

ACCEPTABLE USE POLICY

1.1.1 Section 1: Access to Data Centre

- All clients must provide a list of names of all possible attendees.
- All named contacts must allow a photograph to be taken for security purposes if requested.
- All changes to access must be submitted at least 24 hours in advance.
- All Clients must give prior notice to Linix Ltd of intent to gain access to the datacentre.
- Any clients wishing to arrange access for approved 3rd party engineers who are not on the list of named contacts must arrange this with Linix Ltd at least 24 hours in advance
- Clients are responsible for third party contractors and must accompany them within the building at all times – contractors should never be left unattended.
- All attendees must sign the visitor's book whenever entering or leaving the data centre.

1.1.2 Section 2: Use of Data Centre

- No packaging of any type is allowed onto the data floors.
- Clients must not take any food or drink onto the data floors
- No liquids are allowed into the data centre.
- Public walkways must not be obstructed at any time.
- Maintenance must be carried out in client's own areas or in the Linix Ltd workbench area where available.
- Clients and their visitors must not touch, tamper or interfere in any way with equipment that is not their own.
- Clients and their visitors must not engage in any activity which may cause any problems or disruption to other clients.
- Clients and their visitors must not remove tamper or lift floor tiles unless Linix Ltd operations team have granted a permit to work.

1.1.3 Section 3: Deliveries, Storage and Deployment

- Clients must notify Linix Ltd of any deliveries at least 24 hours in advance by email. ops@linix.co.uk
- Clients are requested to provide the Waybill number/Shipping reference, anticipated date of arrival, the number of items and the approximate size and weight of the delivery, together with the name of courier if known. You should also include contact details so we can confirm receipt of the delivery.
- Linix Ltd reserves the right, in the interest of security and health and safety to REFUSE any unannounced deliveries or any deliveries which are incorrectly addressed.
- Linix Ltd reserves the right to open and inspect any delivery for security purposes.
- Linix Ltd will not accept any liability for goods damaged during delivery or in storage but will notify the customer as soon as possible.
- Linix Ltd can store deliveries for a maximum of 5 days free of charge. After this period an automatic charge of £35.00 per item per day will be added to your next invoice.
- Linix Ltd is unable to store large deliveries such as racks. When arranging delivery of such items, you will need to have a representative from your company attend site to

move the delivery directly into your area on the data floor. Alternatively a member of staff can do this on your behalf; the time taken to do this will be taken from your intelligent hands/FLS time in 15 min increments or billed to your next invoice.

- Clients are responsible for the disposal of their own waste packaging materials. Clients who fail to remove waste packaging from the facility will incur a charge for the removal and disposal of such material. It is the customer's responsibility to remove and dispose of any items that fall under the WEEE and RoHS regulations.
- Any time spent signing for; accepting or moving deliveries into client areas or to Linix Ltd internal storage shelves by any member of Linix Ltd will be deducted from your allocated intelligent hands/FLS allowance in 15 min increments or billed to your next invoice.

1.1.4 Section 4: Use of engineers Workbench room (where applicable)

- Use of the engineer's workbench room is on a first come first serve basis. Availability can not be guaranteed.
- Clients must not leave equipment unattended, to do so is entirely at customer's own risk.
- Linix Ltd reserve the right to remove any unattended equipment from the workshop and place in storage the intelligent hands/FLS storage rates will apply.
- Clients are responsible for ensuring that the work area is left in the same condition as which they found it.

1.1.5 Power Provision/Sockets

- Clients must only use the power source provisioned by Linix Ltd for each individual rack. You must not connect equipment within one rack to a power bar from any other at any time.
- Clients must only use the power bars provided by Linix Ltd.
- Clients must not, under any circumstances connect multiple power bars together. Clients who require additional power sockets must request this through the Site Supervisor.
- Under no circumstances should any clients interfere or alter any power provisioned by Linix Ltd to a rack or suite.

1.1.6 Section 5: General

- Clients may not engage in any illegal activity whilst attending the Linix Ltd facilities. No noxious substances, guns, ammunition or any other offensive weapons may be brought onto the premises.
- Clients may not use our hosting service for any illegal purposes.
- Clients are responsible for all content, activities and operation of any equipment located within the Linix Ltd premises.
- Failure to adhere to the AUP may result in disconnection of power and/or removal of equipment from the data centre.
- Linix Ltd will not be held liable for any losses incurred should equipment be removed/disconnected owing to a breach of the AUP.
- Linix Ltd decision in all matters pertaining to the AUP will be final.
- Linix Ltd reserves the right to modify the acceptable use policies at our own discretion at any time without prior notification.