X 1½”
 - Grommet usable cable opening size: 8” X 4” *
 - Grommet total cable opening size: 8” X 5”



- ii. AirGuard Part # 116-800-001
 - Overall Size 6.0" H x 12.0" W x 1.5" D inches
 - Hole open 5-3/8" H x 10.5" W
 - iii. Any deviation from standard size opening must be approved in advance by Site Management.
- d) You may request raised floor cutting and installation services through Site Management to be performed by approved vendors. Customer is responsible for the costs.
 - e) Replace floor tiles must flat with no raised edges.
 - f) You may not cut tile on the data center floor, surrounding exterior hallways, or any raised floor areas. Site Management will designate areas where this work shall be performed.
 - g) You must use safety cones, barricades, caution tape, or other safety equipment or devices to direct people away from hazardous areas, especially when a floor tile is removed, and the under-floor area is open.
 - h) You must not install exposed cables under raised floor areas. All cable authorized by Site Management to be installed under raised floors must be plenum-rated.
 - i) You must not lift ceiling tiles without prior written approval from Site Management.

9.10 Cable Installation

- a) Cabling refers to all materials for power, communications, signal and control distribution, including network cables and optical fibers.
- b) Protocols may require that Site Management disable the fire alarm annunciator, smoke detection and suppression systems for some cabling work.
- c) Site Management will inspect all cabling before activation to confirm that the approved scope of work was followed. All cabling must follow the routes pre-approved by Site Management. Customer shall pay for any correction of cable routing.
- d) The following requirements apply to cable installations:
 - i. All work must be performed in a workman like manner and meet established engineering best practices and standards.



- ii. No “Customer to Customer” cable connections without prior Site Management review and approval of the pathway and engineering of the connections. All interconnections must occur in the Connectivity Area as described below.
 - iii. All cables to and from the Customer space must run in the common area cable management system in a space designated by Site Management and Site Management may make additional specifications.
 - iv. You must secure and bundle together all cables installations at proper intervals using Site Management approved materials such as wax-coated string or Velcro-ties.
 - v. No plastic tie wraps are permitted.
 - vi. Cables may not extend beyond the rack/tray edges except when exiting or entering the rack/tray. Keep cable bundles neat and orderly to maintain workability and appearance.
 - vii. All cables must run on top of the rack/tray, not underneath.
 - viii. You must install all cable trays or ladder racks per industry standard Grounding and Bonding Specifications.
 - ix. All cabling must be plenum rated unless installed in conduit, or in a plenum rated innerduct.
 - x. Previously installed, non-plenum rated cables shall not be reused for new applications. PDU cables rated for use under a data center floor may be used in other areas in accordance with regulations.
 - xi. You must remove (mine) any cable which is no longer used. You may not abandon cables in place.
 - xii. Make rack to rack connections through patch panels whenever possible.
- e) No cabling may be tied to the Vertical Cable Management Systems (“VCMS”) as to cause blocking or damming of other customers. Innerduct is not allowed in VCMS.
 - f) Cabling and innerduct MUST NOT run through the rack rungs or mesh of the cable tray. Instead, they must waterfall over the sides of the cable tray.
 - g) No innerduct is allowed on the ladder rack or wire mesh basket within the Connectivity Area. See Section 10 for more details regarding Connectivity Area requirements.
 - h) Cable installed on a cable tray MUST be stitched/laced (preferred) or secured with Velcro and labeled throughout each segment.
 - i) The Site’s data center engineer (“DCE”) must review and approve Customer’s cabling path for proper installation & workmanship prior to installation.

9.11 New Conduit Installations

Site Management must review and approve any new conduit installations.

9.12 Labeling Standards

If cables extend outside of the Customer’s space, You must label the cables according to the following “Labeling Standard”:



- a) Customer conduit that traverses common space may be labeled at the ends and junctions only.
- b) You must tag cables at the beginning and end points of each cable. You may label cable bundles as single units.
- c) Customer standard tags are acceptable. Legible “write-on” labels are allowed to identify circuits within the customer’s space only. All tags must state:
 - Customer name
 - Cage (or cabinet) location
 - Interconnection rack area or port number(s)

See also Labeling Standards in Section 10 on Connectivity Areas.

9.13 Electrical Distribution

Typically, Site Management and engineering personnel will manage all electrical distribution requirements. If you are approved to manage electrical distribution installations or changes, the following will apply:

- a) The following requirements only apply to the last demarcation point of Digital Realty supplied power. Demarcation is the output power of the Power Distribution Unit (PDU) for Scale, and at the power circuit receptacle presented at the Customer’s cabinet or cage for Colocation:
- b) If approved by Site Management, electrical switching will be required to adhere to the Digital Realty Change Management process and will require a Method of Procedure (MOP).
- c) Building operations staff will control all main distribution electrical breaker positions. All distribution panels will remain locked at all times. Customer must request in writing Site management approval of coordination of breaker operation prior to activation.
- d) Only qualified electricians may install power distribution wiring.
- e) Only Site staff and qualified electricians may operate Power Distribution Unit (PDU) circuit breakers. Electricians shall perform all other work inside of the PDUs. Everyone must use appropriate Personal Protective Equipment (PPE).
- f) You may not make or modify electrical connections on Remote Power Panels (RPPs) without prior written approval from Site Management. This includes any power strips or equipment connected to the UPS circuits within their cage(s) or cabinets.
- g) You must disconnect all sources of electricity before performing work to be sure that the rack is electrically safe. Racks of equipment are commonly powered by more than one circuit breaker.
- h) You must make any under floor AC power connections to Customer equipment using twist lock connectors unless the circuit is permanently hard wired.

9.14 Power Circuit Loading

You must:

- a) Properly use the A+B” or dual corded power circuit delivery so that Your equipment can continue to operate during an interruption of one of the dual power feeds



- b) Ensures that Your total power draw of any power circuit (A-side, B-side or A-side and B-side combined) does exceed 80% of the Primary (A-side) allotment
- c) Balance power loading of any redundant circuit pair evenly (50% of the load on the primary, and 50% of the load on the secondary)
- d) Balance power loading across phases of any three-phase circuits provisioned to Your cabinets or rack
- e) Draw only Your contracted amount of power and only use the power source provisioned by Digital Realty for each individual cabinet or rack. Customers must not connect equipment within one cabinet or rack to a power bar from any other cabinet or rack at any time.

9.15 No Extension Cords

You may not (a) use power extension cords or (b) connect provisioned power bars to one another .

9.16 Earthing and Grounding

For safety reasons and to prevent static build-up damaging IT equipment, You must electrically bond each cabinet or rack position and any equipment installed in it to the ground provided.



10) CONNECTIVITY AREAS

The “Connectivity Areas” are collectively: POP Rooms; POE Rooms; Meet Me Rooms; Inside Plant (ISP); and Outside Plant (OSP). The following apply to Customers and Customer Parties, with rights related to pathway or space within or connected to any Connectivity Area. If there is a conflict between the rules for Connectivity Areas and other sections of these Site Rules, the Connectivity Area rules will apply to Connectivity Areas.


10.1 Connectivity Area General

You may not access a Connectivity Area without prior written approval from Site Management and specific access being granted to the relevant Connectivity Area. If approval and access is given, the scope and duration of access must comply with the approval and these Site Rules. An escort may be required for the duration of the visit depending upon the nature of the work being performed at the discretion of Site Management.

- a) Work only in areas identified in the approved POP Room Access Request (defined below).
- b) It is prohibited for any party other than Digital Realty to perform a cross connect without express written approval from Site Management.
- c) You may not splice outside of a Customer’s area (cabinet, quad cabinet, relay rack or ¼ relay rack) or in any underground enclosures.
- d) You may only leave service loops or slack coils in locations specified by Site Management.
- e) You may not deploy splice cans.
- f) You may not mount anything on walls without Site Management’s permission.
- g) Do not use a Connectivity Area to store anything or leave anything in a Connectivity Area after hours. Site Management may dispose of these items.
- h) You may not block or impede ducts or conduit points of entry with cables.
- i) At completion of work, You must notify Site Management so that work can be inspected & verified against approved POP Access Request.
- j) You must install cables in the lowest available duct in the duct bank stack and only in any innerduct or duct assigned for such cable.
- k) Unless otherwise approved by Site Management, equipment to be installed in a Connectivity Area must be unpacked on the loading dock and moved directly to the applicable Connectivity Area for installation.

10.2 Connectivity Area Security & Access

- a) Only Customers with Connectivity Area pathway(s) or space can request access to that Connectivity Area. Customers must request Connectivity Area access on behalf of their Customer Parties.
- b) The security and access requirements in Section 7 apply but You may be required to submit a Connectivity Area specific POP Room Access Request form 48 hours in advance of the requested access either via the Customer Portal, where applicable, or by email to



customersuccess@digitalrealty.com. The POP Room Access Request form must include the following information:

- i. A Customer contact that is aware of the work being performed.
 - ii. Customer emergency contact phone number.
 - iii. Where the work will be performed.
 1. Connectivity Area other than ISP/OSP
 - a. Customer space: Rack, ¼ rack, cabinet Quad cabinet or RUs
 - b. Common Area: Vertical & horizontal ladder rack.
 2. ISP & OSP
 - a. Customer pathway: conduit, innerduct or Maxcell sleeve.
 - b. Common area: underground enclosures.
 - iv. Brief description of work to be performed
 - v. Cross connect details: A valid Letter of Authority/Customer Facility Assignment (LOA/CFA) must be included with all cross connect requests or POP Room Access Request (if applicable).
 - vi. The contact information of the Customer Parties who require access. The date(s) and time(s) that access is required.
 - vii. If Emergency Access is requested an explanation of the emergency and its impact on named Customers' needs to be submitted.
- c) For emergency access, submit a completed POP Room Access Request that includes a short description of the emergency via the Customer Portal, if applicable, or email to customersuccess@digitalrealty.com and ALSO provide a hard copy to Site Management (during business hours) or security personnel (after hours).

10.3 Connectivity Area Installations

- a) Work is to be performed in a professional manner and comply with all rules that apply to Connectivity Areas. Site Management has the right to have work removed or replaced in the event that it does not meet these standards or if such standards are violated.
- b) Site Management will regularly audit equipment installations, electrical distribution, cabling and other Connectivity Area installations and provide notification of any required corrections to the Customer.
- c) In addition to the Electrical Distribution requirements in these Site Rules, for Connectivity Area specific Electrical Distribution and Cabinet or Rack Installation:
- d) Unless otherwise approved in writing, Site Management will manage all electrical breaker positions, cabinet and rack installation, AC and DC power cabling to cabinets and relay racks installation and other electrical distribution requirements.
- e) Customer or Customer Parties must request coordination of electrical breaker operation, which must be approved by Site Management prior to activation.
- f) Customers must follow Digital Realty power cabling and grounding standards, including:

- i. DC cabling- cloth covered with red for positive and black or gray for negative and sized accordingly. In the POP Rooms, DC cabling cannot be run on the overhead horizontal ladder rack or cable tray.
- ii. Grounding-RHH/RHW or THHN, Type – green.
- g) Customers are responsible for connection or plug in of all power for equipment in the space.
- h) A ¼ rack is defined 10 RUs.

10.4 Cabling

- a) “Backbone Cable” means any cable originating in a Customer’s data center space or outside of the Building.
- b) “Cross Connect Cable” means any cable connecting a Customer to another Customer (including a carrier).
- c) “Signal Cable” means any cable designed to transmit a signal over fiber, copper or coax.
- d) “Tie Cable” means a cable between a Customer’s equipment.
- e) Cable Installation:
 - xiii. Backbone Cables, Signal Cables and Tie cables must be installed on the bottom tier of ladder rack in the Connectivity Areas.
 - xiv. Backbone Cables must exit over the side of the ladder rack or wire mesh basket at the side to the back of the racks and cabinets.
 - xv. All Cross Connect Cables, including fiber Cross Connect Cables,
 - 3. must be installed in the FiberGuide system and must enter/exit to the front of the racks and cabinets and above the VCMS; and
 - 4. must not be run in innerduct and/or on any ladder racking unless a Fiber-Guide System is not provided.
 - xvi. Where ladder racks are required or permitted,
 - 1. All horizontal cabling must be attached to horizontal ladder rack
 - 2. All vertical cabling will be attached to a vertical ladder rack or cable management system
 - 3. The cabling must “waterfall” over the side of the ladder rack and not through the rungs of the ladder
 - 4. The cabling must not block or obstruct any equipment, device, outlet or cable management systems within the cabling footprint
 - 5. The cabling must be fastened to vertical & horizontal ladder rack with #12 stitching/lace wax cord. Velcro may be used if installer cannot stitch/lace.
 - 6. Any copper or coax cross-connects, jumpers and patch cables must run on the bottom tier of ladder rack. These must not be run in innerduct and must follow same rules cabling rules.
 - 7. Innerduct is not permitted in the Connectivity Areas and must terminate within 2’ of leaving any conduit.



- 8. Tie-Wraps are not allowed as a permanent fastening solution. Tie-wraps can only as a temporary solution during installation or build.
- xvii. Plenum Rating:
 - 1. Backbone Cables must be plenum rated unless run within a conduit.
 - 2. All Signal Cables must be plenum rated when entering from a Customer's suite or space
- xviii. Site Management will audit cable and equipment installations on a continual basis and notify Customers if any corrections are required.

10.5 Labeling Standards

- a) New telecommunications labels use black characters on a white background.
- b) Equipment
 - i. You must identify your equipment in racks and cabinets with a label displaying your name.
- c) Signal Cables, Backbone Cables and Tie Cables
 - i. You must identify cables with permanent labels.
 - ii. You must attach labels every 10 feet or at the middle of a rack to rack span. You may identify circuits by write on labels.
 - iii. Backbone Cable labels should include Customer name(s) or suite#, cabinet/rack number.
- d) ISP & OSP
 - i. Cables in underground enclosures must have permanent labels identifying cable ownership.
- e) Power Cables
 - i. Customer or Customer Party must label all power cabling according to industry standards.
- f) Site Management will audit labeling regularly and will notify Customers if any corrections are required.





10.6 Use of Connectivity Services

Digital Realty may accept, reject, or terminate orders for interconnection services in its sole discretion, which reason may include: (i) violation of the Contract or these Site Rules; (ii) ordering on behalf of, for the benefit of, or for use by, a third party; (iii) if any requested connections are intended to bypass the Meet-Me-Room; or (iv) if the third party to which You are connecting (“Z End Party”) is not a customer of Digital Realty contracted to have a presence in the Meet-Me-Room. Interconnections shall not extend to a third party meet-me-room outside of the Digital Realty Meet-Me-Room and Digital Realty may audit any interconnections to ensure compliance. In connection with the use of any connectivity services, the following activities are strictly prohibited:

- Transmission, distribution, retrieval or storage of data, information or other material that: violates any applicable law, regulation, tariff or treaty; is obscene or defamatory; violates any party’s intellectual property rights; or is otherwise objectionable.
- Any attempt to monitor, gain unauthorized access to, or attempt to interfere with or compromise, the normal functioning, operation or security of the services or any customer of Digital Realty.
- Hacking, intercepting or interfering with data or traffic on any network or system without consent.
- Spoofing (including, but not limited to, bad/false routing information, false DNS information, or altering source IP address information or other identifying information to impersonate another party).
- Sending SPAM or unsolicited commercial e-mail (including, but not limited to, “mail bombing”, “spidering”, “harvesting”, transmitting unsolicited commercial e-mail, sending excessively large or corrupted files or files with a virus, or other activities intended to disrupt a server).
- Exceeding bandwidth limits (if any) applicable to any Service provided by Digital Realty, or attempting to manipulate any method used by Digital Realty to measure time or bandwidth utilization.
- Any other inappropriate activity or abuse in connection with the use of the services or which may be harmful to the services or other users of the services, as determined by Digital Realty in its reasonable discretion.

Digital Realty reserves the right, with or without prior notice, to investigate violations hereunder, to suspend, block or terminate the services or Customer’s access thereto, to install (or to cause Customer to install) filters, to cooperate with legal authorities and third parties in the investigation of any wrongdoing, or to take any other action it deems necessary. The foregoing rights are non-exhaustive. Digital Realty may rely on (i) a complaint from the recipient of commercial e-mail, whether received directly, or through an anti-spamming organization (e.g., spamhaus.org, spamcop.net, sorbs.net and abuse.net as evidence that a Customer is an active “spam operation”), as evidence that the message was unsolicited, or (ii) information obtained from anti-spamming organizations to determine if a Customer is engaged in spamming. Digital Realty reserves the right to avail itself of the safe harbor provisions of the DMCA. Digital Realty may enforce the Site Rules through self-help, active investigation, litigation and prosecution. Digital Realty may access and disclose any information (including transactional information) related to Your access and use of the services, for any lawful reason, including: (1) responding to emergencies; (2) complying with the law (e.g., a lawful subpoena); (3)



protecting Digital Realty’s rights or property and those of its customers; or (4) protecting users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

By accepting and using the services and allowing Users to use the services, Customer consents to allowing Company to collect service information and routing information in the normal course of its business, and to use such information for general business purposes.



11) OFFICE RULES AND REGULATIONS

In addition to any other applicable Site Rules, the following rules and regulations (the “OS Rules and Regulations”) apply to only to Customers (and their Customer Parties) that are accessing and using office or storage space:

- a) Upon termination of Customer’s office space agreement, Customer will return all keys to Digital Realty.
- b) Movement of furniture, equipment or bulky materials must be done in the manner and during the hours designated by Site Management, and under the supervision of Site Management
- c) Digital Realty shall have the right to prescribe the weight and position of safes, computers and other heavy equipment which shall, in all cases, in order to distribute their weight, stand on supporting devices approved by Digital Realty.
- d) Customer’s on multi-tenant floors shall keep all entrance doors to Customer’s office space closed at all times.

12) DOCUMENT HISTORY

Version No.	Description	Date
2.10	Reformatted and revised to include rules for Colocation customers. Renamed document from “Rules & Regulations” to “Site Rules”	Dec 31, 2018
2.11	Updated language in Section 7 to match previous versions	Feb 8, 2019
2.12	Reformatted and minor updates	Feb 18, 2019
2.13	Revised section 1 to allow site rules to be updated Revised section 10 to reflect a shortened version of the interconnection AUP used on the colo side	June 3, 2019
2.14	Revised section 10 to include language around cross connect installations	June 18, 2020