

AIMS- HOUSE RULES AND REGULATIONS

AIMS provides wide range of racks supply, accessories and roof installation that comes with certain specifications. As such, before installing any Customer's equipments at the Space/Area allocated, Customer must ensure that they understand and adhere to AIMS House Rules and Regulations ("House Rules").

This House Rules is subject to AIMS' General Terms and Conditions, Specific Terms, Acceptable User Policy and it is applicable to each Customer subscribing to AIMS' services.

A. PRE- INSTALLATION REQUIREMENT

- 1.1 Prior to any equipment installation at the Space/Area allocated, Customer must provide AIMS the following information: -
 - (a) List of equipments specifying the model, serial number of the equipments, size (width x depth x height), weight, AC or DC power consumption (KW or Ampere), and heat dissipation as required in the *Pre-Installation Equipment Declaration Form*;
 - (b) Customer's equipment installation diagram based on a 42 Rack Units; and
 - (c) Description of "Customer's Cabinet" Please see Clause (C) Item -1.5.
- 1.2 Upon submission of the above documents and after reviewing the technical specifications for the facility specification set out herein, AIMS will confirm with Customer for installation date.

B. CUSTOMER'S EQUIPMENTS

- 1.1 Customer shall pre-notify AIMS in writing at least twenty- four (24) hours prior to any equipment deliveries. *Equipment Installation/Removal Declaration Form* is to be completed with information on the proposed installation date and storage duration (maximum up to seven (7) days).
- 1.2 Customer shall be present on site to sign Delivery Order (D.O) from their supplier or appointed delivery company. AIMS shall not be held responsible for any loss or damage to the equipment, if AIMS takes delivery of the goods on behalf of the Customer.

- 1.3 Customer or its appointed delivery company shall unload the equipment at the loading bay located at Lower Ground Floor, Menara Aik Hua. Customer shall pre-notify AIMS the following information: -
- (a) Name of the appointed delivery company;
 - (b) Name of the delivery personnel, his/ her identification card and contact numbers;
 - (c) Vehicle registration number;
 - (d) Expected arrival time (strictly on working weekdays during office hours from 9am to 10am or 2pm to 4pm); and
 - (e) Name of Customer who will be present on site, his/ her identification card and contact numbers.
- 1.4 Customer shall be responsible to move the equipment from loading bay to the Data Centre. Customer is advised to unpack the wooden packaging boxes at the loading bay and move the equipment into smaller boxes before moving to the Data Centre.
- 1.5 Prior to any equipment installation, Customer will need to conduct a power test of such equipment, servers, devices, power adapters and power cord under AIMS' supervision at our External Prep Room (located outside the Data Centre in Ground Floor of Menara Aik Hua) for at least one (1) hour. This is for the purpose of checking the safety of such equipment and the power to such equipment to ensure it will not be disrupted due to any power leakage and/or that power supply to such equipment will not adversely affect the general power supply to the Data Centre
- 1.6 Subject to AIMS' approval and availability of storage space, Customer may bring their equipment and place in the Data Centre before the installation date. The equipment may only be stored free of charge for a maximum duration of seven (7) days, thereafter a fee will be imposed (please check with AIMS' personnel for the storage fee).
- 1.7 Before storing and placing Customer's equipment at the Data Centre, Customer acknowledges and agrees that their equipment and materials installed, located and stored at the Data Centre shall remain with the Customer at all times, and AIMS shall not be in any way liable for any loss or damage to the equipment and materials.

- 1.8 For any equipment relocation within the floors or to others floors (under the same company) or removal of equipment from the Data Centre, Customer shall fill up the *Equipment Delivery/ Removal Declaration Form*.
- 1.9 AIMS reserves the right to deny Customer's rights to relocate or remove any equipment when their payment is outstanding.

C. SPECIFICATIONS FOR RACK SPACE

- 1.1 The Data Centre cabinets are: 800mm/ 900mm/1000mm Depth; 600mm wide for 19" rack mounted equipment with 42RU clear internal dimension.
- 1.2 The cabinets are made of sheet steel construction with front and rear access doors. The front and the rear access panels are made of perforated steel. The access doors come with secured lockset.
- 1.3 The cabinet's front and rear rails are adjustable to suit slide bracket-mounting equipment.
- 1.4 A tray will be given free of charge for every 10U rack space subscribed. Each additional tray is chargeable at RM 100.00 (one time payment). All trays are property of AIMS.
- 1.5 For Customer who bring in their own cabinet ("Customer's Cabinet"), Customer shall provide AIMS with information on the cabinet size (width x depth x height in RU) prior to installation. Additional costs will be charged if the Customer's Cabinet width is longer than 600mm. Please consult AIMS' personnel for such additional costs.
- 1.6 Customer is prohibited to store any equipment boxes in the cabinet as boxes are inflammable material.
- 1.7 The maximum equipment weight that can be supported by a rack is 500kg and the Customer must ensure that such maximum equipment weight shall not be exceeded at any time.
- 1.8 Customer shall be responsible to adjust the rack's vertical 4 posts column to suit the equipment railing bracket installation. Customer is advised to leave approximately 6 inches (15.24 cm) space at the back and 4 inches space at the front between the Customer's server and the cabinet door to allow for cable management, airflow, and service access.

D. EARTHING AND ISOLATION

- 1.1 Each cabinet in the Data Centre is equipped with copper bar, which is connected to the clean earth system. The cabinet doors and side panels are electrically linked and connected to clean earth.
- 1.2 For safety reason and to minimize interference, Customer is advised to connect their telecommunication equipment to the clean earth copper bar.
- 1.3 Customer's Cabinet shall also be equipped with copper bar.

E. HEAT DISSIPATION

- 1.1 The Data Centre's CRAC system has a down-flow configuration via the raised floor and the racks/cabinets are placed in a "hot/cold" aisle arrangement to optimize Data Centre cooling.
- 1.2 Racks are configured in a way that the racks are facing front to front, and back to back. In front of the front cabinet is the cold aisle and the rear of the cabinet is the hot aisle.
- 1.3 Solid tiles will be placed along the hot aisles and perforated tiles will be placed along the cold aisles.
- 1.4 The 42U rack is equipped with perforated front and rear panel to suit the common equipment heat dissipation system using front cold air intake and rear hot air diverse.
- 1.5 Customer should not install their equipment in such a way that the heat is dissipated to the cold aisle. This will not only cause the hot air circulation within the rack but also affecting the adjacent racks. AIMS reserves the right to audit the installation position of Customer's equipment and request Customer to re-position their equipment if the installation does not conform to AIMS' specifications.
- 1.6 Customer is not allowed to share and/ or install any external HVAC within the rack (e.g. external fans).

- 1.7 The CRAC units supply each cabinet with heat dissipation of 5110 - 6830 BTU/Hr (1500 -2000W). The Customer's equipment electrical power (Watt) will be dissipated into the air. Hence, the total nominal power (Watt) of all Customers' equipment in the cabinet shall not exceed 2000W to avoid overheating and customer is advised to spread the load to racks and not exceeded the rack cooling capacity. Customer shall inform AIMS if there is high-density equipment installation such as blade server chassis. AIMS reserves the right to increase the base rental if Customer's rack heat dissipation is found to be of high density and charge Customer a fee for supplying cooling system.
- 1.8 Any equipments, tools or parts waiting for installation are not allowed to be placed or stored on cold aisle floor tiles or hallway as this will block the airflow or access. Customer is responsible to clear all the packaging boxes before leaving the Data Centre.
- 1.9 Customer is advised to leave at least 1U of free space at RU1 and RU42 to allow the data cable access from top and below.
- 2.0 Customer is advised to isolate each of the their equipment with 1U spacing for better ventilation and the gap can be covered with a blank panel (at Customers' own cost). Customer is strongly advised against stacking their equipment as this restrict heat dissipation from the equipment.

F. POWER DISTRIBUTION

- 1.1 A Single or Dual AC Power circuits (Primary Power circuit and Redundant Power circuit) will be delivered to rack power trips located under the raised floor. DC power circuits can be provided upon request; additional installation and HVAC charges will be imposed to the Customer.
- 1.2 The 42U Rack supplied by AIMS is equipped with 2 sides of single-phase power outlet strips with Primary and Secondary Source. Each power strip connects its single input equipment to primary power and dual input equipment to primary and secondary power supply. If a primary power grid goes offline, a backup secondary power will provide power to the equipment with dual input source.
- 1.3 Alternatively, customer may supply power strip to power their equipment housed within their cage or cabinet. In such instance, the customer shall:

- (a) Comply with the minimum local safety and electrical standards (as mutually agreed by AIMS);
- (b) Connect only one (1) power strip (maximum 1 x 13A) to the power outlet under the raised floor;
- (c) Not connect a power strip to another power strip for the purpose of extending the number of power socket outlets (or for any other reasons);

Failing which, AIMS may request the customer to remove the power strip if it does not conform to the requisite local safety and electrical standards and/ or it contravenes with AIMS' policies.

- 1.4 The Customer's aggregate power consumption of both the primary power circuit and redundant power circuit shall not exceed eighty percent (80%) of the primary power circuit breaker (13A, 16A, 20A or 30A) as stated in Service Order Form (also referred to as "the Limit"). In the event that the Customer's power consumption exceeds "the Limit", AIMS reserves the right to impose additional charges to the customer.
- 1.5 For racks using standard 13A socket outlet, aggregate power consumption of both the primary power circuit and redundant power circuit shall not exceed 10 Ampere. This is to avoid overheating on the 13A power strips and the single-phase electrical cables. Should the Customer intends to upgrade the power strips, Customer shall consult AIMS for installing additional power strips (e.g.16A C13 IEC type power strips, 20A C19 IEC type power strips, 5 way 13A 3pin socket) and additional power circuits. Additional charges will be imposed for such installation.
- 1.6 If power capacity falls under the safety usage region, AIMS will provide heavy-19" of 5-way 13A 3pin socket rack mount metal extension socket. A one-time installation cost of RM100.00 will be charged to the Customer. The extension socket is considered as service equipment and it is under AIMS' ownership.
- 1.7 Customer is advised to use power cords with fuse protected 13A 3-pin plugs to protect human and equipment in the event of power surge or equipment current leakage.
- 1.8 The Customer shall not engage in cross- feeding of power. "Cross Feeding" shall means unauthorized external common connection of a power circuit to a cabinet, other than the cabinet specified by AIMS for such use.

- 1.9 AIMS may, when requested by Customer, provide Customer with a higher power rating configurations. For such additional service, Customer will be charged based on AIMS' current pricing.
- 2.0 Customer is not allowed/ permitted to: -
 - (a) Perform any modifications to the rack's power strips and dismantle the rack's power socket. Please consult AIMS' engineer should the Customer has any queries;
 - (b) Bring in household power socket extensions. In the event the power socket is fully utilized, AIMS will perform power usage measurement before allowing additional power socket extensions to be installed. This is to avoid current overload and cable overheating; and
 - (c) Install any external power supply system such as UPS, AVR, Rectifier, Battery bank and so on in the rack.
- 2.1 The power configuration of each cabinet in Customer's Licensed Space must be approved by AIMS in writing and must comply with:
 - (a) AIMS' technical guidelines and specifications;
 - (b) Requirements prescribed by AIMS' landlords from time to time; and
 - (c) Laws, regulations, codes and directives that are applicable in the country where the Data Centre is located.
- 2.2 AIMS may independently inspect the power configuration of any cabinet in Customer's Licensed Space, at any time.
- 2.3. AIMS reserves the rights to instruct Customer to: -
 - (a) Alter the power configuration of customer's equipment;
 - (b) Disconnect power supply to the customer's equipment; and
 - (c) Ask the customer to remove their equipment from the Data Centre, if AIMS in its sole discretion deems that the continued operation of the Customer's equipment:
 - (i) Causes a threat to safety (including risk of fire or other hazard) to the operations of the Data Centre and/ or AIMS' office premises;

- (ii) Unreasonably interferes with or threatens to interfere with the operations of AIMS, another customer or any other person or entity that is licensing, sublicensing, leasing or subleasing space or otherwise utilizing any portion of the Data Centre and/ or AIMS' office premises;
 - (iii) Is not installed in accordance with the standard industry practice; and
 - (iv) Is consuming or has consumed excessive power.
- 2.4. For Customer who default payment, AIMS has the rights to suspend the power to Customer's rack after fourteen (14) days of issuing suspension notice. Thereafter, AIMS shall not be held responsible for any data loss or equipment failure during the power off of the equipment.

G. CABLE MANAGEMENT

- 1.1 AIMS has implemented structured cabling system in the Data Centre. Various cable runways are used to isolate different types of cabling. Color codes are used to differentiate the multiple services running within the Data Centre.
- 1.2 Two (2) layers of white cable tray or cable basket system are used for running to the copper and coaxial cables whereas overhead yellow color fibre runner is used to house the fiber patch cord.
- 1.3 AC power cable is housed in orange metal trunking under the raised floor.
- 1.4 DC power cables are housed in blue metal trunking under the raised floor. All the circuit cross-connection from one cabinet to another cabinet should be done at the Meet-Me copper, coaxial or fiber patch panel. AIMS has a panel of experienced in house contractors to pull cabling and perform cross-connections within the Data Centre. Customer is not allowed to bring in their own contractor. The cable system is belonged and managed by AIMS.
- 1.5 Customer shall not leave the cable slack under the raised floor as this will block the cold air intake.
- 1.6 Customer may outsource the cabling management to AIMS. Copper connection will be terminated in the face plate on the rear bottom panel or in the 24 port patch panel installed at RU 41 in front. Coaxial cable will be terminated on the coaxial panel located RU 2 at rear bottom.

- 1.7 Incoming outdoor fiber shall not be terminated into the cabinet. The incoming outdoor fiber shall be terminated at AIMS' Meet-Me fiber patch panel with SC interface. Fiber patch cord will be lay from the fiber patch panel to the cabinet via the fiber runner.
- 1.8 Customer is not allowed to change the cross-connection's label, patch cord or RJ45 jack which is done by AIMS to avoid difficulty in circuit troubleshooting and auditing.
- 1.9 Customer shall fill up the *EWROF Form* for cross-connect request.
- 2.0 Customer is advised to tie the data cables on the side tray for better cable management and minimize blockage of air flow and install horizontal cable management below or on top of the patch panel or switches. It is recommended that the patch cord should not have excessive slack from one point to another.
- 2.1 All physical inter-wiring between adjacent racks (under the same customer ownership only) shall be laid through the structured cabling infrastructure (cable tray) with supervision from AIMS during office hours only.

H. PERMIT TO WORK

- 1.1 Telecommunication company shall fill up the *Fibre Work Request Form* for all outdoor fibre-pulling activities to the Data Centre via incoming manhole and fibre.
- 1.2 Customer who rent roof top space, shall fill up the *Rooftop Access Permit Form* when visiting. If such visit involves equipment installation or removal at outdoor, cabling, builder works, customer shall complete and submit the *Rooftop Work Permit Form* to AIMS one week before the visit.
- 1.3 Customer shall fill up the *Hot Work Permit Form* for the following works in the Data Centre:-
 - (a) Installation of cable tray/ trunking/ cable basket/ fibre channel or data/ power circuits by customer's contractor within the cage area involving arc drilling
 - (b) Terminating power connection at the PDU breaker, rectifier, DC power distribution panel and arc cutting
 - (c) Cutting raised floor to mount rack arc cutting

- (d) Welding works

K. REVISION OF THIS RULES AND REGULATIONS

- 1.1 AIMS reserves the right to add, delete, and modify any provision of this House Rules at any time without notice. Prior to any equipment installation, please log onto <http://www.aims.com.my/pages/customer-service/downloads.php> for the most recent revision of this House Rules or contact our personnel for the latest copy.