

Colocation Customer Manual



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Access

Site Orientation and Health & Safety

On request we can provide you with a data centre induction covering:

- ✓ Data centre health & safety policy
- ✓ Data centre best practices
- ✓ General data centre orientation

It is recommended that any person(s) requiring access to the data centre complete this induction.

For further information, and to schedule your induction please contact our Network Operations Centre (NOC) on 01706 902 010 or email noc@zen.co.uk

Customer Portal Access*

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

- Visit www.zen.co.uk and click 'My Account' from the top right hand of the homepage, or type portal.zen.co.uk into your web browser.
- Once you have logged in, click on 'My Services' on the top tool bar.
- Within the 'My Services' area you will need to select 'Hosting & Domains' from the services category and find your colocation order. Once you have located this click 'Tools & Settings'.
- You will then see a list of sites access requests linked to your order; simply click 'New Request' in the top right of the page.
- Complete the form and click 'Submit'.

*If you do not have access to the customer portal, you can create an account yourself. Simply navigate to the portal (portal.zen.co.uk) and click the 'Don't have an online account' link. You will then need to provide your name, postcode, email address and an order ID for authorisation to set your account up.

Telephone Access*

If you're unable to submit an access request through the customer portal, please telephone our Network Operations Centre on 01706 902 010 giving the following details:

- Name of the site you are visiting (e.g. Sandbrook Park)
- The rack locations you are visiting
- The name(s) of the persons requiring access
- The company name of the person(s) requiring access
- Date and number of days access is required for

We will acknowledge the 'access request' and confirm via email.

Please note that 24 hours' notice is required for all access requests wherever possible.

Emergency Access

In a genuine emergency situation, customers can raise 'urgent' access requests. Simply telephone our Network Operations Centre on 01706 902 010. In order to verify individuals for security purposes, we will telephone the authorised contact using the number we have recorded on our systems. You will be required to provide photographic sign-in when you arrive at site.

On arrival

Sandbrook Park, Rochdale

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 ID and complete the visitor signing in book.

Acceptable forms of photographic ID

We will accept the following forms of ID:

- Valid photographic driving licence, or
- Valid passport

Please note that access will be refused if the appropriate ID is not presented

Access cards

Your ID will be retained by the data centre reception and exchanged for a door fob/rack key(s) which will give you access to your specific area of the data centre.

On exiting the facility please sign out at the reception and exchange your key fob/rack key(s) for your ID.

Visitors / Third Party Access*

Customers wishing to arrange access for visitors, or third parties can do so by following the standard access process detailed in sections 1.2 and 1.3 above. Requests can be made by and accepted from authorised personnel.

Please respect the data centre facilities and remove all packaging with you. Eating and drinking is strictly forbidden within the main data centre areas.

*Access is subject to data centre manager / senior staff member authorisation.

Please note:

Access exceptions

Zen reserves the right to deny access to any person(s) who are, or appear to be, impaired or unfit through drugs. Due to health and safety regulations, persons under 16 years of age are also not permitted on site.

Litter, food and drink

Please respect the data centre facilities and remove all packaging with you. Eating and drinking is restricted to designated kitchen areas.

Unattended items

Items must not be left unattended. Any unattended items will be removed and destroyed. Zen accepts no liability for losses incurred.

Technical Support

Zen provides technical support through our highly experienced 24/7 Network Operations Centre. Our engineers are always on hand and are capable of providing a wide range of services and support to our customers.

Management of on-site activities

A customers 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 24/7
- Receipt of deliveries (with or without customer staff present and subject to prior notification)
- Liaise with customers 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 procedure in force.

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

Remote hands

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

Remote hands is defined as any instance where intervention to a customer's equipment is required, where 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:

- Reset, reboot and power cycle customer 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 fault plug-in type (commonly known as hot-swappable) components, using spares provided by the customer.

The remote hands services is available 24/7 and can be requested via the Network Operations Centre on 01706 902 010.

Please refer to your master service agreement for specific details pertaining to the number of inclusive remote hands instances per month, and additional charges thereafter.

Raising a technical support ticket

When requesting support please have ready the following details:

- Customer name and contact details
- Urgency of the request
- Details of the 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 Network Operations Centre on 01706 902 010.

Deliveries

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

Delivery notification

Prior to ordering equipment from third party suppliers to be delivered directly to Zen data centres, please contact us to obtain a unique ticket number for the delivery. This ticket number would need to be passed on to 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 Network Operations Centre on 01706 902 010 with the following information:

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

Delivery address details

When labelling an item for delivery please clearly state the following delivery address details on the outer package:

Deliveries to Sandbrook Park, Rochdale

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

If you are sending multiple boxes, please ensure that these are labelled with the ticket reference number, plus box 1 of 3, 2 of 3, 3 of 3 etc. Please note that Zen reserves the right, in the interest of security and health & safety to refuse any unannounced deliveries; deliveries that are incorrectly addressed or inappropriately packaged or 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 of any impending deliveries at least 48 hours prior to the delivery arriving on site.

Storing deliveries

Once the delivery has been received, it will be recorded and placed in a locked store cupboard free-of-charge for up to 10 days. You will also be notified of its arrival. If the item is not collected within 10 days storage charges of £45.00 per item per day will apply.

Delivery collection

Any staff member on the authorisation contacts form can collect equipment on your company's behalf. Please ensure that you know your ticket number as per the delivery notification email as 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, flatten boxes and dispose of all packaging material at once in the bins provided.

Unexpected deliveries

For urgent or unexpected deliveries where you are unable to give 48 hours' notice, please mark your delivery request as urgent or call the site directly on 01706 902 010. Every effort will be made to accommodate customer requirements in this situation; however, acceptance is at Zen's discretion.

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 large items. Zen does not provide any specialist lifting equipment; therefore it is the responsibility of the customer to make arrangements directly with the courier 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 is 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.

If there is a heavy or large item that needs the use of a cherry picker to get to the suite, this will need to be requested in writing at least 48 hours in advance, stating the period of time that it is required.

Overseas deliveries

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

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 of the arrival of a courier, a customer representative will be expected to collect the item from the reception.

Additional services

Cabling

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

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 (copper / fibre) 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.

Cable delivery lead times

Zen will always aim to install all circuits in the shortest time possible. 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.

Hardware installations

As standard it is the customers responsibility to organise the physical installation and cabling of all customer owned hardware. As an alternative, Zen 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 hard to Zen's data centre
- Provide detailed 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.

Data centre acceptable use policy

In addition to all building, fire and health & safety regulations, Zen customers and their representatives are bound by the following rules and regulations regarding the use of any Zen data centre. This includes, but is not limited to:

General

- Customers may not engage in any illegal activity whilst attending Zen's 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 will not be held liable for any losses incurred should equipment be removed or 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 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's decision in all matters pertaining to the 'Acceptable Use Policy' will be final.
- Zen reserves the right to modify the 'Acceptable Use Policy' at our own discretion at any time without prior notification.

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 or third-party contractors that they bring onto site and must accompany them within the building at all times – contractors should never be left unattended unless prior arrangement has been made with Zen.
- 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 facilities.
- Customers and their visitors must not engage in any activity which may cause any problems or disruption to other Zen 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 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 designated seating areas) without the prior content of Zen 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.

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- No packing of any type is allowed onto the data floors. Combustible, corrosive or hazardous 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 other property held in the data centre and any equipment belonging to other customers or Zen from any physical damage whilst installing or moving their customer equipment. Zen reserves the right to claim damages the data centre or any Zen 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 or photographic equipment are to be used without Zen's prior permission.

Customer areas

- Customers are responsible for maintaining their own cabinet areas. Those areas should be kept free from obstructions, debris, cardboard, 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.

Equipment & connectivity

- The initial installation and final removal of the customer equipment must be coordinated with and agreed in advance with Zen data centre staff.
- All racks should be closed if not actively being worked upon. Customers 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 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 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 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 by Zen.
- Customers may not exceed power limits engineered by Zen, 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 circuit 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 power distribution and customer equipment. Power availability only applies to the main power distribution infrastructure between the circuit breaker and the data centre main power feed transformers.
- Customers must only use the power source provisioned by Zen for each individual cabinet. You must not connect equipment within one cabinet rack to a power source from any other rack and 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 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.
- Zen 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 holds and customers are therefore advised to secure the value of their equipment and services by their own insurance.

Health, safety & fire regulations

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 the customer manual.

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

Minimising the risk of fire

All customers, 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 staff.

Fire detection / protection

Sophisticated fire detection and protection equipment is installed at the data centre(s). 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.

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 exist.
- 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.

Fire alarms and 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 staff.

Tests will be carried out every Wednesday between 1pm and 2pm for 15 seconds.

Fire assembly points

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.

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 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.

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 suppressions systems will be subject to controlled processes and will require a Permit to Work.

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 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 & safety legislation or Zen's health & safety requirements.
- Zen 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.
- 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.

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.

Electrical safety

All electrical tools, PC's and other portable electrical appliances brought onto 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.

Manual handling

All Zen 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.

Locations

The address for this location is:

Zen
Sandbrook Park
Sandbrook Way
Rochdale
OL11 1RY

Directions to Sandbrook Park

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 around 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 around and our headquarters are directly ahead of you.

Sandbrook Park 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 the colocation customer 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.

Useful contacts

Network Operations Centre

Tel: 01706 902 010
Email: noc@zen.co.uk

Data Centre Services

Tel: 01706 902 558
Email: datacentre@zen.co.uk