

## PHYSICAL ACCESS REGULATIONS TO TET DATA CENTRES

### 1. Procedure and Regulations for Physical Access

Tet, SIA (hereinafter referred to as Tet) data centre (hereinafter referred to as the DC) is a restricted access area, and enhanced security requirements shall be applied to access thereof. Tet shall be entitled to make changes to this procedure unilaterally by notifying in advance the client (hereinafter referred to as the Customer) of the services provided by Tet DC. Tet shall not be liable for losses incurred, if the Customer has violated the provisions of the procedure for physical access to Tet DC.

#### 1.1. Access Rights to Equipment Set Up in the DC

1.1.1. Access to the equipment set up in the DC and being under legal possession of the Customer (hereinafter referred to as Equipment) shall be ensured only to the authorised persons of the Customer. To the personnel of the third party who require access to the DC (for example, in order to provide warranty services according to contracts signed between the Customer and other service providers) access shall be ensured only when accompanied by the authorised employee of the Customer.

1.1.2. The Customer shall draft and at least three (3) working days prior to the visit to the DC shall submit to Tet a power of attorney regarding the Customer's authorised persons who need access to the Data Centre, the number of necessary quantity of access cards (chips), as well as shall ensure that the authorised persons are familiar with the regulations for the physical access to the DC mentioned in this Procedure.

1.1.3. In case of any changes to authorisation of the Customer's persons authorised to access the Data Centre, the Customer shall inform Tet by sending a written letter to Tet and to the Tet address specified in the Customer's DC service contract. The Customer is aware and agrees to full responsibility for any consequences related to and arising from the actions of its authorised persons in the DC and/or failure to notify Tet in a timely manner regarding the authorisation changes of the authorised persons.

#### 1.2. Access to the DC

##### 1.2.1. Access to the DC in Riga, Kleistu street 5, and in Riga, A. M. Keldiša street 18/k1

The Customer's authorised persons shall have the right to access equipment in order to perform scheduled works on working days during the working hours from 9.00 to 18.00. Tet employees ensure access to the equipment at the DC for scheduled works, and the Customer shall book access to the DC at least one (1) working day before the visit by sending application to an e-mail in technical matters which is provided in contract, indicating:

- the Customer's name;
- name, surname, personal identity number (in case of non-residents: the identification of the respective home country whereby to identify the person), and the contact telephone number of the authorised person;
- address of the DC to be visited;
- commencement time of the scheduled works;
- completion time of the scheduled works;
- the state registration number of the vehicle for entry into the territory, if it is necessary in order to perform the scheduled works.

##### 1.2.2. Access to the DC in Riga, Brīvības gatve 304

The Customer's authorised persons shall have the right to access the equipment for performance of scheduled works 24 hours a day without prior application for access, notifying security post of the Data Centre instead on contact telephone **+371 20250976**.

### **1.2.3. Access to the DC in Riga, Pērses street 8**

The authorised persons of the Customer are entitled to access the equipment for performance of the scheduled works during the working hours from 6:30 to 21:00. Access to the DC is ensured by means of access cards (chips) through entrance at Pērses street 8.

If works are continued after the specified time, the authorised person of the Customer shall inform the security employees by telephone: **+371 22017919**.

Outside the mentioned time, as well as on weekends and official holidays access to the DC takes place by the entrance at Pērses street 8 by means of access cards (chips), with prior check-in at the security post at Dzirnavu street 105.

The Customer shall book access to the DC at least one (1) working day before the visit by sending application to an e-mail in technical matters which is provided in contract, indicating:

- the Customer's name;
- name, surname, personal identity number (in case of non-residents: the identification of the respective home country whereby to identify the person), and the contact telephone number of the authorised person;
- address of the DC to be visited;
- commencement time of the scheduled works;
- completion time of the scheduled works;
- the state registration number of the vehicle for entry into the territory, if it is necessary in order to perform the scheduled works.

### **1.3. Access to the DC in Case of Emergency**

#### **1.3.1. Access to the DC in case of emergency in Riga, Kleistu street 5, in Riga, A.M. Keldiša street 18/k1.**

Access to equipment for unscheduled works shall be provided by Tet employees. The Customer shall apply for the access to the DC at least one (1) hour prior to arrival by calling and as soon as possible sending an application to e-mail in technical matters which is provided in contract, indicating:

- the Customer's name;
- name, surname, personal identity number (in case of non-residents: the identification of the respective home country whereby to identify the person), and the contact telephone number of the authorised person;
- address of the DC to be visited;
- commencement time of the intended works;
- completion time of the intended works;
- the state registration number of the vehicle for entry into the territory, if it is necessary in order to perform the unscheduled works;
- Emergency access to the DC at Pērses street 8 shall be ensured through the main entrance at Dzirnavu street 105.

#### **1.3.2. Access to the DC in Case of Emergency in Riga, Brīvības gatve 304**

In case of emergency, access to the DC in Brīvības gatve 304 takes place according to the Clause 1.2.2. of this Procedure.

#### **1.3.3. Access to the DC in Case of Emergency in Riga, Pērses street 8**

In case of emergency, access to the DC in Pērses street 8 takes place according to the Clause 1.2.3. of this Procedure.

### **1.4. Registration Procedure for Access to the Data Centre**

1.4.1. Upon arrival to the security guard post located at the object, the Customer's authorised persons and the accompanied persons shall inform the security employee about the purpose of the visit by presenting a personal identification document (passport or ID card). The security employee of the object shall register the authorised persons of the Customer and the persons accompanied by them in the "Registration Logbook of Visitors to the Data Centre"; the security employee shall check the personal identification documents of the persons, compare them with the Customer's list of authorised persons, and, if it is correct, shall issue an identification card to the respective visitor. The Customer shall be fully liable for any consequences related to and/or arising from the actions at the DC of the persons visiting the DC in accompaniment of the Customer's authorised persons (incl. compliance of the actions with the regulations of the Procedure, with which the Customer's authorised representatives are obliged to familiarise the respective persons visiting the DC in their accompaniment).

1.4.2. Security employee of the object shall have the right to refuse entry to the persons who have not been registered for the DC visit in a timely manner according to the provisions specified in Clauses 1.2 and 1.3 of the Procedure and/or cannot prove their identity.

1.4.3. The Customer's authorised persons as well as persons accompanied by them shall ensure that the issued identification card is carried in a visible place for the whole time of the visit to the Data Centre.

1.4.4. When visiting the DC at Pērses street 8 on working days from 6:30 to 21:00 access shall be ensured by means of access cards (chips) through entrance at Pērses street 8. During the visit, the Customer's authorised persons must have identification documents (passport or ID card) with them that should be presented upon the request of the security employees or Tet responsible employees. Otherwise the person shall be prohibited from further stay at the Tet territory.

## **1.5. Conditions for the Visit to the Data Centre**

### **1.5.1. At the DC it shall not be permitted to:**

- enter in a damp, soiled clothing;
- bring in food, drinks and other liquids;
- be under influence of alcohol, drugs and other substances;
- smoke or use tobacco products and electronic cigarettes;
- bring in explosive, inflammable or smoke-producing materials;
- bring in weapons, ammunition;
- bring in children under the age of 16;
- use the radio sets;
- block or for a long time keep open any door of the data centre;
- perform any other actions that may cause damage to the DC and/or devices and equipment located therein.

### **1.5.2. At the DC it shall not be permitted to store:**

- packaging (including cardboard, wrapping paper, foam, wrapping plastic, wooden pallets, etc.);
- cleaning products;
- acid batteries.

After completion of works, all tools and auxiliary materials shall be placed in storage facilities indicated by the accompanying Tet employee or security employee of the object upon the request of the Customer's representative.

### **1.5.3. Regulations for the Visitors to the Premises of the DC**

- Only the tools and equipment necessary for completion of the work shall be allowed to be brought in.
- Prior to beginning the work it shall be ensured that all tools and equipment necessary for work have been brought. Tet personnel shall not offer tools, cables, testing equipment and things necessary for work, unless applied for and agreed upon prior to the visit to the DC.
- Personal items (outdoor clothes, bags, and other items) shall be left in specially appointed locations specified by the accompanying Tet employee or security employee of the object upon the request of the Customer's representative.
- It is prohibited to photograph, film, touch, study, document and in other way affect the equipment, control panels, consoles of the DC, as well as access spaces under the raised floor and suspended ceilings (except with a special permission, if necessary for performance of the direct work and drafting of the executable documentation, if previously agreed upon with Tet in writing).
- Visitors shall be responsible for clean-up of their work area in the racks and outside them. After completion of works, waste created during the work process shall be removed.
- Circulation of equipment in the premises shall be organised in accordance with provisions laid down in Clause 1.6 of this Procedure.
- The visitors shall be permitted access only to the Customer's equipment or racks wherein the Customer's equipment is located.
- All works of hardware installation shall be performed within the Customer's rack. It is prohibited to touch Tet infrastructure (for example, the active network equipment) located within the rack, and to perform all kinds of installation works outside the confines of the rack. All installation works under the rack or outside it shall be performed by Tet employees.
- After completion of works or when leaving the premises of the Data Centre, all equipment, the parts thereof shall be located inside the rack, and the rack shall be locked.
- It is prohibited to perform actions that may cause interferences to operation of the equipment placed in DC by other customers.
- It is prohibited to damage or change the labelling of DC equipment.
- Visitors shall cooperate and immediately submit to all requests of Tet personnel and/or security employees.

### **1.5.4. Additional information**

- Video surveillance is performed at the DC, and the recordings shall be saved in order to ensure the quality of services provided by Tet (incl. safety) in accordance with the internal procedure regulations of Tet. The Customer shall be obliged to ensure consent of authorised persons to the personal data processing performed by Tet according to regulations included in this Procedure (for example, to video surveillance of the persons), if the necessity for data processing arises due to this Procedure and/or execution of contractual requirements mutually concluded between the Customer and Tet.
- The security employee shall be informed about all problems and emergency situations.
- In case of evacuation, DC and the building within which it is located shall be left immediately. Actions shall be taken according to the notifications of the alerting system. Delay in order to collect the tools is prohibited.
- Tet employees and/or security employees of the object shall have the right to inspect the content of any bag, box or other packaging and/or separate items carried in or out by the visitor to the DC.
- Access cards (chips) for access to Pērses street 8 shall be issued to the customer in accordance with the number of sets specified in the list of authorised persons. Maximum number of sets per customer shall be 5. The limit of issuance may be changed by mutual agreement.
- Access cards (chips) may be used only those persons of the customer which have been specified in the customer's list of authorised persons.
- Set of access cards (chips) consists of two cards, of which one card ensures opening of entrance/exit doors and tourniquets at Pērses street 8, and the other card ensures opening of doors at the DC and packaging room.
- All cards (chips) are identified, and any action with the card at the card reading terminal is recorded on Tet database.
- Access cards (chips) are a property of Tet which shall be returned to Tet by the customer upon termination of contractual relations.
- In case of loss or damage of the access card (chip) the customer relations manager shall be immediately informed.
- Renewal of the access card (chip) takes place in accordance with internal procedure regulations of Tet.

#### **1.6. Transfer and Acceptance of Equipment in the Premises of DC**

- Acceptance certificate of Equipment shall be drafted regarding carrying of the Equipment into or out of the premises of the DC and shall be prepared by Tet representative. The certificate shall be signed by the Customer's authorised person and Tet representative. Bringing of equipment into and out of the Tet DC shall be performed only in the presence of the Tet representative. Certificate shall be drafted in three copies: one shall remain with the Customer, one shall remain with Tet, and one shall be given to the security employee of the object.
- Exception shall be DC in Riga, Brīvības gatve 304 and Pērses street 8, where the authorised persons of the Customer shall be entitled to access Equipment without the presence of the Tet representative.