n+2
DATA CENTERS

<u>Data Center Control Policy</u>

This Data Center Control Policy (the "Control Policy") forms a part of the Master Services Agreement between n+2 LLC ("**n+2**") and Client (the "Agreement"), in which this Control Policy is incorporated by reference.

Data Centers and NOC Secured Areas: Access to the **n+2** Data Centers and the **n+2** Network Operations Center ("NOC") is restricted to authorized personnel only. At no time will deviations from these policies be allowed. Only **n+2** has authority to make changes to these policies with bilateral agreement from the Client.

Restricted Access: Only **n+2** authorized personnel are allowed to enter any **n+2** data center or the NOC restricted areas. At the sole discretion of one or more **n+2** NOC staff, restricted access to a **n+2** data center may be granted to the owner or owner's representative of a data center space or other client-owned hardware housed in a **n+2** NOC, 24 x 7 x 365.

Limitations: Access to any hardware, software or any other equipment housed within the **n+2** data center is restricted to a NOC staff, the owner of said hardware, or where appropriate, an authorized representative. At all times while in the **n+2** facility, any person granted restricted access to the **n+2** data center must abide by all local, state, and federal laws and regulations, as well as the policies as defined in this document.

Responsibility: Any person granted access to the **n+2** Data Center, and the company, organization, or agency represented by this person, are completely and wholly responsible for their actions while they are tenants/guests in the **n+2** data center. Damages or other resultant legal action may be brought against any person, company, organization, or agency whose representative violates any **n+2** policy, or any local, state or federal law or regulation. If, at any time, **n+2** staff witnesses or discovers illegal or inappropriate activity of any person on the **n+2** campus, the appropriate law enforcement agencies will be notified immediately.

Credentials: Government-issued photo identification must be carried at all times while on **n+2** campuses. Acceptable forms of identification include government issued photo ID and valid government passport.

Assignments: The designated authorized representative must complete a "Data Center Restricted Access Form" for those who they wish to allow on-going access to their space in the **n+2** data center.

Photo Identification: Prior to obtaining a badge for authorized, restricted access entry to the **n+2** Data Center, a government issued photo ID must be presented to and approved by **N+2** NOC staff. This photo identification will serve as the document that will allow the **n+2** NOC staff to badge and setup biometrics on the individual.

Notification: Individuals that are not in the **n+2** security system must be pre-approved by authorized personnel for the area that needs to be accessed. To do this, an authorized approver must send an email to noc@nplus2.com. The NOC will respond with a confirmation email sent to the email address on file for the authorized approver. Upon acknowledgement of this email, the NOC staff will be available to provide approval and restricted access at the time you require during normal business hours.

Temporary Access: Visitors who are not in the **n+2** security system must be pre-approved by an authorized account administrator and **n+2** NOC staff. Such requests for access are to be submitted via email to noc@nplus2.com (email request MUST contain the visitor's full name as it appears on their government issued photo ID).

Monitoring: **n+2** NOC staff will monitor all **n+2** Data Center activity. The forms of monitoring may include video, audio and motion surveillance, physical surveillance, or other forms of monitoring and recording.

Sign In/Sign Out Procedures: **n+2** relies on the security system to track the In/Out activity of clients.

Terminations and Changes: Any change to the authorized persons list is the sole responsibility of the "Authorized Representative" of the organization shown below. The only notification that will be accepted by n+2 is a validated email from the designated person on the account. The email must have a phone number that n+2 staff can call and confirm. Payment default or contract termination will result in the cancellation of restricted access to any n+2 data center in accordance contract terms.

Data Center Restricted Access Request: The Authorized Representative must designate the account administrator(s) on the Data Center Restricted Access Form and sign the document. The Authorized Representative will be required to complete the Data Center Restricted Access Form to designate account administrators, individual access levels and notification preferences.

Policies, Rules and Guidelines

Safety Issues

In Case of Fire: Fire extinguishers are located at exits and throughout the building. In case of fire, tenants should vacate the building and call 911. Use fire extinguishers only on extremely small, contained fires (such as trash cans) and only after activating fire alarms (which are located by the exit doors). Be aware that electricity and water from the sprinkler system make a dangerous combination; burning computer equipment may emit toxic fumes and the Data Centers are non-ventilated, contained spaces.

First Aid: There is a First Aid medical kit located in the kitchen in the first cabinet. If supplies in this kit are missing or low, this should be reported to the NOC at noc@nplus2.com.

- **Injuries: n+2** requires that injuries sustained in the Data Centers be reported to management. Life-threatening injuries should be reported to Public Safety by calling 911.

- **Unsafe Conditions**: Any potential "unsafe" condition, such as liquid leaks, "burning smells", etc., should be reported to the NOC staff, who will notify the proper personnel.

Parking

Client and employee parking is toward the rear of the building. Vendor parking is at the rear of the building nearest the loading dock. The front parking area nearest the main entrance is reserved for visitors.

Security

Perimeter Security: All entry to the **n+2** facilities require individuals to be in the facility security system. Individuals will not be granted access to the facility unless prior authorization has been arranged.

Building Security: Due to the checking of IDs at the time of badge creation, employees and clients will not be required to show their ID again to gain access to the **n+2** Facilities. NOC staff are posted at the main building entrance:

- Building access will require the use of a provided proximity key card and biometric information (two factor authentication).

- Visitors will be required to log in, wear a visitor's pass and have an escort with them at all times.

Anti-Pass Back: In designated areas you are required to scan out of the room. In these areas, we employ an antipass back system. If you fail to scan out you will be locked out of any pass back zone and in some cases an alarm will sound. You will be required to override the doors and report to the NOC office. An incident report will be filed and sent to an assigned person within your organization.

Be Vigilant: Employees and clients are encouraged to be vigilant and report anyone using unauthorized entrances or conducting suspicious activities to NOC or the police.

Vendors and Contractors: with frequent official business can be issued special temporary ID. Arrangements must be made via email from the authorized person on the account requesting a temporary ID or someone to be set up in the system. **No verbal request will be accepted**. The email must contain the full name of the individual to be granted access name as it appears on their government-issued photo ID. Be sure to allow extra time for a first visit to the facility.

Areas of Access

Clients of **n+2** that purchase a Dedicated Lockable Cage ("DLC") or private DC space will have full access to the following areas:

- Lobby – Unescorted

- Data Center Main Access Door – Unescorted

- Client Specific Cage or Space – Unescorted

- Conference Room – By Appointment

- Shipping and Receiving – Escorted

All areas, whether Escorted or Unescorted, are available 24 x 7 x 365. Areas deemed by appointment only are on a first come, first served basis.

Don't Allow Unauthorized Users In: Non-authorized personnel are not allowed in the Data Centers except under the supervision of an authorized individual and must be checked in with the NOC. Authorized individuals shall be held accountable for the actions of unauthorized personnel in the facilities while providing such supervision.

No Tail-Gating: Clients entering a secured area should not allow another party to tail-gate on entry. Some zones employ Anti-Pass back and will require each person to scan out of the area as well. Failure to do so will lock the individual's card and not allow them to enter into any door in the facility. If this happens, the individual must come to the NOC office to have the card reset.

Keep Doors Closed: Doors to the Data Centers are alarmed and should not be propped open.

Report Security Problems: Security problems should be reported to the noc@nplus2.com; if personal safety is involved, notify 911.

Do Not Disturb Facility Equipment: electrical, mechanical, and monitoring (fire, video, access, power, etc.) systems, including equipment, panels, and switchgear, are exclusively operated by the facility. Tenants may not tamper with devices or controls, open panels, trip breakers, or plug into network switches that belong to the Data Center.

Man Trap: only one person may move through the man trap at a time, whether entering or leaving the secure data center area. Small packages (which fit under arm) or items in a laptop case, purse, or brief case may be carried through the man trap. All other items and equipment must enter or leave the data center through the loading dock. NOC Staff will escort all items entering or leaving via the loading dock, no unescorted access is permitted.

Environmental

Report Emergency Conditions: Environmental and security alarms are monitored by the noc@nplus2.com on a 24 x 7 x 365 basis. Any emergency conditions noticed should be reported to the NOC.

Report Environmental Concerns: Concerns about environmental conditions should be directed to noc@nplus2.com

Do Not Adjust Thermostats or Air-Handling: the Data Center's thermostats and air-handling equipment must not be adjusted by clients.

Hazardous Materials: Flammable and hazardous materials are forbidden on premises.

DLC or Shared-Space Housekeeping

Throw Trash Away: Small items of trash (paper, etc.) should be deposited in the trash receptacles provided.

Keep Aisle-Ways Clear: Aisle-ways (including those between equipment rows) must be kept clear of obstacles.

No Food or Drink: Food and drink are not allowed in the Data Centers.

Unpack Elsewhere: Unpacking of hardware and equipment must not be done in the data center. Special arrangements need to be made for large amounts of equipment. The loading dock area can be used, and packing materials (cardboard, boxes, foam, etc.) left there will be disposed of. You must contact the NOC team to identify desired work area and duration of installation.

Find Other Storage: The Data Centers may not be used as a location for storage of spare parts or equipment.

Tools & Test Equipment: should not be left out on shared worktables or the floor.

Parts or Hardware Components: Any items left in any common area will be removed. If you find an item has been removed, contact the noc@nplus2.com for the new storage location. The Data Center's Facility Coordinator will attempt to ensure that removed equipment is not damaged while being removed. Those who have special needs for temporary storage related to installation of new hardware should contact the NOC team to identify desired work area and duration of installation.

Report Housekeeping Issues: Housekeeping issues (burned-out lights, cleanliness, etc.) should be reported to noc@nplus2.com.

Paper and Boxes: Paper and boxes must not be stored in the data center areas. If additional storage is needed for these items, contact the NOC for assistance.

General Issues/Rules

Meetings and Special Events: Mission-related activities are allowed during normal business hours but require special permission for groups of 10 or more.

Ask Before Borrowing Others' Property: Clients may not borrow or utilize equipment, tools, or supplies not belonging to them without the express permission of the item's owner.

Ask Before Adjusting, Moving, or Operating Others' Equipment: Clients may not move, adjust, modify or operate equipment not belonging to them without the express permission of the equipment's owner.

No Smoking: All **n+2** facilities are non-smoking facilities. Smoking is not allowed anywhere on the property.

No Alcohol: No alcohol may be consumed anywhere on the **n+2** facilities, including, without limitation, the **n+2** campus parking lots.

Public Kitchen: A kitchen is provided for all clients and their guests. Clients are required to keep the refrigerator cleaned out weekly.

Food and Drink: No food or drinks are allowed in the Data Centers.

Combustible Materials: All combustible materials must be removed within 24 hours from rack and caged areas.

Floor of your Cages: Nothing should be left on the floor of the cages or suites for more than a week unless prior approval is obtained from **n+2**'s NOC staff.

Equipment Removal: If equipment is to be removed from client cages and is to leave the building, the NOC staff must be notified.

Janitorial Service: Employees of **n+2**'s janitorial service will only enter client private space if requested by the client.

Campus Access

Visitors (Including Contractors and Vendors): All client visitors, including contractors and vendors, must use the main entrance. No entry is allowed in any other door. Clients should notify noc@nplus2.com of pending deliveries or equipment removal. The Data Center can also assist with any installation planning needed.

Hours of Operation: The **n+2** facilities are open 24 x 7 x 365.

Regular weekday schedule:

- Inbound and Outbound traffic – Any time

- Deliveries – Accepted between 8:00AM to 4:00PM Monday – Friday. All others must make special arrangements.

Deliveries/Pickup/Returns

Letter sized and small packages may be received by the n+2 NOC staff at the main vestibule in the front lobby. All other packages including pallets must be handled directly in the Loading Dock area at the back of the building.

We are staffed to receive shipments 8am-4pm M-F. If an emergency off-hours delivery or shipment is required you must have an authorized person (i.e., with permanent access) on-site to handle the item. If you know in advance you will need an off-hours shipment or delivery, notify noc@nplus2.com 48 hours before and we will attempt to schedule an on-call resource for you. There will be a $500 fee for off-hours assistance. Off-hour deliveries will be refused if there is no authorized person on-site to handle the item and we cannot arrange off-hours assistance.

Delivery Pickups: Clients are responsible for preparing packages to be picked up or returned to vendors, including all required documentation, equipment, tools, supplies, and containers, and for notifying carrier to pick up. Small packages should be brought to the n+2 NOC. Larger packages should be brought directly to the Loading Dock. Any handling or shipping charges will be billed to the client account.

Package Deliveries to n+2 Clients: All deliveries are received by the n+2 NOC 8am-4pm M-F. Letter sized and small packages may be received by the n+2 NOC staff at the main vestibule in the front lobby. Client will be notified via email and will sign a receipt when package is picked-up. No package will be delivered without client's receipt signature.

For deliveries to the Loading Dock the n+2 NOC must be contacted via the external building phone adjacent to the Dock Door Entrance. n+2 NOC Staff will open the Loading Dock Door and the delivery service can then transfer the specified delivery to the internal dock bay. Client will need to arrange for handling items that cannot be handled by NOC Staff (one person with a pallet jack).

Secured Storage

Secured storage will be used to hold large items that have been delivered or to be shipped out. This is meant for short term storage only. Items left in secured storage more than 14 days will be charged a monthly charge based on data center rates. Items left more than 60 days may be removed to a non-secured area on-site or off-site, with removal and storage fees at the customer's expense.

Notifications

Clients will be notified at the discretion of management about issues pertaining to the building, systems, client equipment, or space. Events impacting service will be notified according to the existing SLA.

Planned Events: n+2 will notify, via email, to all in DC Notification List at least two business days in advance of any event non-impacting service.

Unplanned Events: n+2 will notify, via email, to all in DC Notification List within 10 minutes of an event unless resources are needed to address the problem. If e-mail service is down **n+2** will call the top two contacts on the list.

Staff Access

Authorized NOC Staff and N+2 Management routinely have unrestricted access to the entire facility including client areas. This allows them to perform physical inspections, respond to alarms, to investigate issues and to perform maintenance. N+2 Staff and Management will not access or control client equipment unless instructed in writing by a client representative verified to have permanent access (e.g., hands-on request), or if a life-safety issue exists. In no event will NOC Staff or N+2 management access Client Data unless specifically requested in writing by the Client.

Clients are responsible for encryption of any protected data (such as PCI CHD or HIPAA PHI) stored or processed in client equipment, or transmitted by Client over n+2 cross connects, that might be accessible by authorized n+2 personnel. N+2 acknowledges to Client it will maintain all applicable PCI DSS requirements to the extent that they could impact the physical security of a Client's cardholder data environment.

Contact & General Information

The NOC provides a 7x24 primary point of contact for building and Data Center issues or problems requiring immediate response.

Telephone: 847-298-1680 Secondary Telephone: 847-800-3670 Fax: 847-298-1683

Email: noc@nplus2.com

Ongoing issues (i.e., resolution of service issues or requests for new service) should be addressed to:

DCM: Mirza Hubjer

Email: noc@nplus2.com

Escalations:

Mirza Hubjer – 312-860-6316 – mhubjer@nplus2.com

Jeffrey Wampler – 847-283-7420 - jwampler@nplus2.com

Emergency Access to the Data Centers

Emergency Access: The NOC can provide access in special or emergency circumstances. Access for an individual without a card can only be approved by **n+2** management with email and verbal approval:

- Mirza Hubjer – 312-860-6316
- Jeffrey Wampler – 847-283-7420

Emergency Keys: Keys to the Data Centers are held by the following areas, and will not be used except in emergency situations:

- General Building Equipment
- Fire Alarm Keys
- Generator Keys

Rack Power and Cooling

n+2 provides power and cooling to clients' equipment according to the requirements specified on their contract and Electrical and Mechanical SLA. Unless specified otherwise, all rack power is supplied by a UPS which is backed up by a generator.

Redundant Power: Each rack is installed with redundant power ("A" and "B") which is provided by two separate and independent sources (different UPS and generator).

Rack Power Distribution Units (PDUs): Unless specified otherwise, **n+2** installs the rack PDUs according to the client specifications. Each rack will have no less than two PDUs; one for "A" and one for "B".

Before installing any equipment, Client must verify the power installed is correct. If necessary, n+2 will assist with the verification/test.

Equipment Installation: Client is responsible for properly installing and connecting equipment on the racks.

Power: In order to take advantage of the power redundancy, the equipment must be correctly connected to both PDUs ("A" and "B"); phases must be balanced, and the power used cannot exceed 40% of the maximum amperage (per phase) of each PDU.

> **n+2 recommends A-side/B-side power testing (i.e., A-off/B-on + A-on/B-off) be performed initially, annually, and any time rack power connections are changed.**

> **n+2 cannot warrant continuity of power (1) if client's configuration does not pass A-side/B-side power testing or (2) if client's equipment does not have functioning dual power supplies both directly connected one to "A" and one to "B".**

"Y" power cables are not allowed under any circumstance.

Cooling: The Data Center's cooling system is designed to move air from the front to the back of the cabinets. All the equipment must be installed in the correct direction. Devices that are installed moving air in the wrong direction will not be cooled properly and may affect the environment of the entire room; the input air is warm, becomes warmer when traveling inside the equipment and is blown into the input air of the surrounding equipment. Rack slots, or "U"s, that do not have a device installed must be filled in the front of the rack with a blank cover to block air flow.

> **All Equipment must be installed to allow proper circulation of air from front to back of the racks. Any exception will nullify temperature and humidity provisions of the Mechanical SLA until corrected. Should any Equipment be installed in a way to impact/risk proper cooling for neighboring space, it is subject to shutdown, until the installation is remedied.**

Monitoring: n+2 staff is continuously monitoring all Data Centers and will notify clients of excessive load, unbalanced power configuration, or any other unusual condition. **Emergency Situations**

Breaker Trip: If a specific "A" or "B" breaker trips, **n+2** WILL NOT re-engage the breaker until the client staff is notified and the specific device(s) causing the power surge have been disconnected from the circuit.

Other Emergencies: If a component of the rack equipment causes any dangerous condition (excessive overheating, fire, etc.) **n+2** will attempt to turn off that specific equipment; if this is not possible, all the power for the rack will be turned off before notifying the client.

IN WITNESS WHEREOF, the duly authorized representatives of **n+2** and Client have executed this Data Center Control Policy as of the last date of execution below.

n+2 LLC		***CLIENT NAME***	
By	_____	By	_____
	Signature		Signature
Name	_____	Name	_____
Title	_____	Title	_____
Date	_____	Date	_____