

Wowrack Facility and Infrastructure Rules and Regulations

THESE RULES ARE SUBJECT TO CHANGE AT ANY TIME ON REASONABLE NOTICE, WHICH MAY INCLUDE IMMEDIATE NOTICE, IN THE SOLE AND ABSOLUTE DISCRETION OF WOWRACK.

WOWRACK RESERVES THE RIGHT TO EXCLUDE ANYONE FROM ANY WOWRACK FACILITY OR INFRASTRUCTURE, WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE. PERSONS WHO VIOLATE THESE RULES MAY BE EXCLUDED FROM THE FACILITY AND INFRASTRUCTURE AND MAY FACE ARREST AND PROSECUTION. ANYONE SO EXCLUDED MUST PEACEFULLY DO SO IMMEDIATELY.

GENERAL FACILITY RULES AND CONDUCT

- You will behave in a courteous and professional manner in the facility and when using the infrastructure.
- You shall not touch, inspect, document, tamper with, seek, acquire or obtain access to any equipment, supplies or facilities at the facility or when using the infrastructure.
- You shall not visit any area of the facility that is not directly in within your contracted cabinet or co-location space or on the direct path to said cabinet or space from the entrance.
- Anyone who does not have a dedicated lockable cabinet must be escorted and supervised by Wowrack personnel while in the facility.
- If a person is not on an authorized contact list for a Customer, that person will not be granted access without first contacting the Customer's point of contact and obtaining authorization.
- You shall comply with all security procedures relating to the facility and the infrastructure. All visitors are subject to surveillance while at the facility or using the infrastructure.
- By attempting to enter the facility or to use the infrastructure, you consent to reasonable search of yourself and your possessions.
- You will not take any action which may jeopardize any services being provided by Wowrack to any of its customers, or damage property of other customers, Wowrack or the facility or infrastructure in any manner.
- You will take precautions to protect the facility, the infrastructure and any equipment or property belonging to others. This includes floor, wall, elevator and telecommunication equipment protection while moving equipment. You are required to notify Wowrack and obtain Wowrack's prior approval of any major rearrangements of equipment, drilling, power work, and similar potentially disruptive work.

PROHIBITED ITEMS AND MATERIALS

- You may not be under the influence of any alcohol, illegal drugs or other intoxicants while at the facility or while using the infrastructure.
- No smoking or chewing tobacco is allowed in the facility except for any designated smoking areas.
- All food and beverages are banned at the facility.
- Pets are not permitted; however, assistance animals such as Seeing Eye Dogs are permitted. In most, if not all cases, prior arrangements may be required. Some areas of the datacenter (such critical power equipment) are not appropriate for animals under any circumstances.
- No unboxing or unpacking of any equipment allowed in the datacenter. Please use the common area, or unbox your equipment prior entering the datacenter facility.

- Absolutely NO Packing Pellets / Packing Peanuts in the datacenter floor. Offender WILL be revoked of their datacenter access.
- Cellular phones and other similar handheld electronic devices may not be used on the data center floor due to potential EMI (Electro-Magnetic Interference) and RF Interference. Cell phones may be used in the front offices and common areas.
- Any devices with camera capability are not permitted at the facility without prior approval. Taking any form of picture or videos is strictly prohibited.
- Combustible or hazardous material may not be stored in the facility.
- You will follow good cleanliness practices. All trash must be disposed of daily at your expense. Any trash or empty boxes not disposed of by you is subject to removal by Wowrack with any associated charges borne by you.
- Nothing may be stored outside of the assigned rack or space within the facility, except as expressly authorized by Wowrack

DATACENTER ACCESS

- You must carry proper identification with them at all times while at the facility. Falsifying or withholding ones identity or refusing to cooperate with security personnel is not permitted.
- No children under the age of 16 are allowed in the facility. Open toed shoes are not permitted in the facility.
- You will be charged \$50.00 for each issued access card (outside from the included access keycard in the “order”) and \$75.00 for each lost card. Fees for access cards are not refundable.
- Customers with delinquent billing may be denied access into the facility and may not be able to add or remove equipment at the facility.
- Customers and visitors are solely responsible for their personal belongings and property while at the facility. Wowrack assumes no liability for missing, lost, or stolen property of any person, and you agree to hold Wowrack, its employees, agents, contractors, subcontractors, and partner companies harmless for and from any claims arising out of missing, lost or stolen property.

EQUIPMENT AND CONNECTIONS

- All equipment shall be installed, operated, maintained and repaired in compliance with applicable laws and manufacturer’s specifications.
- You are prohibited from running any kind of cabling wires including network and power cabling across different cabinets or locations in the facility. Wowrack requires all cabling to be performed by Wowrack staff. Any cabling work has to be approved by Wowrack and cabling interconnection fees may apply. You also agree to coordinate with Wowrack on all cabling and network requirements at the facility or using the infrastructure.
- You are responsible for the termination of the power and signal cabling in within your equipment.
- Permanent or extended use of extension cords is strictly prohibited.
- All wiring shall be routed through the furnished cable trays, etc. All cable shall be dressed-in and secured so as to ensure a professional appearance, run straight and level, with 90 degree corner where possible. Where tie wraps are used, the end shall be cut to preserve the professional appearance.
- All cables must be clearly labeled utilizing the facility approved tags if required by Wowrack.
- Wowrack provides crash cart with monitor, keyboard and mouse as a courtesy to you. Please do not abuse or modify the crash cart and return it to its original location when you are done with it.

DELIVERIES

- Deliveries shall be pre-arranged with Wowrack staff and a support ticket has to be opened through Wowrack ticketing system. Any deliveries without an existing ticket may be rejected and returned to the sender.

Wowrack Tukwila IGW01 Shipments to:

Wow Technologies, Inc (Wowrack.com)

c/o: Your Company Name

12201 Tukwila International Blvd, Suite 100

Seattle, WA 98168

You agree to report any violation of these Rules and Regulations, or any other suspicious or improper activity to Wowrack.

If Wowrack notifies you in writing of a violation of these Rules, or any other unsafe or unacceptable situation or practice, you must correct the problem within seven (7) days or provide a written plan for correction to Wowrack's satisfaction and proposed completion date. If the problem is not resolved in seven days or within a longer time frame agreed upon by Wowrack; then Wowrack will have the option of either (i) correcting the problem at your expense, or (ii) taking such remedial action as authorized under any agreement between Wowrack and you, including without limitation disconnecting power and signal connections from your equipment or property.