



COLOCATION



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1. Access

1.1 Customer Portal Access*

To request access you should submit an 'access request' using the customer portal.

- Simply visit www.zen.co.uk and click on 'Customer Portal' on the left hand navigation menu or alternatively type the following URL into your web browser:
www.portal.zen.co.uk.
- Once you have logged into the Customer Portal click on 'My Services' on the top tool bar.
- Within the 'My Services' area you will need to select 'Hosting and Domains' from the services category and find your Colocation order. Once you have located this click on 'Tools and Settings'
- Once you have clicked on 'Tools and Settings' you will see a list of site access requests linked to the order. Simply click on 'New Request' to the top right
- Complete the form and click 'Submit'.

1.2 Telephone Access*

Alternatively you can telephone our Central Monitoring Team on [0845 058 9010](tel:08450589010) giving the following details:

- Name of the site you are visiting (e.g. Sandbrook House)
- The name of person(s) requiring access
- The company name of the person(s) requiring access
- Date & number of days the access is required for
- We will acknowledge the 'access request' and confirm via email.

We request that wherever possible, 24 hours notice is given for all access requests.

1.3 On arrival

Authorised visitors should use the entrance at the rear of the building (as signposted).

Once inside the building, you should report to the Data Centre Reception where you will be asked to show photographic identification and complete the visitors signing in book.

We will provide visitors with an access card, together with keys to access equipment. Access cards are only valid on the day of issue and must be returned to the Data Centre Reception prior to leaving the building.

All visitors must inform staff they are leaving the site and sign-out prior to leaving the building.

1.4 Emergency Access*

In a genuine emergency situation, customers can raise an 'urgent' access request telephoning your request to [0845 058 9010](tel:08450589010). In order to verify individuals for security purposes, we will call the authorised contact back on the number we have registered on our systems. You will still be required to provide photographic ID and sign in when you arrive at site.

1.5 Visitor/3rd Party Access*

Customers wishing to arrange access for visitors/3rd parties can do so by following the standard access procedure detailed in section 2.0. Requests can only be made by and accepted from authorised personnel.

*Access is subject to Data Centre Manager/senior staff member authorisation.

1.6 Acceptable Forms of Photographic ID

We will accept the following forms of identification:

- Passport
- Driving license
- Company ID with photograph

Please note that you will be refused entry to the site if you are unable to produce on request one of these forms of identification.

1.7 Access Cards

Lost cards should be immediately reported to the Data Centre Reception where they will be instantly deactivated.

All of our access cards are non transferable and should only be used by the individual to whom they are issued.

Our access cards remain the property of Zen Internet and must not be taken off site. They are only valid on the day of use and must be returned to the reception prior to leaving the facility.

1.8 Substance Mistreatment

Zen Internet reserves the right to deny access to any person who is, or appears to be, impaired/unfit through drink or drugs.

2. Technical Support

Zen Internet provides technical support through our highly experienced 24/7 Central Monitoring Team. Our engineers are always on hand, capable of providing a wide range of services and support to our customers.

2.1 Management of onsite activities

A customer's first visit will include;

- A data centre tour
- Explanation of health and safety guidelines
- Data centre regulations and best practices.
- The authorisation of customers on subsequent visits.
- Supervision of all authorised colocation customers 24 x 7
- Receipt of deliveries (with or without customer staff present)
- Liaise with the customer regarding equipment and circuit installations at the location.
- Access for;
 - Authorised public telecommunications carriers
 - Maintenance
 - Agents and subcontractors
 - Customers and their Staff

All authorised according to the access procedures in force.

2.2 Help desk and fault reporting

- Reception and acknowledgement of intervention requests
- Logging, follow-up and reporting of all intervention requests
- Fault escalation at pre-determined stages
- General telephone queries

2.3 Remote Hands

Should physical intervention be required by an employee of Zen Internet in relation to a support request, this will be raised as an instance of remote hands.

Remote Hands is defined as any instance where intervention to customer equipment is required, where the actions taken are to precise customer instruction, and the responsibility of the outcome of those actions remains with the customer. The following activities are covered by, but not limited to this service:

- Re-set, re-boot and power cycle customer's servers which are part of their equipment
- Check and replacement of circuit patch leads and patch panel connections
- Visual inspection of hardware including status indicators
- Cable tracing
- Change-out faulty plug-in type (commonly known as hot swappable) components, using spares provided by the customer

The remote hands service is available 24 x 7.

2.4 Raising a Technical Support Ticket

Please have ready the following details:

- Customer name and contact details
- Urgency of the request
- Details of order ID number or equipment location and circuit designation involved (if appropriate)
- Comprehensive description of operation involved

Once the ticket has been raised:

- We will acknowledge the support request by issuing you with a unique ticket number
- Upon completion, we will close the ticket, which will generate an email to advise you that the work is complete and the ticket is now closed

To request technical support you must raise a support ticket with our Central Monitoring Team by calling [0845 058 9010](tel:08450589010).

3. Delivery Procedure

Any authorised staff member can submit delivery requests on your company's behalf.

3.1 Delivery Notification

Prior to ordering equipment from third party suppliers to be delivered directly to Zen Internet data centres, please contact us to obtain a unique ticket number for the delivery. This ticket number would need to be passed onto the third party supplier when placing the equipment order to ensure that all boxes are labelled with the unique ticket reference number.

To notify us of a delivery you must contact our Central Monitoring Team on [0845 058 9010](tel:08450589010) with the following information:

- Anticipated date of arrival
- The number of items
- Name of the courier company if known
- Contact details for receipt of delivery confirmation (we may ask for confirmation via email)

Prerequisite: All deliveries must be addressed as follows:

Your company name
Ticket reference
c/o Zen Internet
Sandbrook House
Sandbrook Way
Sandbrook Park
Rochdale
OL11 1RY

If you are sending multiple boxes, please ensure these are labelled with the ticket reference number, plus box 1 of 3, 2 of 3, 3 of 3 etc. Please note that Zen Internet reserves the right, in the interest of Security and Health & Safety, to REFUSE any unannounced deliveries, deliveries which are incorrectly addressed or inappropriately packaged/transported.

On receipt of your delivery notification:

- We will acknowledge the 'delivery notification' via email.
- Once the delivery has arrived on site, providing the correct notification has been given and the delivery is correctly labelled, we will accept the delivery on your behalf.
- The delivery will be logged and we will email advising you that the delivery has been received and is awaiting collection.

Customers should inform Zen Internet of any impending deliveries at least 48 hours prior to the delivery arriving on site.

3.2 Delivery Collection

Any staff member on the authorisation contacts form can collect equipment on your company's behalf. Please ensure you know your ticket number as per the delivery notification email, you will need to quote this at the Data Centre Reception. If everything is in order you will be requested to sign for the delivery. Customers are requested to unpack deliveries immediately, flat pack boxes and dispose of all packaging material at once in the bins provided.

3.3 Unexpected Deliveries

For urgent or unexpected deliveries where you are unable to give 24 hours notice, please mark your delivery request as urgent or call the site directly on [0845 058 9010](tel:08450589010). Every effort will be made to accommodate customer requirements in this situation; however, acceptance is at the discretion of Zen Internet.

3.4 Heavy/Large Deliveries

Agreements must be reached in advance for the delivery and storage of any equipment requiring special handling or storage, such as cabinets and other larger items. Zen Internet does not provide any specialist lifting equipment; therefore it is the responsibility of the customer to make arrangements directly with the delivery/courier company to move the item[s] into position. We require a representative from your company to be onsite to oversee such deliveries.

Please note that Zen Internet are unable to store large deliveries for any period of time and require the delivery to be moved directly into the customer area upon delivery. If in doubt, please contact us prior to sending the delivery.

3.5 Delivery Storage & Charges

Zen Internet are unable to store large delivery items for any period of time; however we can store small/medium deliveries on your behalf as detailed below. Please note, this service is not meant as a permanent storage solution.

- 0-5 days free of charge
- 6-28 days £45.00 per item per day
- 29 days + £115 per item per day

All delivery charges may be billed separately or added to your next invoice.

3.6 Overseas Deliveries

It is the customer's responsibility to ensure that any VAT/Customs duty incurred from overseas shipments bound to Zen Internet data centres is paid before the shipment can be released. You will be notified by Zen Internet of such shipments, at which point you will need to arrange full payment of any duty charges incurred from the shipment with the courier directly.

3.7 Couriers

Couriers should report directly to security at the rear of the building and are not permitted beyond this area unless accompanied by the customer. After notification by Zen Internet of the arrival of a courier, a customer representative will be expected to collect the item from the reception.

4. Additional Services

4.1 Cabling

All cabling within shared areas of the data centre must be carried out in-house by Zen Internet engineers. Zen Internet does not permit any customer or third party contractors to install cables within these areas.

4.1.1 Cable Ordering Process

Any company employee can make a cable ordering request. Where the A and B end are in the same building, simply contact your account manager giving details of the circuit (fibre/copper) and as much information about demarks and circuit ID's as possible. Once we receive the request, a quote will be raised and your order will be confirmed on receipt of a valid purchase order.

4.1.2 Delivery Lead Times

Zen Internet will always aim to install all circuits in the shortest possible time. Our target delivery time for standard 1-24 cables is 5 working days. For 25 cables or more, please contact your account manager. Please allow extended lead times for specialist cable orders.

4.2 Hardware Installation

As standard it is the customer's responsibility to organise the physical installation and cabling of all customer owned hardware. As an alternative, Zen Internet can organise for the installation and cabling of hardware on a customer's behalf. To provide this service the customer must:

- Organise delivery of the hardware to Zen Internet's data centre
- Provide detailed installation instructions covering, but not restricted to:
 - The form factor (U) of the devices
 - Data cabling requirements between devices
 - Device labelling requirements
 - Any device specific instructions

To obtain a quote for hardware installation services please contact your account manager.

4.3 Tape Rotation and Storage

Zen Internet can arrange for the rotation and secure storage of customer's backup tapes removing the need for customers to regularly send engineers to site. The customer will be required to provide and label the tapes prior utilising the rotation and storage service. When not in use by the customer's library, tapes will be stored in a safe within the data centre, outside of the customers rack. To obtain more information on additional services please contact your account manager.

5. Data Centre Acceptable Use Policy

In addition to all building, fire and health & Safety regulations, Zen Internet customers and their representatives are bound by the following rules and regulations regarding the use of any Zen Internet data centre.

5.1 General

- Customers may not engage in any illegal activity whilst attending the Zen Internet facilities.
- Customers may not use our hosting services for any illegal purposes or host illegal content.
- Failure to adhere to the “Acceptable Use Policy” may result in termination of contract, disconnection of power and/or removal of equipment from the data centre.
- Zen Internet will not be held liable for any losses incurred should equipment be removed/disconnected owing to a breach of the “Acceptable Use Policy”
- Items must not be left unattended. The customer must promptly dispose of any waste or rubbish brought into the data centre. Any waste, packaging, empty boxes or other unattended items stored outside of the cabinet will be removed, and may be destroyed. Zen Internet cannot accept liability for any losses incurred.
- Vehicles, briefcases, bags etc may be subject to security searches. Persons refusing to any such search will not be permitted to enter or re-enter the facility.
- Zen Internet’s decision in all matters pertaining to the “Acceptable Use Policy” will be final.
- Zen Internet reserves the right to modify the “Acceptable Use Policy” at our own discretion at any time without prior notification.

5.2 Use of the Data Centre

- All customers must sign the visitor’s book whenever entering or leaving the data centre and return any access cards back to the Data Centre Reception or security. Customers are responsible for visitors/third party contractors and must accompany them within the building at all times – contractors should never be left unattended.
- No item that could damage or interfere with the operation of a data centre or of the equipment therein is permitted inside the data centre. Bringing any such items into the data centre may result in permanent expulsion from all Zen Internet facilities.
- Customers and their visitors must not engage in any activity which may cause any problems or disruption to other Zen Internet customers
- Customers and their visitors must not touch, tamper or interfere in any way with equipment that is not their own. In particular the customer shall not interfere with any overhead lighting, cabling pipes, data cabling baskets, floor tiles or power provisioning.
- The customer shall not access the floor voids, move or lift any floor tiles, or cabinets within the data centre.
- No ladders, stools, or chairs may be used by the customer (except in any designated seated areas) without the prior consent of Zen Internet Data centre staff.
- No food, beverages or liquids of any kind shall be allowed into the data centre except that eating and drinking is permitted in designated areas and the office suites. Smoking is not permitted anywhere in the data centre
- No packaging of any type is allowed onto the data floors. Combustible, corrosive, or hazardous material materials are strictly prohibited from storage in the data centre.
- Public walkways must be kept clear of obstructions at all times.
- It is strictly forbidden to prop open access and/or fire doors with boxes, fire extinguishers or other such objects to make entering/exiting the data centre areas easier. Customers must also refrain from “jamming” objects into internal access doors which prevent them from closing properly for the benefit of easier access

- The customer must take all necessary precautions to protect the walls, floors, ceiling and furniture or other property held in the data centre and any equipment belonging to other customers or Zen Internet from any physical damage whilst installing or moving their customer equipment. Zen Internet reserves the right to claim any damages to the data centre or any Zen Internet equipment or furniture or other third party property caused by the customer.
- The customer acknowledges that the data centre is protected by a smoke detection system and an inert gas fire suppression system and the customer agrees that it may be held liable for any costs and expenses that result from any activation of such systems due to customer activity that is in breach of the data centre “Acceptable Use Policy” and/or the terms of any contract including but not limited to, the cost of replacing such systems.
- No cameras/photographic equipment are to be used without prior permission from Zen Internet.

5.3 Customer Areas

Customers are responsible for maintaining their own cabinet areas. Those areas should be kept free from obstructions, debris, cardboards, paper and any flammable materials at all times. Customers are to utilise the space allocated to them only for the placement of equipment and the use of data centre services.

5.4 Equipment & Connectivity

- The initial installation and final removal of the customer equipment must be coordinated with and agreed in advance with Zen Internet data centre staff.
- All racks should be closed if not [actively] being worked upon. Customer must close and lock all of its racks before leaving the data centre.
- The customer must label all customer equipment and cabling and other associated items to enable Zen Internet data centre staff to adequately identify the customer equipment.

- All customer equipment and associated items of any kind must not protrude beyond the allocated customer area and must not extend into, encroach upon or otherwise interfere with the rack space or allocated area of any other Zen Internet customer
- All customer equipment and cabling must be securely installed within their cabinets so as not to pose safety hazards to any persons or equipment. It is the responsibility of the customer and/or their subcontractors to ensure that their own rack and equipment is properly secured.
- No free-hanging cabling is permitted, and all such cabling connecting to the customer equipment must be securely tie-wrapped within a cable management system attached to the customer equipment or cabinet.
- The operation of customer’s equipment must at all times comply with manufacturer’s specifications, including all power requirements.
- Faulty power supplies or other hazardous faulty customer equipment must be replaced by the customer within 24 hours of notification from Zen Internet.
- Customers may not exceed power limits engineered by Zen Internet, as set forth in their contract. When a rack is supplied with a redundant feed the customer must distribute the power consumption evenly over both feeds. The maximum current of combined power feeds should not exceed the total power limit as set forth in their contract
- In case of a tripped circuit breaker, the customer will be deemed to have overloaded the power feed. Accordingly, the customer must remedy the overload. The circuit breaker will then be reset. The circuit breaker is the interface point between the guaranteed Zen Internet power distribution and customer equipment. Power availability only applies to the main power distribution infrastructure between circuit breaker and the data centre main power feed transformers.
- Customers must only use the power source provisioned by Zen Internet for each individual cabinet. You must not connect equipment within one cabinet rack to a power source from any other rack at any time.

- Equipment should not be stored and powered on top of or outside the cabinet rack
- Customers must only use the power strips provided by Zen Internet which must be securely installed within the confines of the rack cabinet. Extension leads are not permitted within the data centre.
- Customers must not, under any circumstance connect multiple power strips together. Customers who require additional power sockets must request this through their account manager.
- Under no circumstances should customers interfere with or alter any power provisioned by Zen Internet.
- Zen Internet will take all actions reasonable and necessary to prevent any harm to customer equipment. However customer equipment in the data centre is not covered by any insurance Zen Internet holds and customers are therefore advised to secure the value of their equipment and services by their own insurance.

6. Health, Safety & Fire Regulations

6.1 Health & Safety Policy

The safety of visitors and their guests is the responsibility of the customer. It is the customer's responsibility to ensure that they and their staff are familiar with all of the emergency procedures documented in this customer manual.

It is the duty of everyone using the building to do everything reasonably practical to prevent injury to themselves and others.

6.2 Minimising the Risk of Fire

All customer, contractors and visitors have a responsibility to make sure all waste materials are disposed of safely. Combustible materials are a fire hazard. Be aware of potential hazards (e.g. overloaded electrical sockets, loose papers, flammable materials, etc.) and never cause obstruction of emergency routes.

Any concerns should be reported to the data centre Reception or any member of Zen Internet staff.

6.3 Fire Detection/Protection

Sophisticated fire detection and protection equipment is installed at all Zen Internet sites. It is very important not to interfere with anything provided for this purpose. Always ensure that you/your staff familiarise yourself with the site evacuation procedure and assembly point.

6.4 Fire Evacuation Procedure

If you discover a fire please follow these procedures

- Operate the nearest fire alarm call point by breaking the glass. Fire alarm call points are located adjacent to fire escape staircases and the final exit door

- Do NOT attempt to tackle the fire unless you are trained and it is safe to do so. Additional fire extinguishers are located at either end of the common corridors
- Do not take personal risks – leave immediately if the fire cannot be brought under control
- Leave the building using the nearest safe fire exit
- Do not use the lifts
- Go to the assembly point closest to the fire exit
- Check in with the Fire Marshal or Security Guard
- Do not re-enter the building unless instructed by the incident controller
- Ensure any visitors, contractors or customers are advised of the fire procedures and make sure they evacuate the building

6.5 Fire Alarms & Other Alerts

In the event of the audible fire alarm being activated, leave the building via the nearest fire escape door, and proceed to the nearest Fire Assembly Point. Do not run or use the lifts. For any other alerts please follow instructions given by Zen Internet staff.

6.6 Fire Assembly Point

A map showing emergency exits, fire extinguishers, break glass units and assembly points can be found in the data centre and throughout each floor of the building.

6.7 First Aid

First Aider notices are displayed on the notice boards as you enter the data centre and at each fire exit listing contact numbers. In the event of an accident which requires First Aid treatment, please contact the data centre Reception or the Security Office on the ground floor who will arrange for a First Aider to attend the incident.

Zen Internet has a policy of monitoring accidents across its sites as a legal requirement in some cases and to also maintain safety standards. All accidents must be reported and an Accident Report should be filled out however minor you might feel it to have been. If a major emergency arises the emergency services would be requested by dialling 999. First Aiders are only permitted to administer first aid; they are not to treat minor illnesses.

6.8 Permit to Work

Customer installation work which involves working in confined space, work on live equipment or services, electrical work or any other activities which could interfere with fire prevention or suppression systems will be subject to controlled processes and will require a Permit to Work.

6.8.1 Permit Requests

Details of the proposed work should be forwarded to datacentre@zen.co.uk at least 48 hours prior to commencement of any work and should include:

- A clear indication of the area to be worked in along with any isolation/permit requirements.
- A list detailing the names of the people undertaking the work and the companies they represent.
- Method statements and risk assessments for the proposed works.
- Zen Internet reserves the right to cancel permits if the work is not being carried out in accordance with the Method Statement or Risk Assessment, or is in breach of Health and Safety legislation or Zen Internet Health & Safety requirements.
- Zen Internet accepts no responsibility for the works or actions carried out by customers own sub-contractors. These sub-contractors should work within the confines of their company's Health & Safety requirements, any statutory/legislative requirements and any special requirements of Zen Internet.

- On completion of work the permit will be cancelled.

On acceptance of the Permit Request, a permit will be issued dated for the entire work period.

6.9 Combustible Materials

Combustible materials such as boxes, paper, books and manuals present a fire hazard and should not be stored on data centre floor areas. Never store these materials in equipment cabinets. You should ensure that any packaging and waste material is disposed of properly in the bins located on each floor.

6.10 Electrical Safety

Electrical works should only be carried out by suitably qualified competent persons, who will require a Permit to Work as detailed above.

6.11 Portable Electrical Appliances

All electrical tools, PC's and other portable electrical appliances brought on to the site must be safe for use. Mains leads/power cords should be inspected and checked on a regular basis to ensure that they are undamaged and safe for use. Portable electrical equipment and leads should be inspected, tested and labelled as required in accordance with current legislation.

6.12 Manual Handling

All Zen Internet engineers are trained in manual handling, if you need to remove floor tiles or move objects such as cabinets, etc, please arrange this through the Data Centre Reception. On site assistance may be charged for dependent on the nature of the work, your account manager or the Data Centre Reception will be able to advise on a case by case basis.

7. Location

Our data centre is based at our Headquarters at Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY.

Our post code is new so if you are using satellite navigation devices it's best to use OL11 1SA.

7.1 Directions

Travelling from Manchester / Bury

[M62 Eastbound]:

- On the motorway follow signs for Leeds / Rochdale
- Leave the M62 at Junction 20 and take the first exit at the roundabout onto the A627 (M)
- At the traffic lights at the end of the A627 (M) go straight ahead onto Sandbrook Way
- At the mini-roundabout go straight on, passing The Sandbrook Pub and Co-op Head Office on your right
- Continue to follow the road round and our headquarters are directly ahead of you.

Travelling from Leeds / Bradford / Huddersfield

[M62 Westbound]:

- Use the M62 and follow signs for Rochdale
- Leave the M62 at Junction 20 and take the third exit at the roundabout onto the A627 (M)
- At the traffic lights at the end of the A627 (M) go straight ahead onto Sandbrook Way
- At the mini-roundabout go straight on, passing The Sandbrook Pub and Co-op Head Office on your right
- Continue to follow the road round and our headquarters are directly ahead of you.



7.2 Parking

Once you arrive at Sandbrook Park you will need to follow the road to the back of the building. There will be clear signs to direct you to Colocation customer car parking bays. There are a number of dedicated spaces for our Colocation customers. However, if these are occupied please choose another space near the Security Lodge. Once you have arrived please report to the Security Lodge where one of our Security Officers will direct you to the data centre reception.

