



Customer Colocation Policy

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1 Arrange access in advance

Please arrange access at least 24 hours in advance of your visit.

This is to ensure we can guarantee you access to site, of course we can arrange emergency access but the more notice we get, the smoother the process will be.

2 Booking deliveries

If you are arranging kit for delivery directly to site please contact support for a delivery code in advance.

All kit being delivered to any site MUST have a delivery ID clearly marked on the label, if it does not it is like to be REFUSED and returned to you at your own cost.

3 Power cables - WARNING

Do not tamper with power distribution cables.

Electricity is highly dangerous, especially with the quantities used in datacentres. We want you to be as safe as possible as well as ensure you and other customers do not suffer a disruption to their services. Please never tamper with distribution cables. Always ask an engineer at the NOC if you need help or give us a call.

4 Power distribution strips - WARNING

Do not 'daisy chain' power strips, this is dangerous and therefore prohibited.

Do not plug an extension into another extension, you are free to use extension bars (preferably surge protected) but these must be plugged into one of the sockets of the master power bar. You should not feed another extension from this.

This is to ensure you do not exceed the individual ampere rating of cables or fuses and comply with building regulations/insurance. If we visit a rack and find this going on we will immediately contact you and ask you come in and change the setup. We can provide more power bars if needed at a discounted rate. Alternatively if you do not wish to visit site we can do this for you at the standard remote hands rate.

5 Racks installation

Please install and manage all racks and internal equipment to a high professional standard. All cables within a rack must be neatly wrapped and tied together for safety and security.

Always ensure that blanking panels are used when provided, this helps improve airflow, which ultimately saves you money as it lowers your power consumption. It also makes your rack look professional which will be a selling point when your customers come to take a look at it.

We may ask you to revisit your rack if we deem that it is not installed correctly, or alternatively charge you remote hands time to fix it.

6 Remove waste

Unless you have pre-arranged with the support team that they will take waste away then you must always remove any waste you bring onto site. Any waste found in customer racks will be removed immediately and billed to the customer. This is to comply with fire regulations and insurance.

7 Restricted access areas

No one is permitted to enter any restricted access area without express permission from C4L.

This includes but is not limited to, under the floor, cable baskets, electrical rooms, storage areas and any area marked as restricted. This is to ensure your own safety and you minimise risk of disruption to service for other users of the facility.

8 Photography

You are not permitted to take pictures at any site.

9 Food or drink

Food and drink is not permitted in any of the colocation facilities data floors.

Each datacentre will have a designated area for eating and drinking, under no circumstances should food or drink be taken into the datacentre area.

10 Site specific warnings

Please ensure that you always comply with all site specific warning signs displayed within a facility. Datacentres will often have their own sets of rules, please take time to study them on entering the site and then ensuring you obey them at all times.

11 Stay Safe

Datacentres are hazardous environments, and we want you to be as safe as possible. Always make sure you work out where the emergency exits are so that in the event of a serious problem you can exit quickly. If you notice equipment which looks hazardous or dangerous disconnect it immediately.

12 CORETX Sign Off



Dan Warren – Support Manager

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Phone: 0844 874 1000
Visit: CORETX.COM

