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Operating Regulations for Casablanca INT Telehouse Center

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Operated by Casablanca INT s.r.o. Company at This Address:

Vinohradská 184, 130 52 Praha 3

1. Introductory Provisions

- 1.1. The Casablanca INT Telehouse Center Operating Regulations (hereinafter referred to as “Operating Regulations”, or “Regulations”) govern the conditions for movement of personnel on the Telehouse Center premises operated by the Casablanca INT s.r.o. Company (hereinafter referred to as “Provider”) at the address: Vinohradská 184, 130 52 Praha 3 (hereinafter referred to as “Casablanca”).
- 1.2.
- 1.3. For the purposes of these Regulations, the Client is a subject that has signed the ServerHousing Services Contract with the Provider.
- 1.4.
- 1.5. For the purposes of these Regulations, the Visitor is a person assigned by the Client and listed on the List of Authorized Personnel.
- 1.6.
- 1.7. For the purposes of these Regulations, the current contacts of the Provider’s Supervisory Center employees are the following phone numbers: +420 270 000 235 and +420 724 191 824.

2. Definition of the Premises Accessible to the Visitors

- 2.1. The Telehouse Center accessible to the visitors consists of:
 - HC2, HC3, and HC4 Server Rooms (Ground Floor)
 - HC5 Server Rooms (S2 Floor – the Second Basement)
 - HC16 Server Rooms (16th Floor)
 - HC6 (S1 Floor – the First Basement)
 - HC7 (S2 Floor – the Second Basement)

Parts of the Telehouse Center (HC2, 3, 4, 5, 6, 7, and 16) are accessible to the Client according to services provided.

3. Rules for Personnel Authorization

- 3.1. The “List of Authorized Personnel” is a list that contains names and numbers of Identification Cards / Passports of the individuals whom the Client has authorized for the Technical Equipment access. The Client is obligated to keep this list updated.
- 3.2. Should it be necessary to authorize an access for an individual who is not on the List of Authorized Personnel, it is possible to provide an additional authorization by the means of the Client or his/her contact person sending the additional authorization by e-mail to the Provider’s address info@casablanca.cz, or faxing it to the number +420 270 000 277. The additional authorization must contain the names and numbers of Identification Cards / Passports of the additionally authorized individuals. Person, which is not on the List of Authorized Personnel, fills in Protocol of unrepeatable entry and before entering he lets it be confirmed by Provider’s Employee. The protocol must consist of initials of Visitor, who authorized the Entry, whether he was present personally or it was done via email or fax.
- 3.3. Except in case described in the paragraph 3.2, only the personnel listed on the List of Authorized Personnel have access to the Telehouse Center, and any violation of these rules entitles the Provider to terminate the Contract.



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3.4. The Client is obliged to familiarize all individuals whom he granted access to the Telehouse Center with these Operating Regulations. The Client is responsible for their activities and behavior, and for the contingent damages caused by them.

4. Access to the Telehouse Center

- 4.1. The Telehouse Center is accessible to the Visitors for 24 hours a day, 7 days a week.
- 4.2. The Visitors must at first report to the front desk of the Vinohradská 184 building where their identity and the validity of their Access Chip Card will be verified.
- 4.3. If the Visitor has not been issued the Access Chip Card yet, but at the same time he/she is listed on the List of Authorized Personnel, a security guard will contact the Provider's Supervisory Center and the Access Chip Card will be issued to the Visitor free of charge.
- 4.4. Should the Visitor is not listed on the List of Authorized Personnel and he/she has not been additionally authorized according to paragraph 3.2, the access to the Telehouse Center will not be granted to this Visitor.
- 4.5. After the Access Chip Card has been issued to the Visitor, he/she can walk through the access corridor and enter the Server Room premises granted to him/her using the personal Access Chip Card. In case the equipment is locked in a lockable box or rack, and the Visitor does not possess the issued keys, he/she is obligated to contact employees of the Provider's Supervisory Center by telephone, and the Provider's technology will be made accessible to the Visitor upon request after the repeated verification of his/her access authorization. The Visitor fills in Protocol of Accessing the Server including exact server's location.
- 4.6. Before entering the Telehouse Center premises, the Visitor is obligated to put on safety shoes that are available at the access corridor. If this rule is broken the visitor will be fined by 500,- CZK.
- 4.7. Within the premises containing the Technical Equipment, the Visitor can only perform the activities he/she has been authorized to by the Contract.
- 4.8. The motion of the Visitor in the Telehouse Center is being observed by the Provider's employees by means of security cameras. The camera recordings are saved. The security camera system operates in according to the act no 101/2000 Sb. (the Personal Data Protection Acts).
- 4.9. The Visitor will use the personal Access Chip Card for leaving the Telehouse Center premises and he/she will sign out at the front desk. If it is necessary to lock up the technology, the Visitor must inform employees of the Provider's Supervisory Center by telephone before leaving the Server Room.
- 4.10. In case the Visitor wants to collect his/her own Technical Equipment, the fact must be reported in advance to an employee of the Supervisory Center who will secure that the Protocol of Collecting Technical Equipment is completed.
- 4.11. The Visitor can collect his/her Technical Equipment from the Telehouse Center only if he/she has fulfilled all obligations to the Provider.
- 4.12. It is prohibited to leave any Technical Equipment or another material in the common Telehouse Center premises. Should this happen for the first time the Visitor will be notified and on any other breach of the rules the Visitor will be charged the manipulation fee of 1,000.00 CZK.
- 4.13. The Visitor can install new Technical Equipment in shared racks only after the prior agreement with the employee that has been assigned by the Provider.



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- 4.14. Installation of cabling harness in any area not specified in the Contract is strictly prohibited.
- 4.15. It is prohibited to enter the Telehouse Center with foods, drinks, animals, or bulky baggage.
- 4.16. Individuals who appear to the Provider to be under the influence of alcohol or other intoxicating substances will not be allowed to enter the Telehouse Center.
- 4.17. Smoking and fire setting are prohibited within the entire object. The Telehouse Center premises are equipped with fire detectors and the Fire Protection System. For any unwarranted activation of these devices the Provider will charge the Client a fine in the amount of 10,000 CZK.
- 4.18. The Visitor can remain within the Telehouse Center premises only for the time necessary to complete the job authorized by the Contract.
- 4.19. According to the Contract, the Visitor has the right to a remote reset of his/her devices based on a telephone request after an adequate authorization. The reset is standardly done by interrupting the server power source. Upon Client's specific request reset button could be used. If the server controlling elements are not adequately accessible and explicitly identified, the reset will not be performed.
- 4.20. Other Client's rights and obligations are stipulated in the Contract and in all its parts.

5. Utilizing the Shared Resources

- 5.1. In the Telehouse Center, the Visitors have a mobile monitor and keyboard (a console) available in each room. Monitors, measuring instruments, and other devices necessary for service can be connected only into the specified electrical outlets located apart from the main backup energetic circuits.
- 5.2. The console constitutes an integral complex, and it is prohibited to swap the accessories among the individual consoles, otherwise the fine specified in the paragraph 4.12 will be imposed.
- 5.3. The Visitor is obliged to inform immediately employees of the Provider's Supervisory Center if the console malfunction is detected.
- 5.4. All Visitors of the Telehouse Center have the right to use all shared resources.
- 5.5. In case these resources are needed by another Client of the Provider, and the Visitor has been utilizing these resources for longer than 60 minutes, the Visitor coming as the first one after the Visitor currently using the resources has the right to use them.
- 5.6. In case the Client requires to perform time demanding modifications on his/her equipment inside the Telehouse Center room, it is necessary to report it to the Provider one working day in advance. In such a case the Provider will secure a monitor and keyboard solely for the Client's use.
- 5.7. In Server Rooms HC2-7 there is possible to take the advantage of connecting own notebook to public wifi network (802.11b, SSID casablanca) or installed ethernet sockets on the walls and columns.
- 5.8. The Provider reserves regularly a service window for works on own infrastructure with the possibility of influencing the Customer's operation and that in following manner. Always first Sunday in month from 4:00 to 6:00 has the Provider right to reduce, for the time essentially urgent, not longer than 10 minutes, the subscribed services. Assumed utilization is 2-3x per year for security updates of software of access switches and routers. In case of longer planned maintenance the Provider will contact the Customer one week in advance.



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6. Network Security

- 6.1. The Client can utilize on his servers within the shared segments only the IP address space allocated by the Provider's employees. It is not admissible to use any other IP addresses, any other Subnet Masks, nor any other Private IP ranges. All modifications to the Ethernet segments are recorded and archived. Violation of this rule will result in deactivation of the corresponding port on the Provider's switch.
- 6.2. The Provider is authorized to immediately disconnect any server that endangers the Provider's infrastructure (zero-tolerance specifically applies to DOS attacks), any server sending out spam, or any server trying to compromise the others.
- 6.3. Starting up the DHCP Server or IPv6 RA within shared segments is not allowed.
- 6.4. The Client can install his/her own Wi-Fi Access Point for managing his/her devices after authorization by the corresponding employee of the Provider. Such an installed Wi-Fi Access Point must not be publicly accessible and must not interfere with Provider's wifi-zone. It is forbidden to use assigned address space out of Provider's technological premises except for accepted exceptions in written form.

7. Final Provisions

- 7.1. By entering the Casablanca INT Telehouse Center premises the Visitor is bound by these Operating Regulations.
- 7.2. These Operating Regulations can be modified by the Provider at any time. The current version of the Operating Regulations is available at the Telehouse Center entrance.
- 7.3. The validity and impact of these Operating Regulations become effective on December 01, 2008.