



N E X T D C

# FACILITY RULES

Information and Guidelines

**B1 + B2** Brisbane | **C1** Canberra | **M1 + M2 + M3** Melbourne | **P1** Perth + **P2** Perth

**S1 + S2 + S3** Sydney | **SC1** Sunshine Coast





# NEXTDC IS LEADING THE DIGITAL REVOLUTION WITH A NATIONAL PORTFOLIO OF NEXT GENERATION DATA CENTRES THAT GIVE OUR CUSTOMERS MORE VISIBILITY AND CONTROL THAN EVER BEFORE.

The NEXTDC Facility Rules and documents referred to within this document detail the conditions of use for the facilities and services provided by NEXTDC. They define the minimum standards that everyone visiting our facilities is expected to maintain. Further detail is available in the NEXTDC ONEDC® Quick-start Guide, available on the ONEDC® customer portal.

All persons entering a NEXTDC facility must comply with these Facility Rules and all applicable laws and regulations relating to the facility and your activities at the facility. Failure to comply may result in the removal of access and a possible incident referral to local authorities.

Site specific rules for facilities operating in conjunction with this Facility Rules is listed in Appendix A.

## Contents

1.	Customer Support Services	3
2.	Site Access	4
3.	Security	9
4.	General	10
5.	Power	13
6.	Cabling and Carrier Services	14
7.	Appendix A: Site Specific Data Centre Facility Rules	15
8.	Appendix B: Glossary of Terms	16
9.	Appendix C: Amendments from Version 10	17





# 1. Customer Support Services

NEXTDC operates 24 hours a day, seven days a week. All enquiries, support requests and incidents are to be reported to the NEXTDC Customer Experience team. The NEXTDC Customer Experience team can be contacted by:

- raising a ticket through ONEDC® –the preferred method of contact <https://onedc.nextdc.com>
- phoning 1300 NXT OPS (1300 698 677) from Australia, or +61 7 3177 4799 when calling from overseas
- emailing [nxtops@nextdc.com](mailto:nxtops@nextdc.com)

**Please note:** customers are required to keep their staff contact details updated on the ONEDC® customer portal.

## 1.1 Emergencies

All injuries and medical emergencies shall be reported to a NEXTDC team member onsite.

NEXTDC OPERATES  
24 HOURS A DAY,  
SEVEN DAYS A WEEK.



## 2. Site Access

Only authorised persons can enter the facilities. An up-to-date list of your company's authorised persons and their contact details must be maintained in ONEDC®, including those responsible for authorising access to your data centre space.

The company's authorised person is responsible for assigning rack access for each individual in ONEDC®.

All persons wishing to enter a NEXTDC facility must:

- complete an induction prior to being granted unescorted access
- wear and display a NEXTDC issued Identity Access Card (IDAC)
- comply with these Facility Rules and any supplementary requirements
- enter and leave a NEXTDC facility through the front entrance only (except during an emergency evacuation).

A person wishing to visit a NEXTDC facility without an IDAC will only be granted access if they have received written confirmation that they are permitted to enter on that organisation's behalf from an authorised person. A ONEDC® ticket is required to be raised for the request.

### 2.1 Pandemic

During any pandemic or similar health event, NEXTDC may vary these Facility Rules (including implementing additional access controls and requirements) to reflect guidance from the Australian Government and relevant health practitioners to support the wellbeing of customers and staff while continuing to ensure that our facilities maintain the required 24x7x365 onsite support and availability.

If the need arises, NEXTDC will issue Service Advisory Notices (SAN) to customers and other stakeholders as to any changes or additional requirements NEXTDC is implementing at our Facilities. This will include ways in which NEXTDC can support our customers and suppliers, whether it be emergency access to site, onsite support or other customer specific requirements.

NEXTDC takes the privacy of its people, customers and partners seriously and as such will not disclose any kind of personal information that may be used to identify the person in question.

### 2.2 Inductions

All contractors and IDAC holders must complete an induction prior to the commencement of work within any NEXTDC facility. Inductions are comprised of two parts: an online induction and questionnaire, and an in-person site orientation. Site orientations are specific to each site and are conducted at 10:00am each Monday, Wednesday and Friday.

Customers and contractors working in multiple NEXTDC facilities will require a site orientation for each facility that they visit. Inductions are valid for a period of 12 months. An online induction renewal notice will be dispatched in advance of the expiry date. Facility access will be restricted if the renewal induction has not been completed within the specified time frame.

NEXTDC reserves the right to require a visitor to complete an induction renewal at any time if visitor's actions are in breach of the NEXTDC Facility Rules.

Inductions can be requested through ONEDC®. Please contact the NEXTDC Customer Experience team if assistance is required or to schedule your site orientation.



## 2.3 Acceptable Forms of Identification

At the time of your site orientation all candidates must be positively identified. NEXTDC can accept the following forms of government issued photo ID:

- current passport
- expired passport that has not been cancelled and was current within the preceding 2 years
- driver's license issued by an Australian State or Territory
- photo license or permit issued under a law of the Commonwealth a State or Territory Government
- valid virtual drivers Licence that can be verified as authentic by the NEXTDC team on site.

Other forms of identification not listed will only be accepted at the discretion of the on-site Customer Service Manager and/or Head of Security.

## 2.4 IDACs

An IDAC will be issued following the successful completion of a facility induction. IDACs issued by NEXTDC remain the property of NEXTDC and are for the sole use of the authorised person that they have been assigned to.

IDACs must:

- be worn in plain sight whilst in a NEXTDC facility
- not be shared
- not be copied or reproduced in any way
- not be tampered with in any way
- be immediately reported to the NEXTDC Customer Experience team if lost or stolen.

IDACs discovered in the possession of a person other than the owner will be confiscated and deactivated. Both IDAC holders may be required to be re-inducted to regain facility access.

## 2.5 Guest Access

Guests access must be booked in advance using ONEDC® or by contacting the NEXTDC Customer Experience team.

Guests must:

- be escorted at all times by an authorised and inducted customer representative or NEXTDC staff member
- exchange a NEXTDC approved form of identification for a Guest IDAC
- always wear the Guest IDAC in plain sight whilst visiting a NEXTDC facility
- comply with the Facility Rules and any supplementary requirements.

If NEXTDC is required to escort guests on your behalf, a Remote Hands fee will be charged accordingly.

The guest escort is responsible for the behaviour and actions of the guests when inside the facility and each authorised person may request and escort up to three guests at one time. Any unescorted person holding a guest IDAC will be removed from the facility and denied entry.





## 2.6 Contractor Access

Third party contractors are permitted unescorted access only if they have completed an induction and have booked a visit in advance through ONEDC® or by contacting the NEXTDC Customer Experience team. Contractors will only be granted access to the requested area(s).

Contractors must:

- be booked in for a contractor induction if they have not been inducted at the facility
- comply with these Facility Rules and any supplementary requirements
- comply with the NEXTDC Permit to Work process for all hazardous work
- exchange a NEXTDC approved form of identification for a contractor IDAC
- wear the Contractor IDAC in plain sight at all times whilst in a NEXTDC facility
- obtain customer approval where applicable.

Any employee, contractor (or sub-contractor) conducting works in the facility within an area controlled by a NEXTDC appointed Principal Contractor(PC) must comply with that PC's safety, access, works coordination and reporting regime.

If NEXTDC is required to escort third party contractors on your behalf, a Remote Hands fee will be charged accordingly.

It remains the customer's responsibility to remotely or locally unlock their rack for any third-party contractor.

## 2.7 Service Providers

NEXTDC's Service Provider access protocol offers customer representatives unrestricted and unescorted access to NEXTDC facilities.

Service Providers must:

- have a valid a Letter of Authority signed by a NEXTDC customer
- have entered into a Service Provider Agreement with NEXTDC and will only be granted access to the requested area(s) as detailed in the Letter of Authority
- comply with the Facility Rules and any supplementary requirements
- comply with the NEXTDC Permit to Work process for all hazardous work
- wear their IDAC in plain sight at all times whilst in a NEXTDC facility.

Please contact the NEXTDC Customer Experience team for assistance with Service Provider access.

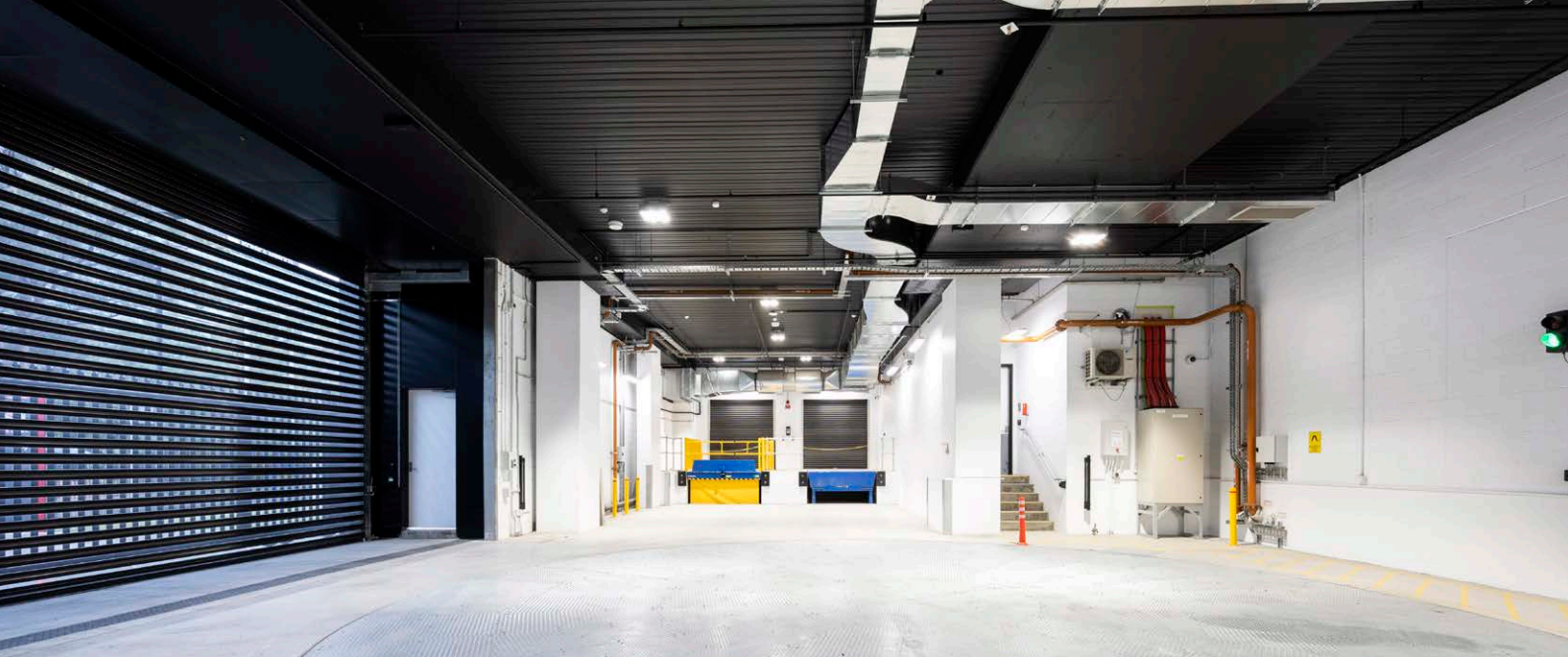
## 2.8 Permit to Work (PTW)

For the following types of work, an approved PTW must be held by the customer and/or contractor for the duration of the work.

The PTW application shall be submitted through ONEDC® or the NEXTDC Customer Experience team at least seven (7) days prior to the planned commencement of the work.

Sub-standard work, or work not in accordance with site policies or the previously submitted and approved scope of works must be rectified by the contractor, at your contractor's (or your own) cost.

If you or your contractor fail to rectify the issue within seven (7) days of being notified in writing, NEXTDC may engage its own contractors, and fees may be charged accordingly.



## 2.9 Deliveries and Pick-Ups (loading dock access)

All deliveries and pick-ups are to be pre-booked in advance through ONEDC® or by emailing the NEXTDC Customer Experience team at [nxtops@nextdc.com](mailto:nxtops@nextdc.com).

The minimum information required for booking any delivery or pickup is the:

- name of courier company (or driver name for self-delivery)
- delivery receipt/ticket number/consignment-note reference
- estimated time-of-arrival
- number of items to be delivered, including their weight and size
- name of the person you authorise NEXTDC to release the goods to, and the date and time you expect that person to collect the goods from the facility.

All persons requiring access to the loading dock must:

- book in advance to ensure access is not denied
- create a standard delivery ticket for any self-delivered goods
- remove all vehicles from the loading dock area immediately following loading or unloading of goods
- unpack goods in the designated unpacking area and place rubbish and empty pallets in the rubbish disposal room.

If NEXTDC is required to remove rubbish or packaging left in the data halls, corridors or any other area outside the rubbish disposal room, a Remote Hands rubbish removal fee will apply.

Unpacked goods must be moved into a pre-booked staging room or taken through the security portal to the data centre and directly to your rack(s) or suite.

When organising a pick-up, all persons must:

- pack and label all goods, ready for pick-up

- book a pick-up service with a courier
- hand the goods over to the NEXTDC Customer Service Representatives.

NEXTDC does not organise pick-ups on behalf of customers or contractors.

Additionally, if using NEXTDC's Remote Hands service to pack a delivery, all persons must:

- provide all packaging materials
- provide the appropriate shipping label(s)
- create a Remote Hands ticket through ONEDC® for NEXTDC to pack the required goods with the supplied packaging.

NEXTDC may at its discretion, reject deliveries based on concern for the health and safety of its employees. In order to be accepted, deliveries must be in a condition that allows for safe movement and storage without risk of damage to the content(s).

Pallets:

- Objects must be secured to the pallet via strapping or wrapping.
- Objects should be stacked in a safe, stable manner that allows for transport via forklift of pallet jack.
- Pallets should be in good condition, suitable for the weight of the delivery, and be without broken supports that may present a risk to the integrity of the pallet.
- Pallet weight should not exceed 1200kgs. If delivery is expected to be above this limit, coordination with facilities staff is required and should be noted on the delivery ticket request.

Boxes:

- Boxes must be in good condition, without significant damage, and be without risk of objects falling from the packaging.
- Boxes must be marked with appropriate signage (e.g. manual handling) that is legible and obvious.





## STAGING ROOM 1 - B1.SG.01

### 2.10 Staging Rooms

Staging rooms are bookable in advance through ONEDC® or by emailing the NEXTDC Customer Experience team at [nxtops@nextdc.com](mailto:nxtops@nextdc.com).

The following rules apply to all NEXTDC staging rooms:

- staging rooms can be booked up to a maximum of one month – extensions will be granted depending on availability
- upon completion of your staging room booking all material must be removed, and the room is to be left neat and tidy
- if NEXTDC is required to remove rubbish or packaging left in the staging rooms, a Remote Hands fee may be charged accordingly
- all persons must take all reasonable precautions to protect the floor, wall and ceiling surfaces; you will be held responsible and may be charged accordingly for any damage caused through negligent or reckless behaviour.

### 2.11 Other Site Services

The following site services are bookable in advance through ONEDC® or by emailing the NEXTDC Customer Experience team:

- parking
- meeting rooms
- storage rooms.

Parking spaces are for the sole purpose of conducting business on-site and are not to be booked for any other purpose.

Dedicated lockable storage lockers are available for hire on a monthly basis to store items such as instruction manuals, spare parts, cables and other materials that may be required on site. The use of the storage lockers must comply with the terms found within this document.

### 2.12 Audits of NEXTDC Data Centres

Customers of NEXTDC may request audits of NEXTDC data centres where there is a need to fulfill regulatory or mandatory compliance requirement (e.g. IRAP ) and when third-party auditors are used to fulfill such requirements, provided that NEXTDC, acting reasonably, agrees such procedure is required to verify the Services or their quality. This excludes areas that NEXTDC is already certified against (i.e. ISO27001, ISO9001, ISO45001, ISO14001, PCI-DSS, SOC1, SOC2 etc.). Please refer to the list of NEXTDC's certifications and ratings at [www.nextdc.com](http://www.nextdc.com) that reflect the quality of our security, operations, engineering excellence and energy efficiency of our data centres. In addition, customers audit activities may only be conducted in relation to their space and areas leading to their space without compromising other customers' privacy. All audit requests are subject to NEXTDC discretion and subject to confidentiality obligations that NEXTDC owes any other customers or third party.

Customers must provide their request by raising a ticket via Service Now to the NEXTDC Customer Experience team at least two (2) weeks prior to the intended audit date. All requests to undertake an audit are subject to prior approval by NEXTDC. Note that a standard Remote Hands fee may apply, depending on scope and extent of audit requests.

### 2.13 Collection of Personal Information

For security purposes, NEXTDC collects personal information to permit access to a NEXTDC facility, such as via ONEDC® site access logs, video surveillance and temporarily holding "NEXTDC acceptable forms of identification" in exchange for guest or contractor IDACs. This information is collected, used and kept secure in accordance with NEXTDC's Privacy Policy and GDPR where applicable.

Note that "personal information" has the meaning given to it in the **Privacy Act 1988 (Cth)**.





### 3. Security

All persons entering a NEXTDC facility must:

- not prop open any doors
- only use emergency exits as part of a genuine emergency evacuation
- not attempt to access any unauthorised areas, on a non-exhaustive basis
- not tamper with, remove or disable any facility systems or services
- not capture any imagery without the prior written consent of NEXTDC. NEXTDC reserves the right to review any images captured
- not install any supplementary security devices without the prior written consent of NEXTDC
- not leave any items unattended
- present bags and/or boxes for inspection upon request by NEXTDC staff
- follow all instructions issued by NEXTDC security representatives.

Unauthorised access includes, but is not limited to, attempting access to racks and/or cages belonging to other customers, underfloor areas, air conditioning systems, plant rooms, the security office, and service risers.

Video footage will be provided to authorities as part of a duly authorised investigation, as approved by NEXTDC. If you have an incident which requires an investigation of the footage this may be made available for viewing providing it does not affect the privacy of others and at NEXTDC's discretion. Any request for assistance with video footage can be made by raising a ticket via ONEDC® to the NEXTDC Customer Experience team by the customer's authorised representative.



## 4. General

All persons entering a NEXTDC facility must:

- not smoke unless in a designated smoking area external to the facility
- not consume alcohol
- not be under the influence of alcohol or drugs
- not use any type of loudspeaker to play media of any kind in communal areas
- not consume food or beverages outside of the designated break out spaces allocated
- not transport food or beverages through the data halls
- ensure all rubbish is removed and all work areas left clean and tidy. Cardboard, timber and packing is not permitted within the data halls
- ensure packaging material and all general waste rubbish is disposed of in relevant collection areas; waste disposal in these areas is provided at no charge. A Remote Hands fee may be charged. If NEXTDC is required to remove rubbish and materials left on-site and not taken to the relevant collection areas,.
- be considerate of others in all shared areas and amenities
- minimise excessive use, interference with, or obstruction to, the proper use and enjoyment of these amenities by others
- report all damage and faulty equipment
- not bring minors to any NEXTDC facility unless they are part of a tour group, or an employee of a customer or a contractor
- ensure that when in a NEXTDC facility, all minors are directly and continuously supervised by an authorised adult at all times
- not bring any pet or animal to a NEXTDC facility, except for guide or assistance animals
- Where e-waste bins are available, non-data storing e-waste can be disposed of at no charge. E-waste containing data can be disposed of via destruction for a fee. Where e-waste bins are not available on-site, remove all e-waste from site, NEXTDC will not dispose of e-waste for any customer or contractor unless stated otherwise.
- report spills of any liquids to NEXTDC
- clean up spilt liquids or call the Customer Experience team for assistance to remove any hazard, as soon as reasonably practicable
- not bring combustible materials into the facility without prior approval and supply of a relevant Safety Data Sheet (SDS).

### 4.1 Fire Systems and Evacuation

All persons entering a NEXTDC facility must:

- not isolate or otherwise disable any fire detection or suppression system unless it is an authorised action as part of work pre-approved by NEXTDC
- not obstruct, prop open or misuse any fire door
- not obstruct or misuse any fire stairs or fire exit
- not operate any fire suppression systems
- exit immediately and not re-enter any area where a fire suppression system has, or is about to discharge
- comply with all emergency evacuation system alerts, and instructions given by NEXTDC staff or emergency services personnel
- not re-enter any NEXTDC facility following an evacuation until permitted by NEXTDC fire wardens.



## 4.2 Health, Safety and Environment

All persons entering a NEXTDC facility must:

- comply with all applicable workplace health and safety laws and regulations
- comply with all applicable environmental laws and regulations
- immediately report front desk/ security office or any NEXTDC staff of all safety and environmental accidents, injuries and near misses that occur within the facility boundary
- wear enclosed, flat footwear at all times
- wear clothing suitable for the work environment
- behave in a manner acceptable to NEXTDC
- carry out work in a manner that does not impact others or the operation of the facility – all work on site is subject to the reasonable requirements and directions of NEXTDC
- not abuse, leer at, sexually harass or otherwise behave in an offensive manner towards staff or other facility visitors
- ensure that emergency alarms and announcements can be heard when using headphones
- be properly trained and certified (if required) for using any required lifting devices and ensure that the lifting device is designed for the purpose it is being used for and that it is properly maintained and used in accordance with any relevant WHS legislation
- comply with NEXTDC's environmental requirements, including correctly disposing of recycling material in the appropriate bins and ensuring all electrical and electronic equipment is transported, handled, stored and disposed of in accordance with AS5377
- not dispose of electrical and electronic equipment in NEXTDC's bins, unless bins are provided expressly for this purpose
- ensure ladders are fibreglass and fit for use, in conjunction with the appropriate WHS guidelines.

NEXTDC does not supply ladders, server lifters or any type of tools. Server lifters can be requested via Remote Hands request where available.

## 4.3 Installations

All persons entering a NEXTDC facility must:

- manage all equipment deliveries in a professional, coordinated manner
- provide rack weight(s) in advance of delivery and participate in project risk assessments
- comply with all NEXTDC instructions for weight distribution and/or protection of floor and wall surfaces at no cost to NEXTDC
- ensure that aisles and corridors are clear and unobstructed at all times and that all doors, including hot and cold aisle doors, remain closed when not in use
- not detach, un-bay, disassemble, move or otherwise modify any rack or rack privacy panel without prior written permission from NEXTDC
- ensure containment integrity is maintained through the use of blanking panels to block vacant rack unit positions
- ensure all equipment and related items are securely, neatly and safely installed or stored entirely within the racks or suite allocated, and in a manner that does not obstruct passage or present other hazards
- not lift floor or ceiling tiles or otherwise access the sub-floor or plenum ceiling area for any reason
- not install any radio antenna equipment (Wi-Fi access points, mobile network antennas, and similar), unless NEXTDC has agreed in writing, as they may cause interference with our systems
- not store cardboard, liquids, flammable materials, or any other items deemed dangerous by NEXTDC management in the data halls
- combustible items are not allowed into the data hall area
- remove all packaging and rubbish
- not adjust or relocate floor or ceiling grilles
- take precautions to protect the floor, wall and ceiling surfaces within our facilities
- pay for any damage you cause to our facilities.

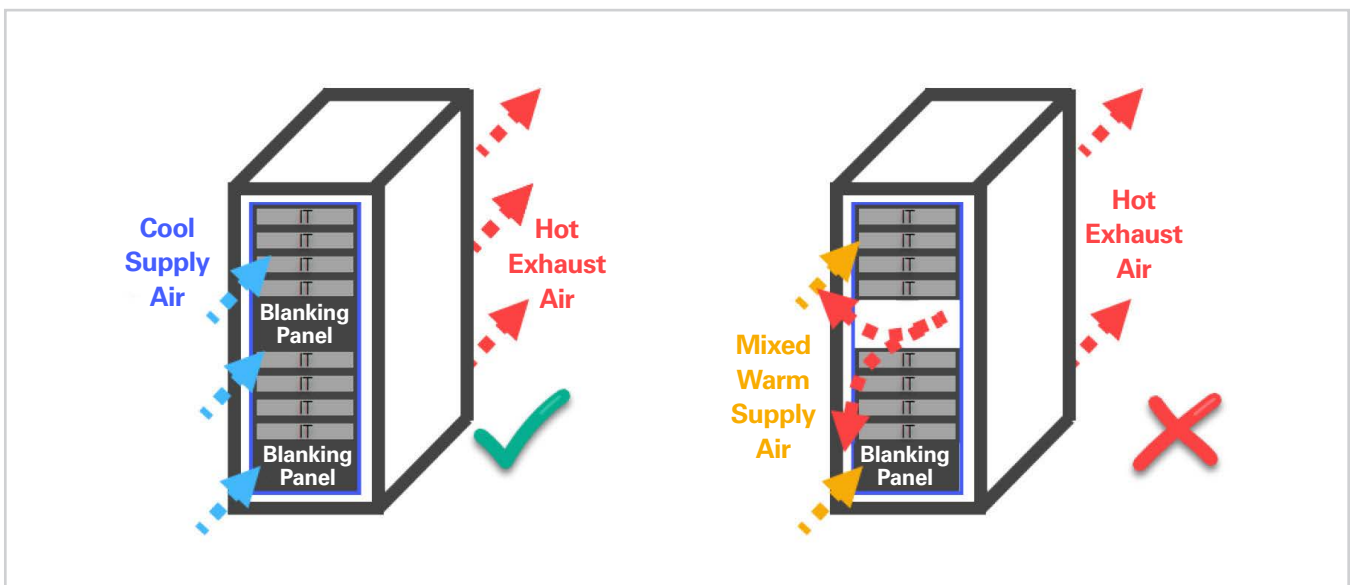
Any equipment or installation deemed not to conform with any part of the Facility Rules will be escalated with the primary point of contact. Persons shall have 15 business days to rectify any non-compliance issues. Failure to do so may result in access being deactivated, re-induction or applicable charges being incurred to cover labour costs to rectify.

## 4.4 Airflow Containment Installation Practises

In order to maintain optimal levels of efficiency and sustainability, it is mandatory to follow airflow installation best practices. Anytime cool intake air is mixed with hot exhaust air, the efficiency of the data centre is reduced, and your environment may be impacted.

Follow the steps below to ensure that your installation provides the best environment for your equipment, is compliant with facility rules and does not require costly reinstallation.

- Ensure all equipment is installed with the airflow intake drawing air from the cold aisle and exhaust air directed to the hot aisle. For NEXTDC standard racks the cold aisle has blue doors, and the hot aisle has red doors.
- Ensure any open gaps in the rack are filled with blanking panels supplied by NEXTDC.
- If cables run from the front of the rack to the rear of the rack, use the brushed grommets on both sides of each rack. If cables run through any RU space, brushed panels are to be used. Brushed panels are to be provided by you or NEXTDC can provide these at a small cost per unit. Failing to re-install blanking panels may require you to return to site to install or be charged for NEXTDC to re-install them on your behalf.
- Where equipment has air exhausting to the side of the unit, you are responsible for ensuring appropriate mechanisms are put in place such that the exhaust air doesn't recirculate to the cold aisle. Manufacturers of such devices often have adapter panels that route the air correctly.
- Some devices may allow you to change the fan flow direction in the settings or physically reverse the fan mount to ensure you meet the cooling requirements.







## 5. Power

All persons entering a NEXTDC facility must:

- ensure all equipment is tested and tagged in accordance with AS3760 and/or the applicable electrical regularity requirements
- ensure all equipment is installed to correctly utilise the A+B power configuration for maintainability and redundancy, and not to draw additional power. Refer to the [Power Rail Best Practices Guideline](#) for detailed guidance
- ensure the combined usage of the A and B outlets shall not exceed your contracted power allocation
- not use power boards, double adaptors or similar devices. Where additional power boards are required, contact NEXTDC Team to discuss the installation of additional power rails
- Where a 10a general purpose outlet (GPO) is required, IEC13 to GPO adapters are available in the NEXTDC vending machines
- ensure that power rails are not “daisy-chained” (plugging one power rail into another power rail)
- ensure Static Transfer Switches (STS) are of a type that provides overlapping switching of the neutral conductor and are approved by NEXTDC in writing
- ensure any provided power rail(s) are inspected by a competent person and are tested and tagged in accordance with AS3760 – the connecting plug must be of IEC309 type
- not inspect, touch or tamper with any overhead services without written approval from NEXTDC. Failure to comply may result in the immediate cancellation of IDAC(s) and the responsible person(s) being escorted from the site
- remember that NEXTDC reserves the right to refuse the installation of equipment and power rails where the electrical work does not comply with the relevant standards or regulations; is not performed in a proper and professional manner; or was undertaken by an unlicensed person. In the event that work carried

out is deemed by NEXTDC to be non-compliant and dangerous in nature, the offending equipment may be disconnected immediately and without prior notification

- provide notice of at least one business day if you require a NEXTDC power outlet connection or disconnection, by creating a ticket in ONEDC® or by contacting the NEXTDC Customer Experience team. The initial connection to the power outlets specified in the customer contract is included in the establishment fee – subsequent power connections will be charged at our standard Remote Hands rate
- only connect equipment to the power feed within the rack the equipment is located in. Do not cross-feed equipment from other racks. Refer to the [Power Rail Best Practices Guideline](#) for detailed guidance.

All equipment racks installed in NEXTDC facilities must be earthed as per NEXTDC standards and in accordance with AS3000.

Any piece of equipment that requires an earth in accordance with the manufacturer specification or AS3000 must have a separate dedicated earthing conductor installed completely separate to the earthing used for the rack.

If you trip the NEXTDC managed circuit breakers, you should create a Remote Hands ticket in ONEDC® or contact the NEXTDC Customer Experience team to request it to be reset. NEXTDC staff will require access to your rack to perform a non-invasive visual inspection before the breaker is reset. You will be charged at our standard Remote Hands rate.

If a NEXTDC managed circuit breaker has tripped more than once, we will require you to have your hardware electrically tested by the vendor or qualified electrician. Failure to do so will result in NEXTDC refusing to reset the circuit breaker.

In the event that the equipment or blanking plates are incorrectly installed and having an adverse effect on the Data Hall environment, NEXTDC may contact and require you to rectify the installation.



## 6. Cabling and Carrier Services

The customer or their contractor and carriers must:

- notify NEXTDC of planned carrier service installations through the relevant access booking process in ONEDC®
- order the required structure cabling and Cross Connect services to connect to services
- obtain a cable license for any cable deployment outside of any rack prior to installation
- ensure that each cable or group of cables deployed under a cable license has a maximum diameter of 20mm, noting that any cable comprised of a group of cables over 20mm will incur additional cable license fees
- ensure all customer or carrier installed cabling deployments comply with the respective NEXTDC cable license installation requirements and any supplementary requirements
- not undertake private cable installation, except for cables connecting between your own contiguous racks via the side cable-ports inside the rack
- ensure any private tie cabling is removed at the conclusion of the customer's contract term or once it is no longer being used – if any damage is caused by its removal or if it is not removed, you may be charged accordingly for the reasonable cost of removal and/or repairs
- provide all Cross Connect B-end details in the correct NEXTDC format - it is the customer's responsibility to ensure these details are in the correct format
- ensure that only the A-end customer (company who ordered the Cross Connect(s)) can request that their service(s) be disconnected for testing, decommissioned or other
- not install, disconnect, move or swap any cable on the NEXTDC side of the demarcation point, without written approval by NEXTDC and the A-end customer of that service(s), by way of a ONEDC® ticket – a person's failure to book ahead will result in the immediate cancellation of their IDAC and removal from site
- cable license installations are required to repair penetrations created where required to the applicable facility fire engineering standard.

If for any reason, a customer's fibre Cross Connect does not work, NEXTDC will perform one complementary TX/RX core swap at the requesting customer's rack. This involves a NEXTDC technician reversing the polarity on the customer's patch lead. Any further work relating to the Cross Connect in question will require a Remote Hands ticket(s) raised. Should NEXTDC be at fault, no charges will be applied to the Remote Hands request. Issues outside of NEXTDC's control or infrastructure will incur charges.

In the event that your installation does not follow these requirements or presents a safety or operational risk, NEXTDC may contact and require you to rectify the installation.



## 7. Appendix A: Site Specific Data Centre Facility Rules

### SC1 Sunshine Coast

NEXTDC's SC1 Sunshine Coast facility operates in accordance with the NEXTDC Facility Rules except where listed below.

#### 7.1 Emergencies

If there are no NEXTDC personnel onsite, contact NEXTDC by calling 1300 NXT OPS (1300 698 677).

#### 7.2 Staging Rooms

Staging rooms are not available at this facility.

#### 7.3 Rack Access

Rack access is controlled via secure key access. Physical keys are stored upon site within an IDAC secured key safe.

Security profiles and personnel access for key access is managed through the ONEDC portal.

Customers must:

- return all keys to the key safe before exiting the facility. Keys are not to be removed from the facility.
- not copy or reproduce keys in any way
- not share keys with unauthorised parties
- immediately report lost or stolen keys to the NEXTDC Customer Experience team
- raise a ONEDC ticket through an appropriately authorised person to allow third party key access.
- Lost or stolen keys will incur a customer charge for replacement and re-keying of the relevant racks.

#### 7.4 Other Site Services

Street parking is available at this facility but cannot be booked in advance.

## 8. Appendix B: Glossary of Terms

Term	Definition
<b>AS 3760</b>	Australian standard for In-Service Safety Inspection and Testing of Electrical Equipment
<b>AS 5377</b>	Australian standard for Collection, Storage, Transport and Treatment of End-of-Life Electrical and Electronic Equipment
<b>Cable License</b>	NEXTDC cable license product
<b>Cable License Installation Requirements</b>	This document outlines the NEXTDC specific requirements for all work related to copper and fibre structured cabling systems within NEXTDC facilities
<b>Cage</b>	A caged area which may include racks, the specifics of which are outlined in an applicable Service Order
<b>Carrier</b>	Authorised carrier under the Telecommunications Act 1997
<b>Cross Connect</b>	NEXTDC Cross Connect product
<b>Cross Connect ID</b>	Cross Connect identification number provided by NEXTDC
<b>Facility Rules</b>	Rules relating to the operation and management of the facility and the provision of the services
<b>IDAC</b>	A NEXTDC issued access card to enable access to the data centre
<b>Letter of Authority</b>	NEXTDC's formal agreement with customers to provide access to NEXTDC facilities to inducted personnel who are covered under a Service Provider License
<b>NEXTDC</b>	NEXTDC and all of its subsidiaries, affiliates and related bodies corporate
<b>ONEDC®</b>	NEXTDC's proprietary software
<b>Permit to Work (PTW)</b>	The formal documentation that outlines the works to be performed, the contractor's requirements and associated documents, including the scope of works, SWMS, drawings and specifications and certificate of currency insurance
<b>Rack</b>	A physical rack, the specific details of which are outlined in an applicable Service Order
<b>Rack ID</b>	The rack identification number provided by NEXTDC
<b>Security Office</b>	The office at the main entrance of each facility where NEXTDC Customer Service Representatives (CSRs) are located
<b>Scope of Works</b>	Detail of works to be conducted under a PTW
<b>Service ID</b>	The service identification number provided by NEXTDC
<b>Service Provider License</b>	NEXTDC's formal agreement with Service Providers
<b>Structured cabling</b>	NEXTDC structured cabling product
<b>SWMS</b>	Safe Work Method Statement
<b>WHS</b>	Workplace Health and Safety

## 9. Appendix C: Amendments from Version 10

Chapter	Summary of Changes
<b>Deliveries and Pick-Ups (loading dock access)</b>	Additional section added at the end of section on conditions for delivery based on concern for the health and safety
<b>Audits of NEXTDC data centres</b>	Section elaborated to further to clarify requirements relating to audits of NEXTDC facilities
<b>Collection of Personal Information</b>	Section amended to that information is collected, used and kept secure in accordance with GDPR where applicable.
<b>Airflow Containment Installation Practises</b>	New section added on airflow installation best practices
<b>Power</b>	(1) Reference to <u>Power Rail Best Practices Guideline</u> added. (2) Requirement for 10a general purpose outlet (GPO) added
<b>Contractor access Area</b>	Section amended with requirements to comply with PC's safety, access, works coordination and reporting when applicable.
<b>Cabling</b>	Section amended with requirement for Cable license installations to repair penetrations created
<b>Appendix A: Site Specific Rules</b>	New section on site specific rules to be read in conjunction to this Facility Rules.



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