

# Data Center Rules and Regulations

*Entrance is contingent on acceptance of the following:*

## 1. Entrance to the facility

- Access is restricted to authorized personnel conducting legitimate business at the Data Center.
- Visitors, vendors, third parties and customers must check in with the security guard, present a valid form of government issued identification, such as a driver's license, and sign in at the visitor kiosk. All visitors must also check out at the end of their visit.
- C Spire personnel and approved non-escorted personnel present in the Data Center must display a C Spire-issued ID at all times.
- Any approved visitors, guests, or third parties in the Data Center without card access issued by C Spire must wear a visible visitor badge and be escorted by authorized customer personnel or C Spire personnel at all times, including during maintenance activities.
- Racks and cabinets are to be kept closed and locked except during active maintenance or use.
- Customers who maintain systems in a C Spire-provided, access-protected cage within the colocation area are **required to close and lock all racks inside their cage** before leaving the C Spire Data Center.
- Individuals entering the Data Center agree not to solicit, directly or indirectly, any C Spire employees, vendors, or clients.
- Minors (those under the age of 18) are not permitted in the Data Center. Exceptions must be submitted in advance to C Spire Security by emailing [csb-servicesupport@cspire.com](mailto:csb-servicesupport@cspire.com).

## 2. Rack Access

- Rack access is granted to Authorized Personnel with the proper credentials. Anyone entering the Data Center without the correct credentials will be required to present and display a valid state or federally issued photo identification and must be able to provide immediate supervisor or manager contact information. Access to the rack will then be justified and verified through the company's official approver. Failure to provide the required information will result in denial of access to the rack.

## 3. Use of the Data Center

- Data Center visitors must follow all security measures established by C Spire. A written copy of these measures can be requested by emailing [csb-servicesupport@cspire.com](mailto:csb-servicesupport@cspire.com).
- Data Center visitors may only transmit and receive information in compliance with all applicable laws, regulations, and these rules and regulations.
- Visitors must always keep all areas clean and clear of debris. Any abandoned materials will be claimed or disposed of by C Spire, and cleanup fees may be applied to the associated client account.
- Visitors must wear appropriate attire for conducting business at the Data Center; shorts and open-toe sandals are not allowed.
- All Authorized Personnel, upon entry or attempted entry into the Data Center facility, consent to a reasonable search of themselves and their possessions.
- All Authorized Personnel are subject to constant surveillance while on the premises.
- All customers, Authorized Personnel, and visitors are required to rack-mount equipment so that it exhausts into a standard "Hot Aisle" containment configuration. If assistance is required, please contact C Spire Support.

#### **4. Conduct at the Data Center**

Authorized Personnel shall not intentionally:

- Use or configure any camera or device to view, record, or transmit images or information regarding the Data Center.
- Make any unauthorized use of, interfere with, damage, deface, misuse, or abuse any property or equipment.
- Engage in, aid, or assist with any activity that is in violation of the law.
- Commit any violent acts against any individual, or harass, threaten, or disturb any individual.
- Smoke or use any tobacco products in the Data Center or inside any C Spire facility.
- Store any cardboard or paper products in a raised floor area or cage.
- Allow an unauthorized individual to follow the user through a security door or mantrap when entering or exiting any part of the Data Center.

#### **5. Prohibited Items**

Authorized Personnel shall not bring any prohibited materials into the Data Center. "Prohibited Materials" include, without limitation, the following items, any similar items, and any other items designated by authorized C Spire personnel:

- Explosives, weapons, and radioactive materials.
- Food and drink (except in designated cafeteria areas).
- Photographic, video, or other recording equipment of any kind, except for tape backup equipment.
- Hazardous or flammable materials, spray paint cans, soldering equipment, lighters, or any item that creates excessive heat, smoke, or fire.
- Alcohol, illegal drugs, and other intoxicants.
- Magnetic devices that could interfere with computer and telecommunications equipment.
- Animals (except those specifically trained and used to assist handicapped or impaired individuals in the Data Center).

#### **6. Prohibited Activities**

Authorized Personnel shall not intentionally:

- Engage in or assist with any activity that is in violation of the law while in the Data Center or in connection with C Spire service(s).
- Violate, infringe, or misappropriate the privacy rights or property rights of others.
- Send unsolicited commercial messages or communications in any form to third parties
- ("spam"), except in compliance with applicable law.
- Send, post, host, or display harassing, abusive, libelous, or obscene materials, or assist in any similar activities.
- Intentionally omit, delete, forge, or misrepresent transmission information, or withhold or cloak identity or contact information.
- Intentionally transmit or otherwise propagate computer viruses or similar destructive computer programs or code.
- Use C Spire services or Data Center services for any illegal purposes, in violation of any applicable laws, regulations, or service provider rules.
- Disturb the raised floor, anchor any item to the raised floor of the Data Center, or attach any item to a cage or rack.
- Climb any cage, rack, ladder, or any support structure.
- Engage in any other activities that might be deemed prohibited by C Spire for the purposes of safety, privacy, systems reliability, protection of equipment, systems, data, and personnel at the Data Center, and compliance with laws or regulations from governmental agencies.

- Rack-mount equipment must not be installed in such a manner that it exhausts into a standard “Cold Aisle” area.

## **7. Suspension and/or Termination of Access**

- C Spire shall have the right, in its sole discretion, to suspend and/or terminate a user’s access to the Data Center or its services at any time. Authorized customer approvers will be notified by C Spire of any administrative user access changes.

## **8. Confidentiality**

- Information or items a user observes or comes into contact with while in the Data Center may be confidential information of C Spire and/or third parties, and the user may have legal obligations regarding the confidentiality of such information or items. Authorized Personnel should check with their employer regarding their legal obligations.

## **9. Modification**

- C Spire may modify these rules and regulations at any time, and any changes will become effective immediately. Changes to this policy will be posted at the entrances to C Spire Data Center facilities.

If a user becomes aware of any prohibited activities, the user and visitors must immediately notify C Spire personnel, who will then use commercially reasonable efforts to remedy such prohibited activities immediately, if under the control of the user.