

Data Center Rules and Regulations

Entrance into the C Spire Data Center (hereafter referred to as 'Data Center') is conditional on acceptance of the following:

ACCESS TO THE DATA CENTER

1. Restricted to authorized persons conducting authorized business (collectively known as "Users/User") at the Data Center.
2. Persons under the age of eighteen are not allowed inside the Data Center. Requests for exceptions to this rule must be submitted to C Spire security in advance by using csb-servicesupport@cspire.com.
3. Persons entering the Data Center agree not to solicit, directly or indirectly, any C Spire staff, vendors, or other clients.
4. C Spire staff who are inside the Data Center must have C Spire identification badge fully visible at all times.
5. Anyone in the Data Center that does not have card access issued by C Spire must be escorted by authorized customer staff. Alternatively, they may be escorted by C Spire staff or representatives who are duly authorized to enter the Data Center.

RACK ACCESS

Rack access is granted to user(s) with proper key or combination credentials. Anyone entering the Data Center without correct key or combination credentials will be required to produce and display proper state or federally issued photo identification. Proper immediate supervisory or managerial level client representative contact information must be verifiable at the time of entry to obtain key or combination lock access (if known by C Spire). Approvers for these details are "authorized approvers" on behalf of the client. Failure to provide the required information will result in the individual requesting keys or combinations being denied access.

USE OF THE DATA CENTER

1. Data center visitors shall follow all security protocols set forth by C Spire. A written copy of these protocols may be requested by emailing csb-servicesupport@cspire.com.
2. Data center visitors will only transmit and receive information in compliance with all applicable laws and regulations, as well as these rules and regulations.

3. Visitors shall always keep all areas clean and clear of debris. Any abandoned materials will be collected and disposed of by C Spire staff. Cleanup fees may be applied to the associated client account.
4. Visitors shall wear appropriate attire for conducting business at the data center; shorts or open-toed footwear are not allowed.
5. All users, upon entry into, or upon attempted entry into the data center, shall agree to consent to a reasonable search of themselves and their possessions.
6. All users are subject to constant surveillance while on the premises.
7. All customers/users/visitors are required to rack-mount equipment, such that it exhausts into a standard “hot aisle” containment configuration. If assistance is required, please contact C Spire Support.

CONDUCT AT THE DATA CENTER

Users shall not intentionally:

1. Utilize or configure any camera or devices to view, record, or transmit any images/information regarding the data center.
2. Make any unauthorized use of, interfere with, damage, deface, misuse, or abuse any property or equipment.
3. Engage in, aid, or assist with any activity that is in violation of the law.
4. Commit any violent acts against, harass, threaten, or disturb any individual.
5. Smoke or use smokeless tobacco products or vapor producing devices in the data center or use such devices on any C Spire property.
6. Store any cardboard or paper products in a raise for area or cage.
7. Allow an unauthorized individual to follow a user through a security door/man trap into any part of the data center

PROHIBITED ITEMS

Users shall not bring any prohibited materials into the data center. “Prohibited materials” include, without limitation, the following items, and any other items deemed hazardous by C Spire authorized personnel:

1. Explosives, weapons, and/or radioactive materials.
2. Food or drink (except in designated cafeteria areas).
3. Photographic, video, or other recording and/or reporting equipment of any kind, except for tape backup supplies and equipment. Cell phones may be used in the data center. However, use of the camera on a cell phone is prohibited.
4. Hazardous/flammable materials, spray paint, soldering equipment, lighters, or any item creating excessive heat, smoke, or fire.
5. Alcohol, illegal drugs, other intoxicants.
6. Devices that can interfere with computer and telecommunications equipment.
7. Animals (except those specifically trained and used to assist people with disabilities).

PROHIBITED ACTIVITIES

Users shall not intentionally:

1. Engage in or assist with any activity that is a violation of the law while in the data center or while working in connection with C Spire Business or services.
2. Violate, fringe, or misappropriate the privacy rights or property rights of others.

3. Send unsolicited commercial messages or communications in any form to third parties (spam), except in compliance with applicable law.
4. Send, post, or display harassing, abusive, libelous, or obscene materials, and/or assist in any similar activities.
5. Intentionally omit, delete, forge, or misrepresent, transmission, information, or withhold or cloak, identity, or contact information.
6. Intentionally transmit or otherwise propagate computer, viruses, or similar destructive computer programs or code.
7. Use C Spire activities, services or data center services for any illegal purposes, in violation of any applicable laws, regulations or service provider rules.
8. Disturb the racks, floor, anchor, or any item to raise the floor of the data center or attach any item to a cage or rack.
9. Climb any cage, rack, ladders, or any support structure.
10. Engage in any other activities that might be deemed prohibited by law or by C Spire for the purposes of safety, privacy, system administration, reliability, protection of equipment, system control, or data control.
11. Rackmount equipment must be installed so that exhausts do not face into a standard "cold aisle" area.

SUSPENSION AND OR TERMINATION OF ACCESS

C Spire shall reserve the right, at its own discretion, to suspend and/or terminate a user's access to the data center or any of its services at any time. Authorized customer approvers will be notified by C Spire leadership of any administrative user access changes on this topic.

CONFIDENTIALITY

Information or items a visitor or user observes or encounters while on C Spire property may be confidential information. This information may pertain to C Spire and/or third parties, and users may have legal obligations regarding the protection of confidential information. Users should check with their own employer as to their legal rights or obligations.

MODIFICATIONS

C Spire may modify these rules and regulations at any time and such changes will become effective immediately. Changes to this policy will be posted at the entrance to C Spire facilities when changes are effected.

CONCLUSIONS

If a user or visitor becomes aware of any prohibited activities on C Spire property, the user or visitor should immediately notify C Spire staff of such activities, or leadership, who will then use reasonable efforts to remedy such prohibitive activities immediately.