



AIMS HOUSE RULES, REGULATIONS AND ACCEPTABLE USER POLICY

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AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 2 of 22

TABLE OF CONTENTS

A.	GENERAL	3
B.	DEFINITION	3
C.	USE OF OUR DATA CENTRE	4
D.	BEHAVIOUR AT OUR DATA CENTRE	4
E.	PRE-INSTALLATION REQUIREMENTS	5
F.	CUSTOMER'S EQUIPMENT AND STORAGE	5
G.	SPECIFICATIONS FOR RACK SPACE	6
H.	EARTHING AND ISOLATION	7
I.	COOLING AND HEAT DISSIPATION	7
J.	POWER DISTRIBUTION	8
K.	CROSS CONNECT & CABLE MANAGEMENT	9
	<i>CABLE MANAGEMENT GUIDELINES</i>	<i>10</i>
L.	SMART HAND SERVICES	13
M.	PERMIT TO WORK	13
	<i>OUTDOOR FIBER WORK</i>	<i>13</i>
	<i>ROOF TOP INSTALLATION WORK</i>	<i>14</i>
	<i>HOT PERMIT WORK</i>	<i>14</i>
N.	FIRE SAFETY PROCEDURE	14
O.	PARKING MANAGEMENT	15
P.	REVISIONS OF THIS RULES AND REGULATIONS POLICY	15
	<i>APPENDIX 1</i>	<i>16</i>

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 3 of 22

A. GENERAL

The security of the equipment and information in our data centres is of critical importance to the daily function of our customers' operations.

The following House Rules, Regulations & Acceptable User Policy ("House Rules") communicate the policies and procedures that all customers must abide with when accessing our data centres.

These House Rules are subject to AIMS' General Terms and Conditions, Specific Terms, details in Service Schedule F, and applicable to all Customers subscribing to our services.

Our data centres are secured and restricted facilities. Only authorised personnel are allowed access.

All customers, their staff, contractor/service teams, visitors and auditors must abide with our information security policies, visitation registrations, access control procedures and security practices.

A copy of our information security policy and other relevant information will be available at the security registration control centre.

At AIMS, information security and the integrity of our customers' data and equipment are of paramount importance.

We highly recommend our customers safeguard their own information assets and to abide by our information security policies & procedures. Customers are allowed to bring in own device (BYOD) with limitation that only connected to Guest Wi-Fi network.

Exposing your information assets or leaving them unattended (such as open racks or cages) is strictly prohibited.

If you are found to have violated our Policy, we reserve the right to reject access, 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 shall 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.

Data Centre refer to all AIMS Data Centre

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 4 of 22

C. USE OF OUR DATA CENTRE

- 1.1 All visits must be scheduled with prior notice. Please submit the following information via the [Integrated Communication E-Portal \(ICE\)](#) preferably 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 authorized 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 counter for verification.
 - (b) Wear and display your AIMS Visitor Pass at all times. Access shall 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 counter at the end of your visit. The visitor pass belongs to AIMS; any loss or damage shall be treated as Security Incident where customers are expected to cooperate in further investigation and follow up action required.

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) Wearing slipper in DC area
 - (e) Eating, drinking, smoking and vaping in the vicinity of the Data Centre, including but not limited to the toilet and lobby areas.
 - (f) Bringing any form of liquid into the DC
 - (g) Being in possession of explosives, hazardous and/or radioactive materials and weapons.
 - (h) Opening, accessing, interfering and copying any equipment or hardware not belonging to you and/or any third parties.
 - (i) Blocking, disconnecting and/or altering the position of any security, or otherwise, of devices that are in-situ.
 - (j) Breaking the Emergency Door Release, except only in case of fire or emergency.
 - (k) Pulling, cross connecting and/or tampering with the data cables on the rack.
 - (l) Connecting, disconnecting and/or altering the existing cross-connections on the Meet-Me Patch Panel.
 - (m) Opening or removing any raised floor tiles and ceiling board.
 - (n) Drilling and/or penetrating the racks, tiles and walls.
 - (o) Damaging the fire detectors, gas suppression pipes, water mist pipe and/or HSSD pipes.
 - (p) Storing any equipment boxes, combustible items and/or flammable materials in the racks and/or cages and/or rooms.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 5 of 22

- (q) Opening or operating any M&E equipment and/or switch boards.
- (r) Using sub-standard power or trailing sockets inside the rack (AIMS shall provide standard sockets. T&C applies).
- (s) Connecting chargers in the provided rack power supply, recommended to use the wall mounted essential socket.
- (t) Extending power supply from one rack to another.
- (u) Installing Rectifier and independent standalone small-scale Uninterruptible Power Supply (UPS), inverter and batteries unless pre-approved by AIMS. Customers are highly recommended to utilize AIMS'- provided critical power & DC power supply.
- (v) Conducting modifications to the configuration of the rack's power socket strips;
- (w) "Cross feeding", extending power sockets or making extensions from one rack to another;
- (x) To lay cables in the data centre common rack space area, unless pre-approved by AIMS;
- (y) Carrying out power testing in the rack by using multi-meter, mega-meter and other instruments;
- (z) Injecting fault current, short-circuit equipment and tripping testers.
- (aa) At any time, altering or touching 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 to prevent potential operational disruption.

E. PRE-INSTALLATION REQUIREMENTS

- 1.1 Prior to any equipment installation at the Space/Area allocated, Customers must provide AIMS the following information: -
 - (a) List of equipment specifying the equipment type, model, serial number,
 - (b) Description of "Customer's Cabinet". Please refer to: "G. SPECIFICATIONS FOR RACK SPACE" for details.
- 1.2 Upon submission of the above documents and after reviewing the technical specifications for the facility specification set out herein, AIMS shall advise the Customer on the installation date.

F. CUSTOMER'S EQUIPMENT AND STORAGE

- 1.1 The Customer is required to raise a Smart Hand Request via Miscellaneous Orders in our [ICE Portal](#) for all deliveries accepted on their behalf.
- 1.2 A reference number shall be generated upon submission of the Smart Hand Request, and thereafter a duly completed and signed Equipment Acceptance Form (EAF) is required for our verification purpose.
- 1.3 Each Equipment Acceptance Form (EAF) received, shall be charged with one [manhour](#) of Level 2 Smart Hand service.
 - (a) Expected arrival time - Deliveries are allowed at the following times: weekdays 9am to 11am or 2pm to 4pm, excluding public holidays.
 - (b) AIMS shall not bear responsibility for any loss/damage of the deliveries accepted on Customer's behalf.
 - (c) During a delivery, the customer shall adhere to the below equipment movement policy:
 - (i) **Heavy Equipment with total weight above 90KG** – Customer shall arrange to have their transporter or forwarding agent to move the equipment from lobby or loading bay to storage area

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 6 of 22

- (ii) **Equipment with total weight between 10KG to 90KG** – Customer may arrange to have their transporter or forwarding agent to move the equipment from lobby or loading bay to storage area or requests AIMS assistance in the movement.
- (iii) **Equipment with total weight less than 10KG (Hand Carry)** – Customer may request AIMS to assist on the movement of items to the storage area.

- 1.4 Customer and/ or their forwarding agent shall be responsible for the disposal of pallet.
- 1.5 Two [manhours](#) of Level 2 Smart Hand service charge shall be imposed for storing and disposing of pallet on Customer's behalf.
- 1.6 If such a period of seven days is exceeded, a storage fee shall be imposed on Customer for every subsequent seven-days period that elapses until such equipment is removed. Customers may liaise with their respective Client Manager on the charges detail. Customer is required to make full settlement of the storage fee before the equipment can be removed.
- 1.7 Alternatively, Customer may choose to rent a permanent storage space at AIMS. This is subjected to storage room space availability. If this option is selected, please contact your Client Manager for more details.
- 1.8 Before storing and placing equipment at the Data Centre, Customer acknowledges and agrees that their equipment stored at the Data Centre shall remain as Customer's sole responsibility at all times, and AIMS shall not be in any way liable for any loss or damage to the equipment.
- 1.9 Please inform AIMS, in writing, at least one (1) working day before any movement of equipment into and/or out of the Data Centre. A completed Equipment Declaration Form (hard-copy) must be submitted to AIMS. Approval and notification from AIMS must be obtained before the move.
- 1.10 No equipment may be relocated or removed if Customer payments are outstanding.
- 1.11 Equipment must be unpacked at the designated loading bay/staging room/unpacking area before being moved into the Data Centre.
- 1.12 Prior to any equipment installation, Customers are advised to conduct a Power Test at our staging area. This is to check for equipment faults (if any) and ensure that any power leakage or other faults will not detrimentally affect the critical UPS supply in the rack.
- 1.13 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.

G. SPECIFICATIONS FOR RACK SPACE

- 1.1 The Data Centre cabinets are: 42RU height, 1000mm depth; 600mm wide with 19"equipment mounting dimension (for Menara AIMS KL & CJ1)
- 1.2 The Data Centre cabinets are: 45RU height, 1200mm depth; 600mm wide with 19" equipment mounting dimension (for AIMS CBJ1)
- 1.3 The cabinets are made of sheet steel construction with front and rear access doors. The front and rear access panels are made of perforated steel. The access doors come with secured lockset.
- 1.4 Cabinet front and rear rails are adjustable to suit slide bracket-mounting equipment.
- 1.5 Two (2) trays shall be given to use for every 42RU/45RU rack space subscribed. Additional tray is chargeable upon request and can be raised via Miscellaneous Order in [ICE portal](#). All trays are the property of AIMS.
- 1.6 For Customer who brings in their own cabinet ("Customer's Cabinet"), Customer shall provide AIMS with cabinet specifications (width x depth x height in RU) prior to installation. Additional costs shall be charged if the Customer's Cabinet width is wider than 600mm. Please consult AIMS' personnel for such additional costs.
- 1.7 Customer shall provide AIMS with one (1) set of duplicated keys to Customer's rack.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 7 of 22

- 1.8 Customer is advised to reset the default Pin-Code that comes with the racks delivered by AIMS for additional security purposes.
- 1.9 Customer is prohibited from storing fire-hazardous items in the cabinet such as cardboard, plastic, paper and etc.
- 1.10 The maximum equipment weight that can be supported by a rack is 1000KG and the Customer must ensure that such maximum equipment weight shall not be exceeded at any time. Should the equipment weight exceed 1000KG, please notify AIMS' personnel.
- 1.11 Customer shall be responsible for adjusting the rack's vertical four (4) posts column to suit the equipment railing bracket installation. Customer is advised to leave approximately six (6) inches (15.24 cm) space at the back and four (4) inches space at the front between the Customer's server and the cabinet door to allow cable management, airflow, and service access.
- 1.12 Customer is prohibited from installing rack-supporting plates outside Customer's Cabinet. (to prevent from obstructing airflow at cold aisle)

H. EARTHING AND ISOLATION

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

I. COOLING AND HEAT DISSIPATION

- 1.1 The Data Centre's CRAC/CRAH system has a down-flow configuration via the raised floor. Racks/cabinets are placed in a "hot/cold" aisle arrangement to optimize Data Centre cooling.
- 1.2 Racks face 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 shall be placed along the hot aisles and perforated tiles shall be placed along the cold aisles.
- 1.4 The server 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 diversion.
- 1.5 Customer should not install their equipment in such a way that the heat is dissipated to the cold aisle. This will cause hot air to circulate within the rack, affecting adjacent racks. AIMS shall audit the installation position of Customer's equipment and request a re-positioning if it fails to conform to specification.
- 1.6 Customer is responsible for managing their internal cables for better air flow inside their rack.
- 1.7 Customer is prohibited from installing any external HVAC (e.g. external fans) within the rack.
- 1.8 AIMS reserves the right to increase the base rental if Customer's rack heat dissipation is exceeding the subscribed / contracted load.
- 1.9 Any equipment, tools or parts waiting for installation cannot be placed or stored on cold aisle floor tiles or hallway as this will block airflow and access.
- 1.10 Customer is advised to leave at least 1RU of free space at top and bottom of rack to allow the data cable access.
- 1.11 Customer is advised to isolate each of 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 restricts heat dissipation from the equipment.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 8 of 22

Customers are advised to 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. High density equipment are recommended to be installed at a lower RU.

J. POWER DISTRIBUTION

- 1.1 Two Different UPS output source supply (as source 1 & source 2) power circuits are given and delivered to rack power strips or power supply unit (PSU) located under the raised floor. Additional power circuits can be provided upon request. Note that installation and HVAC charges shall apply.
- 1.2 The Server Rack supplied by AIMS is equipped with two sides of single-phase powered by UPS outlet strips or PSU (source 1 & source 2). Customer is advised to install Dual Power Supply Equipment and utilize both sources for Tier 3 concurrent maintainability compliance. AIMS' Power Uptime Service Level Agreement shall not cover single source equipment
- 1.3 AIMS shall provide the required power strips for Planned Maintenance, Infrastructure Upgrade and other related Planned Maintenance initiated by AIMS on loan or temporary basis. If the power strip is not returned in a stipulated time frame item 1.5 applies.
- 1.4 Customer shall not use sub-standard power strips or power sockets inside the rack unless pre-approved by AIMS. 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 if it contravenes with AIMS' policies.
- 1.5 Customers have the option of either buying the power strip for permanent use or temporarily loaning them from AIMS for emergency use. The temporary loan duration for power strip is as stated below:
 - (a) Within 2 days, if the purpose of borrowing is not related to Planned Maintenance initiated by AIMS and our partners.
 - (b) Within 2 weeks after the Planned Maintenance, if the purpose of borrowing is related to Planned Maintenance initiated by AIMS and our partners.

The customer is liable for exceeding the above-mentioned loan duration and shall face a surcharge for each power strip at month-end. The customer may liaise with the Client Manager
- 1.6 The Customer's aggregate power consumption for both the power circuits shall not exceed eighty percent (80%) of the power circuit breaker (16A, 20A or 32A) 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 on the customer.
- 1.7 For racks using standard 13A socket outlet, aggregated power consumption for 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. If 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 shall be imposed for such installation.
- 1.8 Customer shall not engage in cross feeding of power. "Cross Feeding" refers to unauthorized external common connection of a power circuit to a cabinet.
- 1.9 Upon request, AIMS may provide the Customer with a higher power rating configuration. For such additional service, Customer shall be charged based on AIMS' current pricing.
- 1.10 Customer is not allowed/ permitted to: -
 - (a) Perform any modification to the rack's power strips and dismantle the rack's power socket. Please consult AIMS' engineers for clarification;

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 9 of 22

- (b) Bring in household power socket extensions. In the event the power socket is fully utilized, AIMS shall perform power usage measurement before allowing additional power socket extensions to be installed. This is to avoid current overload and cable overheating causing a fire;
 - (c) Install any external power supply system such as UPS, AVR, Rectifier and Battery bank (and related) in the rack.
- 1.11 Additional pre-approved power systems installed by the customer to support their equipment set up shall be maintained with a valid maintenance contract and maintain regular inspection. Customer shall be able to provide supporting documents such as service report and maintenance contract when required by AIMS.
- 1.12 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 Data Center Service Provider from time to time; and
 - (a) Laws, regulations, codes and directives that are applicable in the country where the Data Centre is located.
- 1.13 AIMS may independently inspect the power configuration of any cabinet in Customer's Licensed Space, at any time.
- 1.14 AIMS reserve the rights to request Customer to:
- (c) Alter the power configuration of customer's equipment;
 - (d) Disconnect power supply to the customer's equipment; and
 - (e) 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 the safety (including risk of fire or other hazard) of the Data Centre operations 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) Consuming (or has consumed) excessive power.
- 1.15 For Customers who have defaulted on payment, AIMS reserve the right to suspend power to Customer's rack upon sending reminder/cum suspension email. Thereafter, AIMS shall not be held responsible for any data loss or equipment failure during the power outage of the equipment.

K. CROSS CONNECT & CABLE MANAGEMENT

- 1.1 AIMS use structured cabling systems in the Data Centre. This belongs to, and is managed by AIMS. 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 Cable tray or cable basket system is used for running of the copper and coaxial cables whereas overhead yellow color fiber runner is used to house the fiber patch cord. AC power cable is housed in orange metal trunking under the raised floor. DC power cable is housed in blue metal trunking under the raised floor.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 10 of 22

- 1.3 All 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 prepare cross connect within the Data Centre. Customers are not allowed to bring in their own contractors except for rack-to-rack cabling within their own caging.
- 1.4 Customer is allowed to lay their rack-to-rack cabling between same rack ownership and same row of racks only by conforming the guidelines provided by AIMS (refer to Cable Management Guidelines attachment).
- 1.5 Customer is advised to organize the data cables on the side tray in the rack for better cable management and to 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 incur excessive slack from one point to another.
- 1.6 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. AIMS approval has to be obtained before commencement of any work.
- 1.7 Customer shall not leave the excess length of cables or slack on top of the rack and under the raised floor as this will block the cold air intake.
- 1.8 Customer is not allowed to change/edit/modify the cross-connection's label, patch cord or RJ45 jack which is done by AIMS without permission to avoid difficulty in circuit troubleshooting and auditing.
- 1.9 All copper connections shall be terminated on the 24-port patch panel installed at Customer's rack.
- 1.10 Incoming outdoor fiber shall not be terminated into the customer cabinet. It shall be terminated at AIMS Meet-Me Room's fiber patch panel. Fiber patch cord shall be laid from the fiber patch panel to the customer cabinet via the fiber runner. This shall be completed upon receiving new cross connect order through [ICE portal](#).
- 1.11 Only Primary Authorized Contact (PAC) and Secondary Authorized Contacts (SAC) are allowed to submit online requests for cross-connect via the [ICE Portal](#).
- 1.12 All Cross Connect supplied by AIMS comes with three months warranty period where immediate rectification or replacement shall be done without any charges in the event of any performance issue. The warranty does not cover damages due to negligence or human error.
- 1.13 Additional support scope for Cross Connect delivered by AIMS is categorized as below:
 - (a) One Time Charge (OTC) Cross Connect:
 - (b) Comes with 3 months warranty period.
 - (i) AIMS shall proceed with troubleshooting upon any fault reporting. Any damage or performance degradation that requires cable replacement after 3 months warranty period shall require a new cross connect order.
 - (c) Monthly Recurring Charge (MRC) Cross Connect:
 - (i) Comes with 3 months warranty period.
 - (ii) AIMS shall proceed with troubleshooting upon any fault reporting. Troubleshooting, cleaning and cable replacement due to performance issue shall not incur additional charges.
 - (iii) Item (ii) excludes damages caused by human negligence and cable mishandling by the customer. Customer will have to raise new order in order to replace the damaged patch cord.

CABLE MANAGEMENT GUIDELINES

The guidelines shown below are meant for cabling (copper, coaxial & fiber) which interconnects between their own racks (SAME RACK OWNERSHIP & SAME ROW OF RACKS).

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 11 of 22

PRE-WORK COMMENCEMENT

- (a) Customer are required to inform AIMS – AIMS/TIME Focal on the date and time that they will start the cabling work for access, monitoring and review the completed work.
- (b) Cabling work only can be done during business hours, if there is a need to do cabling activities outside business hours, approval from security and AIMS/TIME Focal are required.
- (c) For customers that own any cages, they are allowed to bring their contractors to do the cabling work provided that they have to obey our in-house policy and guidelines.
- (d) Contractors are responsible to bring their own Personal Protective Equipment (PPE) upon commencing their work, such as high visibility vest, hard hat, gloves, and safety boots.

CABLING WORK GUIDELINES - COPPER & COAXIAL CABLES

- (a) Copper & coaxial cables are allowed to share the same cable basket, but separated with different groupings of cable types such as C5E, C6 & coaxial (Figure 1.1).
- (b) No power-related cable shall be shared at the cable basket.
- (c) Cables laid along cable basket has to be tied using only Velcro, **NOT** cable ties (Figure 1.2).



Figure 1.1: Cable grouping based on cable type Figure 1.1: Cables with Velcro at cable basket

- (d) Cables dropping from cable basket has to be right above of the destination rack, as close as possible to the cable inlet on top of the rack and organized with two pieces of Velcro (Figure 1.3).
- (e) Cables have to drop from the bottom edge of the cable basket (Figure 1.4).
- (f) Cabling between adjacent racks (**maximum 1 rack distance/side by side**) can be laid on top of the rack using the adjacent/nearest inlet holes to each other without using cable basket. Cables must be organized neatly by using Velcro. (Figure 1.5). **This method is also applicable to fibre cables.**
- (g) Any cabling between racks which is more than 1 rack distance, cable basket must be used.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 12 of 22



Figure 1.3 Cable dropping to cable inlet



Figure 1.4 Cable dropping from bottom edge of basket

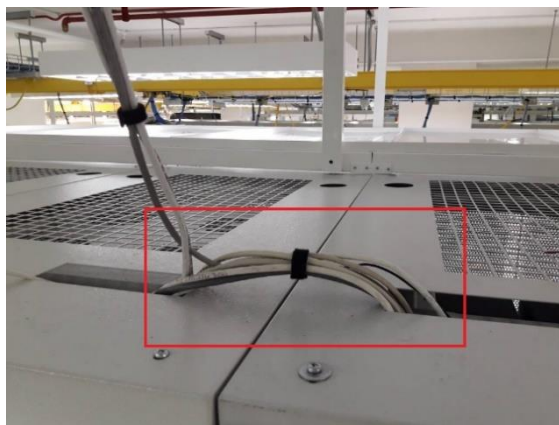


Figure 1.5: Cabling between adjacent racks

CABLING WORK GUIDELINES – FIBER CABLES

- (a) Fiber cables have to be laid in the fiber runner provided at the DC.
- (b) Excess fiber or slacks are not allowed to be kept in the fiber runner.
- (c) Fiber spill over junction is required to be used for fiber cables dropping from fiber runner and cables shall be organized by using Velcro (Figure 1.6).
- (d) If there is such an event that the destination rack of the rack to rack cabling do not have any fiber spill over junction, customer is responsible to purchase and raise an order through [ICE Portal](#) or through Client Manager

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 13 of 22



Figure 1.6: Fiber cables organized using Velcro

CABLING WORK GUIDELINES – POST WORK PROCEDURES

- (a) Customer is required to inform AIMS infrastructure team to inspect the rack to rack cabling laid by customer or their contractors.
- (b) AIMS has the right to reject and request for rectification work shall the cabling work does not meet the guidelines mentioned.
- (c) Customer has to ensure that no unwanted items are left at the DC after work completion.

L. SMART HAND SERVICES

- 1.1 The Smart Hands Services involve our DCOPS engineers physically touching your equipment or entering your co-location space to render the specific assistance that you may require.
- 1.2 Our Smart Hand Services are categorised into two (2) levels. Please refer to our “Smart Hands Services (SHS)” documentation or contact your Client Manager for more details.
 - (a) Level 1 Smart Hand Services are done on best effort basis and not chargeable.
 - (b) Level 2 Smart Hand Services are charged according to manhour utilization where 1 manhour is charged at RM300. The minimum man hour to be raised for a Level 2 Smart Hand Request is 1 man hour.
- 1.3 Only Authorised Personnel are allowed to request for our Smart Hands Services.
- 1.4 Level 2 Smart Hand Service charges are meant for the man power utilisation for the requested activity and does not cover any material costs.

M. PERMIT TO WORK

- 1.1 The following listed work below requires Work request form or work permit prior for any work commencement:
 - a) Outdoor Fiber Work
 - b) Rooftop Installation Work
 - c) Permit To Work: Hot Work (Welding)

OUTDOOR FIBER WORK

- 1.1 Customer shall fill up the Outdoor Fiber Work Request Form for all outdoor fiber-pulling activities to the Data Centre via incoming manhole and fiber.
- 1.2 Level 2 Smart Hand Support is applicable for additional engineering assistance request.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 14 of 22

- 1.3 Customer shall provide own SC pigtail and splicing tray.
- 1.4 Customer shall be responsible and conduct the splicing and testing work.
- 1.5 The contractor shall immediately install the duct seal at the manhole fiber duct (inside and outside building) on the same day to prevent water leakage.
- 1.6 The trunking shall be closed and secured properly upon work completion.
- 1.7 Safety precaution such as safety cone shall be placed in front around the manhole or fiber trunking at the basement car park floor during the fiber pulling work.
- 1.8 The contractor shall use the NON-UPS electrical wall socket for fiber termination and testing work in the Data Centre.
- 1.9 The splicing work shall be conducted during Weekday office hours only which under AIMS supervision at Non-Lunch break hour (12pm to 2pm)
- 1.10 14 days of notice shall be given in order for AIMS to prepare the Material and building management access notification and approval.
- 1.11 Upon completion work, the contractor shall perform housekeeping to ensure the site cleanliness before leaving.

ROOF TOP INSTALLATION WORK

- 1.1 Customer who rent roof top spaces shall register their visits via the [ICE Portal](#). If such visit involves equipment installation or removal at outdoor, cabling, builder works, Customer shall complete and submit the Rooftop Installation Form to AIMS one week before the visit.
- 1.2 Customer shall provide equipment specifications, cabling routing layout and method of statement one week in advance upon the approval of the Roof-top Installation form by AIMS.
- 1.3 Drilling and hacking are not allowed on the floor slabs (Drilling and hacking may cause damage to water proofing).
- 1.4 Any work in progress shall not obstruct another existing antenna.
- 1.5 Floor protection is mandatory during mobilization and installation.
- 1.6 AIMS reserve the right to reject customers or halt any activity in the event of cloudy days, rainy days or if there is lightning.
- 1.7 Rooftop installations can only be done during working hours, which are defined as 9am to 5pm, Monday-Friday. Work that is not completed by 5pm shall be carried out on the following day.
- 1.8 When work is completed, AIMS shall perform a site inspection and escort the customer back to the Ground floor to be logged out.
- 1.9 Work at the rooftop area is performed at the customer's own risk.

HOT PERMIT WORK

- 1.1 A Hot Work permit is required for any temporary operation involving open flames or producing heat and/or sparks.
- 1.2 This includes, but is not limited to Brazing, Grinding, Soldering, Thawing, Arc Cutting and Welding.
- 1.3 Customer shall provide information to AIMS for filling up the Permit To Work: Hot Work Form for any works that meet the above criteria or conditions.

N. FIRE SAFETY PROCEDURE

- 1.1 Our Data Centre is equipped with Clean Agent Fire Suppression System. Customers are strictly prohibited from carrying out works that emit heat and dust such as Soldering, Welding and Drilling inside Data Centre and rooftop area. Smoke and dust emitted from such works will impair customer equipment and data, and activate the smoke detector system.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 15 of 22

- 1.2 In the event of fire, you must inform our personnel immediately and evacuate yourself from the Data Centre through the nearest exit. Follow the "KELUAR" sign to exit the Data Centre. Do not use the lift in the event of fire.
- 1.3 You are prohibited from re-entering the Data Centre without clearance from us. When the fire alarm is activated, the access door shall open by itself. If the access door fails to open automatically, please use the "break glass to open door" device for manual override.
- 1.4 In the event of fire, please evacuate by following the route stated in the fire evacuation route which available at each floor near the lift lobby and emergency exit.

O. PARKING MANAGEMENT

1. The speed limit allowed on the premises is 15km/h;
2. Users are advised to adhere to the Reverse Parking Zone space;
3. Users are advised to be considerate when parking so as to facilitate others (park properly in the parking box);
4. Users are not allowed to store any equipment in the parking lot or space;
5. Users are not allowed to park their vehicles on sidewalks and pedestrian walkway;
6. Users are not allowed to park their vehicles outside the parking box;
7. Reserved parking space is for reserved users only;
8. Designated disabled parking spaces are reserved for disabled drivers who have a valid disabled permit;
 - An OKU sticker (displayed on the vehicle) or
 - An OKU card (to be produced on request or displayed in the car).

P. REVISIONS OF THIS RULES AND REGULATIONS POLICY

AIMS reserves the right to add, delete and modify any provision of these House Rules at any time without notice. Prior to any equipment installation, please log onto www.aims.com.my for the most recent revision of these House Rules.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 16 of 22

APPENDIX 1

Version No.	Description of Change	Revised By	Effective Date	Change Ref. No.
9.0	<p>Revised AIMS House Rules & Regulations</p> <p>Revisions include:</p> <p>Clause c 1.1 pg 4 :</p> <ul style="list-style-type: none"> - Customer Portal changed to Integrated Communication E-Portal (ICE) <p>Clause c 1.1 pg 4 :</p> <ul style="list-style-type: none"> - Removed penalty fee RM50 and replaced with “The visitor pass belongs to AIMS; any loss or damage shall be treated as Security Incident where customers are expected to cooperate in further investigation and follow up action required.” <p>Clause D 1.1 (k) pg 4</p> <ul style="list-style-type: none"> - Added opening or removing any raised floor tiles <p>Clause D 1.1 (r) pg 5</p> <ul style="list-style-type: none"> - Removed Opening raised floor. <p>Clause E 1.1 (a) pg 5</p> <ul style="list-style-type: none"> - Revised and heat dissipation information; <p>Clause F 1.3 pg 5</p> <ul style="list-style-type: none"> - Removed and replaced with “Each Equipment Acceptance Form (EAF) received, shall be charged with one manhour of Level 2 Smart Hand service. - Added (c) During a delivery, the customer shall adhere to the below equipment movement policy: <ul style="list-style-type: none"> (i) Heavy Equipment with total weight above 90KG – Customer shall arrange to have their transporter or forwarding agent to move the equipment from lobby or lower ground to storage area (ii) Equipment with total weight between 10KG to 90KG – Customer may arrange to have their transporter or forwarding agent to move the equipment from lobby/lower ground to storage area or requests AIMS assistance in the movement. (iii) Equipment with total weight less than 10KG (Hand Carry) – Customer may request AIMS to assist on the movement of items to the storage area. <p>Clause F 1.5 pg 6</p> <ul style="list-style-type: none"> - Removed and replaced with “Two manhours of Level 2 Smart Hand service charge shall be imposed for storing and disposing of pallet on Customer’s behalf” 	Amirah	1 Dec 2019	DCS/19/01

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 17 of 22

Clause F 1.6 pg 6

- Revised. If such a period of seven days is exceeded, a storage fee shall be imposed on Customer for every subsequent seven-days period that elapses until such equipment is removed. Customers may liaise with their respective Client Manager on the charges detail. Customer is required to make full settlement of the storage fee before the equipment can be removed.

Clause F 1.7 pg 6

- Removed 1.7

Clause G 1.4 pg 6

- Revised. Additional tray is chargeable upon request and can be raised via Miscellaneous Order in ICE portal.

Clause G 1.6 pg 6

- Added. Customer shall provide AIMS with one (1) set of duplicated keys to Customer's rack.

Clause J 1.5 pg 8

- Added The customer is liable for exceeding the above-mentioned loan duration and shall face a surcharge for each power strip at month-end. The customer may liaise with the Client Manager

Clause J 1.6 pg 8

- Replaced ... of the primary power circuit breaker (16A, 20A or 32A)

Clause J 1.8 pg 9

- Removed "A one-time installation cost of RM300.00 will be imposed. The extension socket is service equipment and therefore the property of AIMS"

- Replaced. Level 2 Smart Hand charges of one manhour shall be imposed for the installation work. The extension socket is service equipment and therefore the property of AIMS.

Clause J 1.12 pg 9

- Added. Additional pre-approved power systems installed by the customer to support their equipment set up shall be maintained with a valid maintenance contract and maintain regular inspection. Customer shall be able to provide supporting documents such as service report and maintenance contract when required by AIMS.

Clause K pg 10

- Rename clause title as CROSS CONNECT & CABLE MANAGEMENT

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 18 of 22

Clause K 1.1 pg 10

- Changed customer portal to ICE portal

Clause K new clause 1.2 & 1.3 pg 10 & 11

- Added 1.2. All Cross Connect supplied by AIMS comes with three months warranty period where immediate rectification or replacement shall be done without any charges in the event of any performance issue. The warranty does not cover damages due to negligence or human error.

- Added 1.3. Additional support scope for Cross Connect delivered by AIMS is categorized as below:

(a) One Time Charge (OTC) Cross Connect:

(i) Comes with 3 months warranty period.

(ii) AIMS shall proceed with troubleshooting upon any fault reporting. Any damage or performance degradation that requires cable replacement after 3 months warranty period shall require a new cross connect order.

(b) Monthly Recurring Charge (MRC) Cross Connect:

(i) Comes with 3 months warranty period.

(ii) AIMS shall proceed with troubleshooting upon any fault reporting. Troubleshooting, cleaning and cable replacement due to performance issue shall not incur additional charges.

(iii) Item (ii) excludes damages caused by human negligence and cable mishandling by the customer. Customer will have to raise new order in order to replace the damaged patch cord.

Clause L 1.2 pg 14

- Added a & b

(a) Level 1 Smart Hand Services are done on best effort basis and not chargeable.

(b) Level 2 Smart Hand Services are charged according to manhour utilization where 1 manhour is charged at RM300. The minimum man hour to be raised for a Level 2 Smart Hand Request is 1 man hour.

Clause L new clause 1.4 pg 14

- Added. Level 2 Smart Hand Service charges are meant for the man power utilisation for the requested activity and does not cover any material costs.

Clause OUTDOOR FIBER WORK pg 14

- Revised. Level 2 Smart Hand Support is applicable for additional engineering assistance request.

Clause ROOF TOP INSTALLATION WORK pg 15

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 19 of 22

	- Customer portal changed to ICE portal			
9.0	This document has been reviewed and there is no amendment required. Version remain unchanged	Amirah	11 Aug 2021	NA
10.0	<p>Front page: Added Nazarosmi as part of reviewer</p> <p>Clause A pg 3 Revised: - The following House Rules, Regulations & Acceptable User Policy ("House Rules") - These House Rules are subject to AIMS' General Terms and Conditions, Specific Terms, details in Service Schedule F, Acceptable User Policy and applicable to all Customers subscribing to our services Added: Customers are allowed to bring in own device (BYOD) with limitation that only connected to Guest Wi-Fi network. -...Reject access. Removed: - Acceptable User Policy</p> <p>Clause B pg 3 Added: - Data Centre refer to all AIMS Data Centre</p> <p>Clause C pg 4 Revised: - 1.2 & 1.3 Command centre replaced with Security Counter</p> <p>Clause D pg 4 Added: - d. Wearing slipper in DC area - e. Vaping - f. Bringing any form of liquid into the DC - n. ...and ceiling board - p. Water mist pipe - t. recommended to use the wall mounted essential socket. -v. Inverter - y. To lay cables in the data centre common rack space area, unless pre-approved by AIMS Removed: - d. BYOD except laptop, hard disc.. - w. Installing extreme high power density (kW) equipment, unless pre-approved by AIMS; - x. Installing heavy equipment of more than 500kg, unless pre-approved by AIMS</p> <p>Clause E. pg 5 Revised:</p>	Amirah	15 Oct 2021	DCS21-04

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 20 of 22

- List of equipment specifying the equipment type, model, serial number

Clause F. pg 5

Revised:

- 1.3 Lower ground changed to Loading bay

Added:

- 1.11 staging room/unpacking area

- 1.12 Power Test at our staging area

Clause G. pg 6

Revised:

- 1.1 The Data Centre cabinets are: 42RU height, 1000mm depth; 600mm wide with 19" equipment mounting dimension (for Menara AIMS KL & CJ1)

- 1.2 The Data Centre cabinets are: 45RU height, 1200mm depth; 600mm wide with 19" equipment mounting dimension (for AIMS CBJ1)

Removed:

- 1.5 Two (2) trays shall be given to use for every 42RU/45RU rack space subscribed.

- 1.6 customer cabinet width: longer changed to wider

- 1.10 & 1.11 500kg changed to 1000kg

- 1.12 Customer is prohibited from installing rack-supporting plates outside Customer's Cabinet. (to prevent from obstructing airflow at cold aisle)

Clause H pg 7

Revised:

- Clean earth changed to grounding

Clause I pg 7

Added

- 1.1 CRAH system

- 1.4 4.2RU changed to server

- 1.12 High density equipment are recommended to be installed at a lower RU.

Revised:

- 1.7 Customer is prohibited from installing any external HVAC (e.g. external fans) within the rack.

- 1.8 AIMS reserves the right to increase the base rental if Customer's rack heat dissipation is Exceeding the subscribed / contracted load.

- 1.9 Any equipment, tools or parts waiting for installation cannot be placed or stored on cold aisle floor tiles or hallway as this will block airflow and access.

Removed:

- 1.8 The CRAC unit supply each cabinet with heat dissipation of 5110-6830 BTU/ Hr 1500-2000W). The customer equipment electrical power (Watt) of all customer's equipment in the cabinet shall not exceed 2000W to avoid overheating and the customer is advised to spread the load among racks and to not exceed cooling capacity.

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 21 of 22

- 1.9 Customers are advised to inform AIMS if there are any high density equipment installations such as blade server density
 Clause J pg 8
 Revised:

- 1.2 The Server Rack supplied by AIMS is equipped with two sides of single-phase powered by UPS outlet strips or PSU (source 1 & source 2). Customer is advised to install Dual Power Supply Equipment and utilize both sources for Tier 3 concurrent maintainability compliance. AIMS' Power Uptime Service Level Agreement shall not cover single source equipment

- 1.6 Removed primary and remained power circuit

- 1.12 AIMS' Landlord changed to Data Center Service Provider
 Removed:

- If power capacity falls under safety usage region, AIMS shall provide heavy 19' of 5-way 13A 3pin socket rack mount metal extension socket. Level 2 Smart Hand charges or one manhour shall be imposed for the installation work. The extension socket is service equipment and therefore the property of AIMS

- Customer is advised to use power cords with fuse protected 13A 3 pin plugs to protect humans and equipment in the event of a power surge or equipment current (power) leakage

Clause K pg 9
 Revised:

- 1.2 Removed white and remained cable tray

- 1.3 Removed 'to pull cabling and perform cross connections' and replaced with 'to prepare cross connect'

- 1.9 Removed 'customer may outsource the cabling management to AIMS'

CABLING WORK GUIDELINES – FIBER CABLES pg 12
 Added:

- d. raise an order through ICE Portal or through Client Manager

Clause M pg 13
 Added

- 1.1 C. Permit To Work: Hot Work (Welding)

Clause OUTDOOR FIBER WORK pg 13
 Revised:

- 1.1, 1.3 & 1.4 Removed 'telecommunication company' and replaced with 'customer'

Clause HOT PERMIT WORK pg 14
 Revised:

AIMS House Rules, Regulations & Acceptable User Policy

Document No.: DCS01

Effective Date: 18 May 2022

Version: 11.0

Page 22 of 22

	<p>- 1.3 Customer shall provide information to AIMS for filling up the Permit To Work: Hot Work Form for any works that meet the above criteria or conditions. Clause N pg 14 Revised:</p> <p>- 1.1 Our Data Centre is equipped with Clean Agent Fire Suppression System. Customers are strictly prohibited from carrying out works that emit heat and dust such as Soldering, Welding and Drilling inside Data Centre and rooftop area. Smoke and dust emitted from such works will impair customer equipment and data, and activate the smoke detector system. Added:</p> <p>- 1.2 Do not use the lift in the event of fire. - 1.4 In the event of fire, please evacuate by following the route stated in the fire evacuation route which available at each floor near the lift lobby and emergency exit.</p>			
11.0	Added Clause O Parking Management	Amirah	18 May 2022	DCS22-01