**FACILITY ACCESS AND NOTIFICATION**

1. Visitors shall not be permitted access to the facility unless they possess either a valid Rackspace ID or Customer's authorized representative has: (a) created a ticket permitting such access, or (b) specifically been granted access via Rackspace's customer portal.

2. In the event of an emergency or drill at the facility, Visitors will be required to follow instructions given by Rackspace's on-site manager or other designee.

3. Visitors shall conduct themselves in a professional manner at all times while visiting the facility. Rackspace reserves the right to exclude or expel any person who, in Rackspace's judgment (i) is under the influence of alcohol or drugs; (ii) creates a nuisance; or (iii) poses a risk to persons or property in the facility.

4. Visitors shall designate one or more persons whom Rackspace may contact at any time in the event of an emergency or as otherwise needed and shall provide a reliable means of contacting such persons.

5. Visitors may be required to be escorted by an authorized individual to and from the portion of the facility, if any, made available and dedicated to Visitors by Rackspace for the placement of Customer's computer hardware and other tangible equipment (including, without limitation, servers, telecommunications equipment, cables and wires) (the "Customer Equipment"), if any, which are housed or used in the facility (the "Customer Area").

6. Security enrollments require verification of a valid government-issued photo ID.

7. Rackspace-issued identification cards must be displayed at all times.

8. Individuals that do not possess permanent Rackspace-issued identification and require a temporary access card must complete the visitor log book. Temporary identification card issuances require the exchange of a valid government-issued photo ID.

9. Minors under the age of 18 are not permitted to enter the facility.

10. Rackspace may access any Customer Area (i) during an emergency; (ii) to perform smart hands or other services on behalf of Customer; (iii) as needed to perform those services necessary for the use of the facility by some or all customers; or (iv) as otherwise permitted under a services agreement (the "MSA").

11. If the landlord or owner of the facility wishes to access or permit others to access the Customer Area, Rackspace will accompany such persons during such visit. When possible, Rackspace shall provide Customer with advance notice and an opportunity to be present during such visit.

12. To ensure integrity and maintenance of inventory records/control, Visitors may be asked to log incoming and outgoing hand-carried equipment at the facility access point.

**FACILITY USE**

1. Visitors shall be responsible for and will use the Customer Area only for configuring, providing, placing, installing, upgrading, adding, maintaining, repairing and operating Customer Equipment in a safe and lawful manner.

2. Visitors shall use the restrooms, any shared work areas and any other common spaces in the facility and the parking areas outside of the facility in accordance with the terms of any rules or signs then posted in or near such areas.

3. Visitors shall keep the Customer Area free at all times of debris, paper, cardboard, packaging materials, and other refuse by placing such items in the containers provided or in a designated area for removal. Equipment shall only be stored in the Customer Area. Customer Equipment may not sit on any colocation floor area, the Customer Area floor, or on any ventilated tiles. All open floor space shall remain open and not used for storage of any items. Visitors shall at no time block any floor or ceiling vents, place any object under the raised floor or hang any object from the ceiling tile.

4. Visitors shall not:
    a. block access to any exits, fire alarm boxes and fire-extinguishing equipment or otherwise encumber or obstruct the pathways, driveways, yards, entrances, hallways, stairs or any common areas in or around the facility;
    b. store any paper products or other combustible/flammable materials of any kind in the facility (other than equipment manuals);
    c. place furniture in the Customer Area except as permitted by Rackspace's site manager in his/her reasonable discretion which permission may be revoked at any time thereafter. In the event such permission is revoked, Rackspace shall notify Visitor that the furniture must be removed within five days of the date of such notice. If Visitor fails to remove the furniture within the five-day period, Rackspace may remove the furniture, charge Visitor smart hands rates for doing so, and store such furniture at Visitor's expense;
    d. use any common areas at the facility (other than shared work areas) for any purpose other than ingress and egress to and from the Customer Area without Rackspace's express consent;
    e. use a shared work area that Rackspace permits Visitors to use for any purpose other than to repair Customer Equipment;
    f. interfere with or use, without authorization, misuse or abuse any Rackspace property or equipment , or property or equipment belonging to other customers or any third-party.

5. Visitors shall abide by and comply with all applicable laws, rules and regulations which may be imposed by governmental authorities or the facility owners or operators (if other than Rackspace), as the case may be.

6. Food and liquids are not permitted, other than in specifically-designated areas.

7. Smoking is prohibited.

8. The following items may not be brought into the facility:
    a. Weapons;
    b. Explosives;
    c. Hazardous or combustible materials;
    d. Alcohol, illegal drugs, and other intoxicants;
    e. Electro-magnetic devices that could interfere with computer and telecommunications equipment; or
    f. Radioactive materials.

**EQUIPMENT**

1. Visitors shall not:
    a. install or otherwise perform any cross connects;
    b. affix or maintain labels to any ports or any point of demarcation equipment that connects Customer Equipment to equipment belonging to other customers ("POD Equipment") (Rackspace will affix and maintain such labels, which will contain information as determined by Rackspace, including circuit identification and other information needed to identify each Rackspace-provided port);
    c. use VRLA (valve-regulated lead-acid) batteries within the facility, unless such batteries are a manufacturer-installed and integrated part of Customer Equipment that is an express exception to this rule according to the applicable facility rules;
    d. use circuit splitters on any Rackspace-provided power circuits;
    e. use UPS systems that are not provided by Rackspace;
    f. use 48v DC rectifiers that are not provided by Rackspace without obtaining advance approval from Rackspace; or
    g. plug extension cords into racks or utilize store-bought plug strips.

2. Visitors shall ensure that:
    a. all Customer Equipment will be installed, maintained and repaired in compliance with all applicable laws and manufacturer specifications and requirements;
    b. the installation and use of Customer Equipment complies with applicable safety codes and product safety agency listings including, but not limited to, cabling which must meet national electrical and fire standards and any specifications provided by Rackspace. All Customer Equipment must be UL approved;
    c. all cables, wires and power cords running from Customer Equipment through a cabinet or rack in the Customer Area, other than any cross connects interconnecting

Rackspace-provided POD Equipment, are neatly wrapped and bound together. If Visitors fail to do so, Rackspace may, at its sole option, neatly wrap and bind such cables, wires and cords, and charge Visitor smart hands rates for doing so;

d. Customer Equipment is not stacked or resting on any other equipment;
e. Customer Equipment is securely affixed to a cabinet or rack in a manner reasonably satisfactory to Rackspace. If Customer Equipment is too large or heavy for a particular rack or cabinet, including but not limited to large servers, Rackspace may place such equipment on the floor, and charge Visitor smart hands rates for doing so;
f. Customer Equipment is positioned in the cabinet or on the rack to allow for hot air to blow into the designated hot aisle only;
g. appropriate air management products (including, but not limited to, blanking plates, grommets and brushes) are installed in cabinets to minimize any potential mixing of cold and hot air between a cabinet and any source of cooling to that cabinet and, where these have not been properly installed, Rackspace may install or replace (as appropriate) such air management products;
h. where practical, the heaviest and/or hottest (when in operation) Customer Equipment is installed in the lower sections of a cabinet to make the most effective use of the supplied cooling system; or
i. where practical, all cables, wires and power cords (including Customer cross connects) should only run from Customer Equipment through the top, and not the back, of the cabinet or rack. If this is unavoidable, Visitors will ensure that appropriate air management products are installed to make the most effective use of the supplied cooling system.

3. Visitors may install and maintain Customer cross connects. Rackspace has no obligation to install, maintain or repair any Customer cross connects.

4. Rackspace may require Visitors to remove any Customer Equipment that, in Rackspace's sole discretion (i) causes a threat to safety (including any risk of fire or other hazard) to the operation of the facility or Rackspace's property; (ii) unreasonably interferes with the operations of Rackspace, another customer or any other person or entity that is licensing, sublicensing, leasing or subleasing space or otherwise utilizing any portion of the facility; or (iii) interferes with the privacy of Rackspace or other customers within the facility through recording or surveillance methods.

5. If Visitors want to identify Customer Equipment or the Customer Area, any means of identification requires Rackspace's prior approval before applying such means of identification. Rackspace will not identify the location of Customer Equipment in the facility, and will not be responsible for labeling ports. Rackspace shall be solely responsible for connecting Customer Equipment to equipment belonging to other Rackspace customers at a facility.

1. 6.Visitors are solely responsible for any loss, theft or damage to Customer Equipment left unattended outside of the Customer Area.

6. Rackspace is not responsible for any electronic interference that may occur with respect to Visitor's use of wireless communications equipment.

7. Visitors shall only plug Customer Equipment into assigned electrical and bandwidth circuits. Under no circumstances shall Visitors access junction boxes or power gutters. Visitors shall not make any electrical connection other than to the Rackspace-assigned power strips. All electrical connections shall be run in the ladder rack or power strips provided by Rackspace. All circuitry shall be run in accordance with National Electric Code standards or equivalent local standards ("Electrical Standards").

8. If notified by Rackspace of an overload condition exceeding 80% of Electrical Standards, Visitors shall promptly correct such overload condition no later than seven days from receipt of such notice. When contacted by Rackspace regarding an overload condition in excess of 90% of Electrical Standards, Visitors shall promptly correct such overload condition in no event later than three days from receipt of such notice.

9. Visitors shall store all loose items, including, but not limited to, unused wire, cabling, nuts, and bolts in noncombustible containers. Rackspace reserves the right, at any time, to inspect and reject, in its sole and reasonable discretion, the form and location of any such containers within the Customer Area.

**PHOTOGRAPHIC, RECORDING AND SECURITY EQUIPMENT**

1. Photographic and recording equipment is prohibited. No photography of any kind, including, but not limited to, cameras, video cameras, cell phones and wireless handsets, are permitted in any part of the facility except for the following limited exceptions:
    a. Visitors with dedicated cages may request that Rackspace take photographs of such dedicated cages and of any Customer Equipment contained therein provided that (i) Visitor completes the required documents to be supplied by Rackspace; and (ii) a Rackspace staff member takes the photographs with Visitor's photographic or recording equipment, and the Rackspace staff member at all times controls the photographic or recording equipment while inside the facility. Visitors may only use recordings, photographs or video taken within the facility for Visitor's internal purposes, and will not distribute or use such content in any public marketing or promotional materials without Rackspace's prior written approval.
    b. Customer-installed and maintained cameras located in and exclusively recording Visitor's dedicated cage area, which installation shall require the prior written consent of Rackspace, not to be unreasonably withheld. Any prohibited photographic and recording equipment must be surrendered upon entrance to the facility. Security staff will store any surrendered items along with valid ID, and return same at the conclusion of the facility visit. Cellular telephones with recording

and photography capabilities are permitted provided such features are not utilized within the facility.

2. Visitors shall not utilize Customer-owned security equipment, including, but not limited to locks, card readers, and/or cameras without the prior written consent of Rackspace. In the event Rackspace consents to the installation or utilization of any such equipment, Visitors shall provide Rackspace a key, card or other access tool to ensure Rackspace maintains access at all times to the Customer Area. If requested by Visitors, security equipment may be purchased from Rackspace at then-current Rackspace rates. All camera installations require Rackspace's approval as to location.

**SHIPMENTS**

1. Visitors shall notify Rackspace in advance of any expected shipments via the Customer Portal and shall specify whether pallet jacks, carts and/or trash bins may be necessary to provide Rackspace ample time to prepare for such shipment. Any shipments received without prior notice may be rejected.

2. Visitors will ensure that all shipments (including boxes) are clearly labeled with the company name and/or Customer identifier (as required by the facility). Visitors will not list Rackspace as a recipient of any shipment or as a recipient to any shipping carrier. Unidentified packages or packages that list Rackspace as the recipient may be rejected.

3. Rackspace reserves the right to visually and/or physically inspect any and all shipments to or from the facility when such shipment arrives at the shipping/receiving area. Shipments containing liquids, combustibles and any hazardous materials are prohibited and, to the extent Rackspace is so aware of the contents of such shipments, will not be accepted at any time.

4. At the time of Rackspace's inspection of any shipments to or from the facility, Rackspace may record Customer Equipment serial numbers. Accordingly, when packing Customer Equipment for shipping, Customer should be aware that Rackspace personnel may need access to the serial numbers on Customer Equipment being shipped, prior to the boxes being sealed.

5. Rackspace is not responsible or liable for any damage or loss of Customer Equipment which may occur during the packaging and/or shipment of such equipment. Rackspace is not responsible for verifying the accuracy and completeness of any orders shipped to or from any facility.

6. Rackspace reserves the right to refuse any Customer-related shipments to a facility if Customer does not have a valid MSA or comparable agreement with Rackspace.

7. When shipping items to a facility, provided sufficient space allows, Customer shall have 14 days following receipt of Rackspace's notification sent to Visitor's designated contact via e-mail to claim and relocate those items from the Rackspace-designated shipping/receiving area to the Customer Area. In the event sufficient shipping/receiving area space is not available or Visitor fails to claim and relocate those items within this 14-day period, Rackspace shall remove those items to an alternate, secure location within the facility and charge Visitor $25.00/day for each 3x5 sq. ft. All Customer shipments will be unpacked in the Rackspace shipping/ receiving area to ensure that no cardboard is brought into the facility.

8. All Customer-related shipments delivered to a facility via a third-party vendor shall be billed to and paid for by Visitors unless otherwise agreed to in writing by Rackspace.

9. Visitors are responsible for the removal of excessive (at the reasonable determination of Rackspace) shipping waste, including corrugated materials, pallets and packing material. Visitors are responsible for the removal of any unused/unwanted Customer Equipment.