

Regulations for visitors to Atman Data Center

(Valid as of 1st January 2022)

Definitions

Atman DC – colocation services are offered in 3 data centers under the Atman brand name:

- Atman DC Warsaw-1 (WAW-1), ul. Grochowska 21a, Warszawa
- Atman DC Warsaw-2 (WAW-2), ul. Konstruktorska 5, Warszawa
- Atman DC Katowice (KTW-1), ul. Uniwersytecka 13, Katowice
- Reception Desk – Atman sp. z o.o. reception desk at Atman DC

General provisions

- An amendment to the Regulations for visitors to Atman Data Center shall not constitute an amendment to the services delivery agreement.
- Each visitor to Atman DC shall follow the Regulations for visitors to Atman Data Center.
- Instructions of the service staff shall be followed when visiting Atman DC.
- The ID tag received at the Reception Desk should be placed in a visible place.
- Any abnormal situations observed in behavior of people's or equipment, which could affect the safety of the facility or people, should be immediately reported to the CD Atman staff.
- Atman DC is not responsible for items left unattended.

Entry, exit and bringing in the equipment

- Atman DC may be only visited by adults with permanent or temporary authorization.
- Any visit to Atman DC of a person who is not on the permanent list should be pre-notified to Customer Service Department (CS) along with giving the person's data and the purpose of the visit.
- Before entering and leaving Atman DC, it is necessary to report to the Reception Desk in order to verify the authorization and log the visits. The verification is performed based on the document with a photo submitted to Atman, confirming the identity (such as ID card, passport, residence card, driving license, mObywatel application).
- Bringing in computer or telecommunications equipment to be installed in Atman DC is recorded and requires notification of the Customer Service Department. Upon arrival at Atman DC, it is necessary to inform the Atman DC security staff about the fact of bringing the equipment in when authorizing entry to the server room.
- Removing any computer or telecommunications devices out of Atman DC is recorded. It is necessary to report it at the Reception Desk.
- Atman DC staff members have the right to inspect the passenger and luggage compartment of vehicles entering and leaving Atman DC.
- In case of suspension by Atman sp. z o.o. provision of Services to the Customer, in accordance with the provisions of the Agreement, the Customer may access the space used in the Atman DC only with a min. 7-day written notification of Atman sp. z o.o., within the time limit set by Atman sp. z o.o., and under the supervision of a person designated by Atman sp. z o.o. In addition, as of the date of the Services suspension, any permanent or temporary rights to stay in Atman DC granted to or by the Customer shall expire.

Service of shipments

- Each postal or courier shipment to Atman DC requires prior notification of CS, indicating its dimensions, weight, contents, estimated delivery date, the service company, the recipient, and the consignment note number if given.
- Shipments that are not ordered and unmatched Atman DC does not accept.

Restrictions

It is forbidden to:

- Take photographs, make movies and audio-video recordings.
- Bring in and/or consume drinks and/or meals at Atman DC.
- Smoke tobacco and use e-cigarettes (electronic nicotine inhalers).
- Conduct hazardous works which may pose a fire risk, or works which may activate alarm systems, such as fire extinguishing system (i.e. by soldering).
- Operate any switches, controllers or any other pieces of the server room equipment.
- Lift technical floor panels, open suspended ceiling panels and access the space under the technical floor or above the suspended ceiling. Work in such spaces is only allowed after having received written consent from the Atman DC staff (Permission To Work acceptance – PTW) and is subject to verification case by case.
- Block doors in a way that prevents them from being closed by door closers or any other mechanism.
- Let other people into a room.

- Store any materials which would increase the fire or explosion hazard (such as equipment cardboard boxes, flammable or explosive materials etc.).
- Parking and leaving vehicles beyond the time of stay on the Atman DC premises.
- Entering and parking vehicles that may threaten the safety of persons and infrastructure located on the Atman DC premises. The Atman DC staff members have the right to demand the immediate removal of such a vehicle, or remove it at the cost and responsibility of the customer.

Emergencies – fire protection system activation

Activation of the early warning fire system is indicated by acoustic and visual signals. Alarm signaling devices are located in each of the protected rooms and in the corridors leading to these rooms. If the above mentioned system is activated, it will be necessary to immediately leave the room/building without waiting for the service staff, and go to the Reception Desk, where further instructions will be given. Some doors may only be opened by an access card with appropriate authorization. In such case, it will be necessary to use the emergency door opening button installed in the green box near the respective doors. It will be necessary to break the glass and press the button inside the box.

Emergency situations

Atman reserves the right to temporarily introduce restrictions, bans and orders other than those arising from the provisions set out above, in the event of emergencies, in particular the occurrence of an epidemic or pandemic. Such restrictions, bans and orders shall be communicated, among others, by e-mail, written notification to the customer, or visual communication on the premises of Atman DC (e.g. by means of information boards).

Security systems

The Atman DC security is supported by the Access Control System, Intrusion and Burglary Signaling System, and CCTV Supervision Television. The system administrator is Atman sp. z o.o.

Contact data

In order to contact the appropriate Atman services, please call the following extension numbers from the public phone installed near the entrance to Atman DC:

DC Service Team:

- WAW-1 +48 22 51 56 **193, 196, 198**
- WAW-2 +48 22 51 56 **195**
- KTW-1 +48 22 51 56 **888**

Visits and shipments notifications, changes on the lists of authorized persons, link and telecommunications service faults notifications:

- Customer Service Department (CS) +48 22 51 56 **800**, servicedesk@atman.pl

Entries and exits, moving equipment in and out:

- Reception Desk of Atman DC WAW-1 +48 22 51 56 **103/104**
- Reception Desk of Atman DC WAW-2 +48 22 51 56 **105**, +48 691 493 367
- Security Staff of KTW-1 +48 32 603 00 08

