



SIA Tet
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PROCEDURE FOR PHYSICAL ACCESS TO TET DATA CENTRES

1. Procedure and Regulations for Physical Access

SIA *Tet* (hereinafter referred to as *Tet*) data centre (hereinafter referred to as the Data Centre) is a restricted access area, and enhanced security requirements shall be applied to access thereof. *Tet* shall be entitled to make unilateral changes to this procedure. Customers (hereinafter referred to as the "Customer") shall be informed of the changes by publication of the supplemented/revised procedure

https://tetcloud.com/images/faili_pdf_others/tet-datu-centru-fiziskas-piekluves-kartiba-klientiem-en.pdf

Tet shall not be liable for losses incurred, if the Customer has violated the provisions of the procedure for physical access of customers to *Tet* data centres.

1.1. Access Rights to Equipment Set Up in the Data Centre

- 1.1.1. Access to the equipment set up in the Data Centre and being under legal possession of the Customer (hereinafter referred to as Equipment) shall be ensured only to the authorised persons of the Customer.
- 1.1.2. If the Customer has informed Tet in writing of the authorised persons (Customer's employees and/or third party personnel) and their rights, access shall be as follows
- 1.1.3. Upon conclusion of the Contract, the Customer shall prepare and submit to *Tet*, at least three (3) working days prior to the visit to the Data Centre, a list of persons authorised by the Customer who require access to the Data Centre.
- 1.1.4. In the event of any change in the authorisation of persons authorised to access the Customer's Data Centre, the Customer shall notify Tet in writing. 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 Data Centre and/or failure to notify Tet in a timely manner regarding the authorisation changes of the authorised persons.

1.2. Access to the Data Centre

1.2.1. Access to the Data Centre in Riga, Kleistu iela 5

The Customer's authorised persons shall have the right to access equipment in order to perform planned works on working days during the working hours from 9:00 to 18:00. Access to the equipment for planned works in the Data Centres shall be provided by Tet employees; and the Customer shall apply for the access to the Data Centre at least one (1) working day prior to the visit by sending an e-mail to helpdesk contacts provided under the contract, specifying:

- 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 Data Centre to be visited;
- commencement time of the planned works;
- completion time of the planned works;
- the state registration number of the vehicle for entry into the territory, if it is necessary in order to perform the planned works.

1.2.2. Access to the Data Centre in Case of Emergency in Riga, Kleistu iela 5

Access to equipment for unscheduled works shall be provided by Tet employees. The Customer must request access to the Data Centre at least one (1) hour prior to arrival by sending an e-mail to the helpdesk contacts specified in the contract stating:

- 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 Data Centre 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.

1.2.3. Access to the Data Centre in Riga, Brīvības gatve 304

The Customer's authorised persons shall have the right to access the equipment for performance of planned works 24 hours a day without prior application for access.

Phone nr. for data centre guard post:

- Riga, Brīvības gatve 304: **+371 20250976**;

1.2.4. Access to the Data Centre in Riga, Atlasa 2

The Customer's authorised persons shall have the right to access the equipment for performance of planned works 24 hours a day without prior application for access.

Phone nr. for data centre guard post:

- Riga, Atlasa street 2: **+371 23220478**;

1.2.5. Access to the Data Centre in Riga, Pērses iela 8

The Customer's authorised persons are entitled to access the equipment located in the Data Centre through the security guard post at Dzirnau iela 105; outside working hours the security guard post can be contacted by phone: **+371 29408882**

When registering at the security guard post, a visitor card and chips are issued for access to the Data Centre and for opening the doors at Pērses iela 8 and Dzirnau iela 105 from the yard.

Due to the limited number of car parking spaces in the yard of Pērses iela, the delivery of bulky equipment will be ensured in the first place.

Delivery of bulky equipment must be requested by the Customer at least one (1) working day prior to the visit by sending an e-mail to the contact details of the helpdesk as specified in the contract, stating:

- 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 Data Centre to be visited;
- commencement time of the planned works;
- completion time of the planned works;
- the state registration number of the vehicle for entry into the territory, if it is necessary in order to perform the planned works.

1.3. Access to the Data Centre in Case/ Situation of Emergency

1.3.1 Customers are informed separately by email about access to the Data Centres in case/situation of an emergency.

1.4. Registration Procedure for Access to the Data Centre

- 1.4.1. Upon arrival to the security guard post located at the site, the Customer's authorised persons and the accompanied persons shall inform the security officer about the purpose of the visit by presenting a personal identification document (passport or identity card). The site security officer shall register the Customer's authorised persons and persons accompanied by them in the "Data Centre Visitor Registration Log", the security officer shall check the identification documents of the persons, compare them with the list of the Customer's authorised persons and, if correct, issue an identification card to the respective visitor.
- 1.4.2. The Customer's authorised person shall certify by signing the "Data Centre Visitor Registration Log" that he/she has read and agrees to comply with the "Conditions of Stay in Data Centres" (clause 1.5). The "Conditions of Stay" can be consulted by the Customer's authorised person at the security guard post or on the *Tet* website.
- 1.4.3. The Customer shall be fully liable for any consequences arising and/or resulting from the actions of the Customer's authorised persons (including third parties).

- 1.4.4. Security officer of the site shall have the right to refuse entry to the persons who have not been registered for the Data Centre 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.
- 1.4.5. 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.

1.5. Conditions for the Visit to the Data Centre

1.5.1. At the Data Centre 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;
- to carry out any activities outside the customer's facilities:
- to perform work likely to generate dust, fumes or chips (grinding, filing, drilling, soldering, welding (including optics))
- perform any other actions that may cause damage to the Data Centre and/or devices and equipment located therein.
- after completion of works all tools and auxiliary materials shall be placed in storage facilities indicated by the accompanying Tet employee or security officer of the site upon the request of the Customer's representative.
- the customer must remove the packaging from the unpacking facilities in the waste bins provided by Tet. The location of waste bins on site shall be indicated by the Tet officer in charge or a security officer.

1.5.2. At the Data Centre it shall not be permitted to store:

- packaging (including cardboard, wrapping paper, foam, wrapping plastic, wooden pallets, etc.);
- cleaning products;
- acid batteries;
- tools and consumables for the work.
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1.5.3. Regulations for the Visitors to the Premises of the Data Centre

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 staff do not provide tools, cables, test equipment and things needed for the job.
- Personal items (outdoor clothes, bags, etc.) shall be left in specially appointed locations specified by the accompanying Tet employee or security officer of the site upon the request of the Customer's representative.

- It is prohibited to photograph, film, touch, investigate, document or otherwise tamper with the Data Centre equipment, control panels, consoles, or to access areas below the raised floor and above the suspended ceiling.
- Visitors shall be responsible for clean-up of their work area in the stands and outside them. After completion of works, waste created during the work process shall be removed.
- The movement of equipment within the premises shall be organised in accordance with the provisions set out in Clause 1.6 of this Procedure.
- The visitors shall be permitted access only to the Customer's equipment or stands 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.
- Upon completion of the work, or when leaving the data centre premises, all equipment and components must be located inside the rack and the rack must be locked.
- It is prohibited to perform actions that may cause interferences to operation of the equipment placed in the Data Centre by *Tet* and other customers.
- It is prohibited to damage or change the labelling of Data Centre equipment.
- Visitors shall cooperate and immediately submit to all requests of *Tet* personnel and/or security officers.

1.5.4. Additional Information

- The Data Centre is video-monitored and recordings are kept to ensure the quality (including security) of *Tet* services, in accordance with *Tet* internal rules. 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*.
- Security officer shall be informed about all problems and emergency situations.
- In case of evacuation, Data Centre 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 officers of the site 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 Data Centre
- All cards (chips) are identified and any activity with the card at the card reading terminal is recorded in the *Tet* database.
- Access cards (chips) are the property of *Tet* and are returned by the customer to the security officer at the security guard post when leaving the Data Centre premises.
- If the access card (chip) is lost or damaged, the security officer must be informed immediately.

1.6. Transfer and Acceptance of Equipment in the Premises of Data

Centre

- Acceptance Certificate of Equipment shall be drafted regarding carrying the Equipment into or out of the premises of the Data Centre; it shall be prepared by a *Tet* representative. The certificate shall be signed by the Customer's authorised person and *Tet* representative. The equipment is taken in and out of the *Tet* Data Centres only when accompanied by a *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 officer of the site.
- Exception: Data centres in Riga, Brīvības gatve 304 and Pērses iela 8, where the Customer's authorised persons are entitled to access the Equipment without the presence of a *Tet*'s representative.