

These Global International Business Exchange Data Center Policies (“Global IBX Policies”) supplement and set forth additional terms and conditions governing the use of an Equinix International Business Exchange™ “IBX®” Data Center by Customer, pursuant to Customer’s Agreement and the applicable Order. All capitalized terms are either defined in Customer’s Agreement or herein. References to “Customer” will also include Customer’s Authorized Persons and Accompanying Persons where appropriate.

A. IBX Access

1. **24/7 Access.** Subject to the restrictions herein, Customer may access the IBX Common Areas and its Licensed Space twenty-four (24) hours per day, every day of the year.
2. **Identity Verification.** Access to the IBX will only be granted to individuals whose identities have been verified by Equinix security or management (such as IBX Operations Director or authorized designee). Customer and any visitors must present valid government issued photo identification acceptable to Equinix for identity verification before being granted entry to the IBX. Acceptable identification is limited to valid, readily identifiable government issued photo identification such as: (a) a passport or (b) a driver’s license or national identity card from the same state or country in which the IBX is located. For avoidance of doubt, a driver’s license or national identity card from a country other than the country in which the IBX is located will not be acceptable identification. If the presented identification is deemed unacceptable or an individual’s identity cannot be verified for any other reason, access to the IBX will be denied until acceptable identification has been provided. Any person being enrolled into the access control system may be required to have a photo taken for identification record purposes.
3. **Prohibited Items and Behavior.** Before being granted access to the IBX, Equinix may require Customer to undergo physical screening (e.g., metal detectors) to ensure prohibited items are not brought into the IBX. Equinix will deny access or remove from the IBX property anyone who either:
 - a. Possesses any of the following prohibited items:
 1. Explosives, firearms, weapons or dangerous devices of any type;
 2. Hazardous or radioactive materials or other harmful chemicals;
 3. Alcohol, illegal drugs or other intoxicants;
 4. Magnets and electromagnetic devices; or
 - b. Engages in any of the following prohibited activities:
 1. Any activity that puts health, life or property at risk, including being intoxicated or otherwise impaired;
 2. Any attempt to tamper with or defeat security rules, systems, devices or appliances, including attempting to fraudulently gain access to any restricted location or network or otherwise bypass security;
 3. Any activity which may diminish Equinix’s capability to provide security or fulfill its obligations;
 4. Any construction changes or alterations to the interior or exterior of the IBX or the Licensed Space unless expressly approved by Equinix in advance and in writing; or
 5. Acting in an unsafe manner not otherwise expressly prohibited, not having a business purpose for the visit, or otherwise violating any other provision of Customer’s Agreement or these Global IBX Policies.
4. **Emergency.** Equinix may temporarily restrict or delay IBX access if there is any emergency such as fire, building evacuation, medical emergency, weather-related emergency, terrorist attack, etc.; or any threat to the IBX or its operation; or pursuant to instructions from government personnel (e.g., police or firefighters). During an emergency or drill, Customer must follow instructions given by onsite Equinix personnel.



B. IBX Usage

1. Customer must:
 - a. Comply with Customer's Agreement, these Global IBX Policies, and all applicable laws, rules, regulations and procedures in effect at the IBX, including instructions by onsite Equinix personnel and signs posted by Equinix from time to time;
 - b. Behave in a courteous, lawful, professional and safe manner, which includes not blocking any exits routes or aisles, or causing a fire hazard or any other nuisance or otherwise interfering with Equinix personnel or other customers;
 - c. Immediately notify Equinix of suspicious activity, non-compliance with these Global IBX Policies, bodily injury, equipment or facility damage, or a dangerous situation of any type;
 - d. NOT interfere with proper operation of the IBX, including but not limited to touching, altering, damaging or breaching any security or electrical or any other system or equipment operated or maintained by Equinix including Cross Connects;
 - e. NOT manufacture, generate, treat, transport, dispose of, release, discharge or store any hazardous materials in, on, under or near the IBX or any surrounding properties; and
 - f. NOT use mobility aids unless approved by Equinix.
2. **Use of Cameras, Videography, CCTV or other Recording Equipment.** Customer may not use any camera, videography, CCTV or other recording equipment except as specifically permitted in Section D.3.
3. **Use of IBX Common Areas.** Customer may use the IBX Common Areas as permitted by Equinix (e.g., for ingress and egress to and from its Licensed Space) but may not encumber or obstruct the pathways, driveways, yards, entrances, hallways, stairs or any IBX Common Areas in or around the IBX. If Equinix designates an IBX Common Area as a shared work area, Customer may use such shared work area only for the purpose expressly permitted by Equinix (e.g., equipment repair and testing). Additionally, Customer may only consume food, beverages, or tobacco or vaping products in IBX Common Areas expressly designated by Equinix for such activities. Customer must not leave any of Customer's Equipment unattended in IBX Common Areas.

C. Licensed Space Access

1. **24/7 Access.** Subject to the restrictions herein, Customer may access its Licensed Space twenty-four (24) hours per day, every day of the year.
2. **Prohibited Behavior.** Customer must not: alter, tamper with, damage, adjust, repair, interfere with or breach the security of its or any other customer's Licensed Space.
3. **Equinix will not access Customer's Licensed Space except:**
 - a. If directed by Customer (e.g. Smart Hands™);
 - b. To respond to a health/safety emergency;
 - c. To perform services necessary for the efficient operation of the IBX, including maintenance; or
 - d. As otherwise permitted by Customer's Agreement, including accompanying Equinix's Landlord if such access is required as applicable, and if so, then only upon prior notice and coordination.

D. Licensed Space Usage

1. **Orderly and Clean. No Furniture.** Customer must maintain Licensed Space in an orderly and clean manner and in good repair and condition, free of debris and litter. Designated trash receptacles are located in IBX Common Areas. Customer may not place furniture (e.g., chairs) in its Licensed Space except as permitted by the IBX site manager, and such permission may be withdrawn at any time. If Customer fails to remove the furniture within a reasonable time after notice, Equinix may remove and store the furniture at Customer's expense billed at Smart Hands rates.
2. **Cardboard/Shipping/Box/Debris/Flammable Material Removal.** Cardboard or other flammable material is strictly prohibited in Licensed Space in some jurisdictions. Where it is permitted, Customer must not store or permit such materials to remain within the Licensed Space for more than 24 hours without Equinix's consent. Violations of this section may result in Equinix remediating the problem at Customer's expense billed at Smart Hands rates.

3. **Use of Cameras, CCTV or Recording Equipment.** Customer may not use any cameras, CCTV or recording equipment inside the IBX, except for the following limited exceptions within a private cage. Smart Hands charges for Equinix's time will apply.
 - a. **CCTV.** Customer may NOT install any surveillance cameras or other surveillance equipment without Equinix's prior review and consent. All equipment and use of such equipment is subject to Equinix approval. No equipment will be approved if it includes pan/tilt/zoom capabilities or a microphone or is able to monitor anything except the inside of Customer's Licensed Space. Equinix reserves the right to require Customer to remove or relocate any equipment that Equinix deems to threaten or impede the security of the IBX, including the security and privacy of other Equinix customers.
 - b. **Smart Hands Assistance.** When scheduling a visit, Customer may request that Equinix take photographs of Customer's private cage and of Customer's Equipment within such private cage. Equinix will do so only if: (i) Customer completes the required documents provided by Equinix, (ii) an IBX staff member takes the photographs and recordings with Customer's recording equipment, and (iii) the IBX staff member at all times controls the recording equipment while it is inside the IBX. Customer may only use any recordings, photographs or video taken within an IBX for Customer's internal purposes and may not distribute or use such content in any public marketing or promotional materials without Equinix's prior written approval.
4. **Signage.** Customer may install a self-identifying marker (e.g., sign) on Customer's Equipment or Licensed Space with the prior approval of Equinix. Equinix will not install any such signs unless expressly directed by Customer at Customer's expense billed at Smart Hands rates.
5. **Customer's Equipment—General.** Customer must configure, provide, place, install, upgrade, add, maintain, repair and operate Customer's Equipment in a safe and lawful manner and in compliance with all applicable laws and manufacturer specifications and requirements and industry standards, including but not limited to, those relating to proper installation, power consumption and ventilation.
6. **Customer's Equipment—Installation and Operation.** Customer's Equipment may not be stacked or resting on any other equipment and must be securely fixed onto a cabinet or rack in a manner reasonably satisfactory to Equinix. If Customer's Equipment is too large or heavy for a rack or cabinet (e.g., large servers), Equinix may affix such Customer's Equipment directly to the floor at Customer's expense billed at Smart Hands rates. Where practical, the heaviest or hottest components of Customer's Equipment should be installed in the lower sections of a cabinet to make the most effective use of the supplied cooling system. Equinix may require removal of any of Customer's Equipment that, in Equinix's sole discretion, (i) causes a threat to safety (including any risk of fire or other hazard), (ii) unreasonably interferes with the operations of Equinix or another customer or any other person or entity that is occupying Licensed Space or IBX property or otherwise utilizing any portion of the IBX, or (iii) otherwise does not comply with these Global IBX Policies.
7. **Customer's Equipment—Internet Exchange.** Customer will not operate an "Internet Exchange" within the Licensed Space that competes with Equinix. To clarify, Customer may not create or operate a shared infrastructure to which a network interconnects for the purpose of exchanging routed traffic with all the other networks connected to the shared infrastructure where the owners of the networks have direct contractual relationships between each other for the exchange of that routed traffic. Customer may connect to other Customers through use of a Cross Connect or an Equinix Exchange only.
8. **Power.**
 - a. **Customer must NOT:**
 1. Use UPS systems or 48v DC rectifiers that are not provided by Equinix;
 2. Use VRLA (valve-regulated lead-acid) batteries or any other form of rechargeable battery unless the batteries are a manufacturer-installed integrated part of the equipment;
 3. Use circuit splitters on any Equinix-provided power circuit;
 4. Connect a power circuit to a cabinet other than the cabinet specified by Equinix for such power circuit;
 5. Connect power strips or other equipment into each other to form a single long line of strips, i.e., daisy chain; or
 6. Use equipment that does not comply with applicable safety codes and product safety agency listings. Specifically, all Customer's Equipment must be UL-listed and comply with the U.S. National Electrical Code (or equivalent thereof outside the United States).

- b. **Power Circuit Usage.** For each power circuit and Redundant Power Circuit Pair (as defined below), Customer will not consume more than the lesser of (i) the power rating for such power circuit stated in the associated Order (80% of the rated capacity) or (ii) the rated capacity pursuant to the applicable local codes. A “Redundant Power Circuit Pair” is two identical power circuits installed in the same cabinet or rack (neither of which are part of another pair of circuits in the same cabinet or rack) that are fed from diverse power busses and are powering only equipment with redundant power supplies capable of auto-failover. Customer must ensure that the aggregate draw of the entire Redundant Circuit Pair does not exceed the usage limit of a single circuit at any time. If the draw of the entire Redundant Circuit Pair exceeds the usage limit of a single circuit, then each power circuit will be considered a single primary circuit, so additional charges will apply and the circuits will not be covered by the Redundant Circuit Pair SLA, and Equinix may reduce the Customer’s power draw accordingly.
9. **Environmental.** Customer must use appropriate air management/containment components such as full cabinet blanking panels and above-cabinet vertical panels as specified by Equinix in applicable IBX data centers to minimize recirculation of hot server exhaust with cold supply air and to support cooling efficiency and effectiveness. For the avoidance of doubt, Equinix-provided cabinets will also include the initial blanking plates, grommets and brushes, and Customer may request that Equinix install such air management products on Customer’s behalf pursuant to an Order. Customer will ensure any and all applicable air containment components remain installed and intact throughout the contracted term of the Licensed Space. Equinix may perform periodic audits to ensure containment components are functioning as intended and if not, then Customer will promptly comply with Equinix remediation requests or permit Equinix to enter the Licensed Space and perform the remediation at Customer’s expense billed at Smart Hands rates.

E. Cables and Wiring

As further described below, Equinix will install Cross Connects that extend outside Licensed Space and attach them to the Point of Demarcation (“POD”), and Customer will install “Customer Cabling” (as defined below) within Licensed Space, including those that attach to the POD.

- 1. **Cross Connect.** A Cross Connect is a physical or wireless interconnection within an IBX that exits Customer’s Licensed Space or otherwise connects Customer to another Equinix customer. Customer may not install, move or remove any Cross Connect. Equinix will install a Cross Connect ordered

by a Customer (“A-side”) only if the other customer (“Z-side”) approves such Cross Connect. Equinix may disconnect a Cross Connect upon termination or expiration of the Order or at the request of either the A-side or the Z-side Customer, and in such case, Equinix will inform the other Customer of an impending disconnection. Customer will be responsible for obtaining telecommunications services as needed from the carrier of its choice inside the IBX, and Equinix will not be responsible for such services other than for installation and maintenance per the Cross Connect SLA.

- 2. **Point of Demarcation.** Equinix will install a POD to connect Cross Connects to Customer Cabling. The POD is typically a relay rack with a demarcation patch panel, which may include: (i) patch panel, DSX panel for category 5 twisted pair, co-axial, single and multi-mode fiber, or (ii) other appropriate interconnection equipment. Customer may only connect Customer’s Equipment to the POD within the Licensed Space to complete the connection to the Cross Connect. Customer may request installation of an additional POD subject to Equinix approval.

- 3. **Customer Cabling.** Customer Cabling is the physical interconnection between Customer Equipment wholly within the Licensed Space, including patch cables, and connection to the POD. Customer is responsible for the installation, maintenance and repair of Customer Cabling.

a. **Customer must:**

- 1. Ensure cables and power cords only run from Customer’s Equipment out of the back of the cabinet or rack. If this is not possible, Customer will ensure that appropriate air management products are installed to make the most effective use of the supplied cooling system.
- 2. NOT access Equinix cable trays or Equinix cabling infrastructure to install Customer Cabling; except Customer may install Customer Cabling in those instances where Customer has had Equinix install a dedicated cable tray or fiber duct over two or more of its cabinets expressly for this purpose, and if Customer requires access to the cabling infrastructure for such connection, Equinix will install it at Customer’s expense billed at Smart Hands rates.
- 3. Ensure all cables and wiring within the Licensed Space (excluding Cross Connects and POD, which are Equinix’s responsibility) are neatly wrapped and tied together. If Customer fails to comply with this requirement within a reasonable time, Equinix will notify customer to correct the condition, and if Customer still fails to comply, Equinix may neatly wrap and tie such wires and cables at Customer’s expense billed at Smart Hands rates.

- b. **Labels.** Customer may label Customer Cabling but may NOT affix or maintain labels to any Cross Connect or POD, including any ports on the POD. Equinix will affix and maintain those labels, which will contain information as determined by Equinix, including circuit identification and other information needed to identify each Equinix-provided port. If Customer requires labeling of Customer Cabling, Equinix can label according to Customer's instructions and at Customer's expense billed at Smart Hands rates.
4. **Wireless Interference.** Equinix is not responsible for any electronic interference that may occur with respect to Customer's use of wireless communications equipment.

F. Shipping Policies

1. **Incoming Shipments.** Equinix will reject or ship back to the "shipped from" address at Customer's risk and expense any shipment that does not comply with the following:
- a. Shipments and boxes must be clearly labeled with Customer's name or identifier as required by the IBX. Customer may not list Equinix as a recipient of any shipment or identify Equinix as a recipient to any shipping carrier.
 - b. Shipment must pass Equinix's reasonable safety inspection. Shipments containing liquids, combustibles and any hazardous materials are prohibited and will be rejected.
 - c. Customer must give Equinix advance notice that a shipment is arriving in accordance with the shipping and receiving policies in effect at the IBX. Failure to provide advance notice may result in rejection of the shipment.
 - d. Customer must promptly move shipments from shipping/receiving area to Licensed Space and may request Equinix perform Smart Hands for assistance. If Customer fails to have shipments moved promptly, then Equinix may move the shipments to a temporary holding area at Customer's risk and expense. If Customer fails to remove (or cause to be removed) the shipment from the temporary holding area within five days of Equinix receiving the shipment, then Equinix may ship the Equipment back to Customer also at Customer's risk and expense.
2. **Property Control Procedures.** If Customer prefers to hand carry (hand trucks and carts not permitted) Customer's Equipment either into or out of the front door of the IBX, Customer will be subject to property control procedures, which may include requirements to provide Equinix with descriptions and the serial numbers of items valued at more than US\$1,000 (or equivalent local currency) as well as the name, contact number and signature of the person removing such items.

3. **Smart Hands Assistance.** Customer may request that Equinix:
- a. Move shipments into Customer's Licensed Space from shipping/receiving or vice versa;
 - b. Unpack or pack shipments. In doing this, Equinix may record serial numbers for Customer's Equipment. Accordingly, when packing Customer's Equipment for shipping, Customer may expect that Equinix personnel will need access to and record the serial numbers of Customer's Equipment prior to the boxes being sealed and shipped. Equinix is not responsible or liable for any missing or damaged Customer's Equipment, which may occur during the packaging, shipping, unpacking or receipt of such equipment.
4. **Local Variations.** Customer will comply with any local shipping and receiving policies in effect at the IBX.
5. **Duties and Import/Export Charges.** Customer is responsible for all duties, charges, fees, taxes and customs requirements associated with international shipments.

G. Notifications

Customer will designate one or more persons whom Equinix may contact at any time in the event of an emergency or otherwise as needed by Equinix. Customer will provide to Equinix a means of contacting such persons at any and all times. Equinix prefers, but does not require, that such contact method be the telephone number of a twenty-four (24) hour operations center staffed by persons familiar with Customer's use of its Licensed Space and Customer's Equipment. Customer may contact Equinix Service Desk for questions or support.

H. Use of Unordered Products

Customer may only use Licensed Space or Services that are specified in a valid Order (including Online or Phone Orders) executed by the Parties. If Customer or Equinix discovers Licensed Space or Services are being delivered without a valid Order ("Unordered Service"), the discovering party must notify the other (email or regular mail specifically permitted in this instance), and the Unordered Service will be discontinued immediately unless the Parties promptly execute a valid Order. If Customer fails to discontinue use of the Service or execute and deliver to Equinix a valid Order within ten (10) days of the proposed Order being sent to Customer, then in addition to other remedies permitted by the Customer Agreement, Equinix may also immediately suspend or terminate the use of the Unordered Service. For the avoidance of doubt, use of a power circuit beyond its limit and use of a Redundant Power Circuit Pair beyond the limit of one of the circuits in such Redundant Power Circuit Pair shall be considered use of an Unordered Service.