



A TIME company

AIMS ACCEPTABLE USER POLICY

A. GENERAL

AIMS' Acceptable User Policy ("Policy") provides guidelines for our Customers on the appropriate use of our services, including but not limited to the right to refuse entry, and the right to ask you or your personnel to leave our Data Centre immediately if policy has been breached.

Use of our services constitutes acceptance and agreement to this Policy. It is your responsibility to read and understand this Policy.

If you are found to have violated our Policy, we reserve the right to suspend or terminate your service without prior notice and remedy. We prefer to advise you on any inappropriate behaviour(s) and any necessary corrective action.

Any violation of this Policy will result in immediate termination of service. Our failure to enforce this Policy, for any reason, shall not be construed as a waiver of our rights to do so at any time.

All illegal activities are strictly prohibited in our Data Centre.

B. DEFINITION

To simplify this Policy, the following definitions shall apply:

The words 'you', 'your' and 'yours' refer to all Customers/Persons responsible for complying with this Policy.

The words 'we', 'us' and 'our' refer to AIMS, the Service Provider.

C. USE OF OUR DATA CENTRE

1. Entry to our Data Centre

1.1 All visits must be scheduled with prior notice. Please submit the following information via the Customer Portal at least one (1) working day before your intended date of visit:

- (a) Date and time of the visit.
- (b) Purpose of the visit.
- (c) Name of the authorised personnel and NRIC/passport number.
- (d) Number of accompanying staff/guests (maximum five (5) per visit).
- (e) Contact number.
- (f) Vehicle registration number.
- (g) Email address.
- (h) Designation.

1.2 On the scheduled day of visit, please:

- (a) Produce identification (NRIC/passport/valid driver's license) at our Security in the Command Centre for verification.
- (b) Wear and display your AIMS Visitor Pass at all times. Access will be denied if: (i) you fail to wear and display the AIMS visitor pass and/or (ii) you engage in acts which are described in Clause D below.

1.3 Please ensure the visitor pass is returned to our Security at the Command Centre at the end of your visit. The visitor pass belongs to AIMS; any loss or damage can result in a penalty fee of RM50.00.

AIMS Data Centre Sdn Bhd 200085-H

Ground Floor, Menara AIMS, Changkat Raja Chulan
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D. BEHAVIOUR AT OUR DATA CENTRE

1.1 You are prohibited from: -

- (a) Taking pictures, using cameras and/or using recording devices of any kind.
- (b) Creating audible sound/noise from any sources.
- (c) Acting unprofessionally, offensively and inappropriately.
- (d) Eating, drinking and smoking in the vicinity of the Data Centre, including but not limited to the toilet and lobby areas.
- (e) Being in possession of explosives, hazardous and/or radioactive materials and weapons.
- (f) Opening, accessing, interfering and copying any equipment or hardware not belonging to you and/or any third parties.
- (g) Blocking, disconnecting and/or altering the position of any security, or otherwise, of devices that are in-situ.
- (h) Breaking the Emergency Door Release, except only in case of fire or emergency.
- (i) Pulling, cross connecting and/or tampering with the data cables on the rack.
- (j) Connecting, disconnecting and/or altering the existing cross-connections on the Meet-Me Patch Panel.
- (k) Removing any raised floor tiles.
- (l) Drilling and/or penetrating the racks, tiles and walls.
- (m) Damaging the fire detectors, gas suppression pipes and/or HSSD pipes.
- (n) Storing any equipment boxes, combustible items and/or flammable materials in the racks and/or cages and/or rooms.
- (o) Opening or operating any M&E equipment and/or switch boards.
- (p) Using sub-standard power or trailing sockets inside the rack (AIMS will provide standard sockets. T&C applies).
- (q) Connecting 2-pin chargers in the provided rack power supply.
- (r) Opening raised floor.
- (s) Extending power supply from one rack to another.

E. TESTING, INSTALLATION, MAINTENANCE AND MOVING OF EQUIPMENT

1. Equipment Installation and Maintenance

1.1 Prior to any equipment installation and/or maintenance, you may conduct a power test of such equipment servers, devices under our supervision at our External Prep Room for at least five (5) minutes. This is to check for equipment faults (if any), and to ensure that any power leakage (or other faults) will not detrimentally affect the general power supply to our Data Centre and/or any other equipment.

1.2 All equipment that is to be installed must comply with our technical guidelines and specifications, as well as the standards and requirements from local authorities such as SIRIM, Suruhanjaya Tenaga etc., for safety reasons.

2. Moving of Equipment

2.1 You are required to notify our Service Operations Centre (SOC) or Security in writing at least one (1) working day prior to any movement of equipment into and/or out of the Data Centre.

2.2 A duly completed and signed Equipment Declaration Form must be submitted to SOC or Security.

2.3 SOC or Service Manager's approval and notification must be obtained before the move.

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F. POWER AND COOLING

1.1 The operating state of any Emergency Power OFF (EPO), Valve, Power Distribution Unit (PDU), Computer Room Air Conditioning (CRAC), Fire Alarm Panel, Electrical Panel and related equipment shall not be altered or touched at any time to prevent potential operational disruption.

1.2 Customers are highly recommended to utilise AIMS' provided critical power & DC power supply.

1.3 The following actions are not allowed: -

- (a) Installing Rectifier and independent standalone small scale Uninterruptible Power Supply (UPS) and batteries unless pre-approved by AIMS. Customers are highly recommended to utilise AIMS' provided critical power & DC power supply;
- (b) Using sub-standard power sockets or trailing sockets as extensions, unless pre-approved by AIMS;
- (c) Conducting modifications to the configuration of the rack's power socket strips;
- (d) "Cross feeding", extending power sockets or making extensions from one rack to another;
- (e) Allowing contractors to lay cables under raised floor, unless pre-approved by AIMS;
- (f) Installing extreme high-power density (kW) equipment, unless pre-approved by AIMS;
- (g) Installing heavy equipment of more than 500kg, unless pre-approved by AIMS;
- (h) Carrying out power testing in the rack by using multi-meter, mega-meter and other instruments;
- (i) Injecting fault current, short-circuit equipment and tripping testers.

1.4 Customers shall install blanking panels in empty rack units (RU) for better airflow management and increased server efficiency, as well as to ensure minimum spacing for ventilation between servers or equipment. Servers or equipment mounting directions shall be properly installed so that hot air shall flow through the hot aisle. Routers are to be placed closer to the floor or on a lower RU.

G. STORAGE

1.1 Equipment can be stored at AIMS subject to approval and space availability. Equipment can only be stored for a maximum of seven (7) days from date of receipt.

1.2 If such period of seven days is exceeded, a storage fee of RM300.00 shall be imposed on Customer for every subsequent seven-day period that elapses until such equipment is removed.

1.3 You may choose to rent a permanent storage space at AIMS. Please contact your Client Manager for more details.

1.4 You are required to make full settlement of all storage fees before your equipment can be removed.

H. FIRE SAFETY PROCEDURES

1.1 Our Data Centre is equipped with a Clean Agent Fire Suppression System. You are strictly prohibited from carrying out works such as soldering, welding and drilling as the smoke and dust emitted from such works will impair customer equipment and data, and activate the smoke detector system.

1.2 In the event your equipment catches fire, you must inform our personnel immediately and evacuate yourself from the Data Centre.

1.3 In the event of fire, you must remain calm and evacuate immediately through the nearest exit. Follow the "KELUAR" sign to exit the Data Centre. You are prohibited from re-entering the Data Centre without clearance from us. When the alarm bell is activated, the access door will open by itself.

If the access door fails to open automatically, please use the "break glass to open door" device for manual override. Do not use the lift in the event of fire.

1.4 Scheduled fire drills and emergency evacuation procedures are conducted at least once a year and will be announced in advance.

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I. SMART HANDS SERVICES

1.1 The Smart Hands Services involve our SOC engineers physically touching your equipment or entering your co-location space to render the specific assistance that you may require.

1.2 Our Smart Hands Services are categorised into two (2) levels. Please refer to our “Smart Hands Services (SHS)” documentation or contact your Client Manager for more details.

1.3 Only Authorised Personnel are allowed to request for our Smart Hands Services.

J. INTERNET ACCESS

We do not provide Internet access but we may subscribe to such services on your behalf. Any internet connections will be provided by a 3rd Party and shall be governed by their policy.

K. SEVERANCE

If any provision in this Policy or part thereof shall be void for whatever reason, the affected words shall be deemed deleted and the remaining provisions shall continue in full force and effect.

L. REVISION OF THIS POLICY

We reserve the right to add, delete and modify any provision of this Policy at any time without notice. Please log onto www.aims.com.my periodically for the most recent revision of this Policy or contact our personnel for the latest copy.

ENDS

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