

DCI DATA CENTER GUIDE

Indonesia, Jakarta JK1



Welcome

Dear Valued Customer,

Thank you for choosing PT. DCI Indonesia ("DCI"), the preferred destination for Premium Data Center service provider.

We hope that you'll find this guide helpful as you begin to deploy your data center operations. In addition, our industry-leading team of technical experts has constructed some of the most complex data center configuration. This blend of premium colocation and technical expertise is why the world's most demanding businesses choose us.

If you have any questions on how to take advantage of our products and services, please contact your dedicated DCI Indonesia Implementation Manager.

DCI looks forward to serving you with the highest level of service and responsiveness possible. Our expertise is at your service. Thank you for choosing DCI to protect and connect your most valued assets — your information.

Best regards,



Marina Budiman
President Director
PT. DCI Indonesia



A PLATFORM
EQUINIX™
PARTNER



Table of Contents

Get Started with DCI	05
DCI Acronym Guide	06
YOUR DATA CENTER	
Jakarta JK1 Data Center Technical Specification	08
Jakarta JK1 Location, Map and Parking	10
Jakarta JK1 How to Get There	11
Critical Contact	12
On-Site Tools, Internet Access & Facilities	13
Emergency Procedures	14
DCI Smart Hands™	15
DESTINATION HIGHLIGHTS	
Jakarta at-a-Glance	17

IMPORTANT TO KNOW

Check-in Procedures	19
Policies and Procedures at-a-Glance	21
Security Procedures at-a-Glance	22
Shipping Procedures at-a-Glance	23

DATA CENTER POLICIES & PROCEDURES

Shipping & Receiving	25
Deliveries to the Data Center	26
Cages & Suites Cleanlines	26
Customer Conduct Policies	27
Work Visit Policies & Procedures	27



Get Started with DCI

1

Your Implementation Manager (IM)

As a customer of DCI, you will have a dedicated Implementation Manager. Your Implementation Manager is here to help you access the Data Center, set-up your installations, advice the shipping policies of equipment to the Data Center and answer any questions that may rise. Your Installation is a top priority and we want to make sure it will be a smooth and easy process. Your Implementation Manager will confirm order details, review DCI policies and schedule date of completion for you to start the move in process.

2

DCI Orientation Walk-through

Your Implementation Manager will offer to schedule an orientation walk-through at the data center. The walk through is not only an opportunity to get an in-depth look at the Data Center, but an opportunity to examine your new licensed space and installation.

3

Accessing the Data Center

Your company's Primary Point-of-Contact (PPOC) and/or other authorized users (e.g. engineers, vendors, etc.) can schedule visits to the data center by sending notification email to DCI and opening ticket for visit before coming to data center prior and during operational process.

4

Local Resources & Transportation

We have guide of hotels/apartments, transportation, exercise facilities, and restaurants close to the DCI Site and Jakarta Central Business District (CBD) Area.

5

Customer Support & Feedback

DCI Customer Care is at your service for any questions and feedback that may come up. Contact DCI Customer Care by calling +62-21-2949 3000, e-mail customer.care@dc-indonesia.com, or contact your Implementation Manager.

6

DCI Smart Hands™

DCI Smart Hands™ provide a wide range of support, whether you require technical assistance within the Data Center or from a remote location, we are equipped to offer a full scope of services. DCI technicians are trained to be the eyes and ears for management of your infrastructures and are available 24 hours a day, 7 days a week.

DCI Acronym Guide

At DCI, our staff uses a number of acronyms which may or may not be familiar to you. Here is a list which will help you better understand some of our day-to-day operations:

A-side	Origin point for cross connect	LOCC	Local Operations Command Center
ATS	Automatic Transfer Switch	LSCC	Local Security Command Center
BMR	Biometric Reader	MC	Media Converter
BOM	Bill of Material	MDF	Main Distribution Frame
CAB	Cabinet Item	MMF	Multi Mode Fiber
CC	Cross Connect	MMR	Meet Me Room
CMR	Critical Maintenance Request	MRC	Monthly Recurring Charge
CO	Change Order	NNI	Network to Network Interface
CRD	Customer Requirements Document	NOC	Network Operations Center
CSI	Central Security Intelligent	NRC	Non-Recurring Charge
DCSS	Data Center Security System	PDU	Power Distribution Unit
IB	Installed Base	POTS	Plain Old Telephone Service
IBCC	Intra-Building Cross Connect	PPOC	Primary Point of Contact
IWO	Internal Work Order	SH	Smart Hands™
Flexspace	Office Space	SLA	Service Level Agreement
IDF	Intermediate Distribution Frame	SMF	Single Mode Fiber
IEEE	Institute of Electrical & Electronics Engineers	SOP	Standard Operating Procedures
IM	Implementation Manager	SOW	Scope of Work
IR	Incident Report	STS	Static Transfer Switch
kVA	Kilovolt-Amps	VNI	Virtual Network Interface
kW	Kilowatt	Z-side	Destination point for cross connect



YOUR
DATA
CENTER

Jakarta JK1 Data Center Technical Specification

PROFILE		
Sales Contact	24 hours Customer Care	Square Footage Breakdown
Equity Tower Building 17 th Fl. Suite F, Sudirman Central Business District (SCBD) Lot 9. Jl. Jend. Sudirman Kav. 52-53 Jakarta Selatan 12190 Phone : +62-21-2903 7500 Fax : +62-21-2903 7600 Email : sales@dc-indonesia.com	Jl. Jawa Blok GG-5-1 MM2100 Industrial Town Cikarang Barat, Bekasi 17520 West Java, Indonesia Phone : +62-21-2949 3000 Email : customer.care@dc-indonesia.com	Gross area per module - 65,000 ft ² (6,000 m ²) Net area per module - 32,500 ft ² (3,000 m ²) Flexspace - 48,750 ft ² (4,500 m ²)

COOLING	INTERCONNECTION OPTION AVAILAIBLE
Capacity – 1.0 kW per square meter	System – Meet-me-room
Cooling Plant – Water cooled and air cooled chilled water systems (N+n) Conditioners (N+n) DX CRAC	Cat6, COAX and Fiber

CERTIFICATIONS & COMPLIANCES			
TIER IV	ISO 27001	TVRA	PCI DSS
		Threat and Vulnerability Risk Assessment	

SLA		
Power availability	Temperature availability	Humidity availability
99.999%	99.99%	99.99%





POWER				
Electrical Capacity (Critical Customer Load)	Electrical Capacity (Uninterruptible Power System)	Utility Feeders	Power Transformers	Standby Power
Standard 1.0 kW per square meter	6 x 1,200 kVA (2N configuration)	20 kV (N)	6 x 2,000 kVA (2N – IT); 2x3, 150 kVA (Cooling)	Diesel Generators 8 x 2,000 kVA (2N)

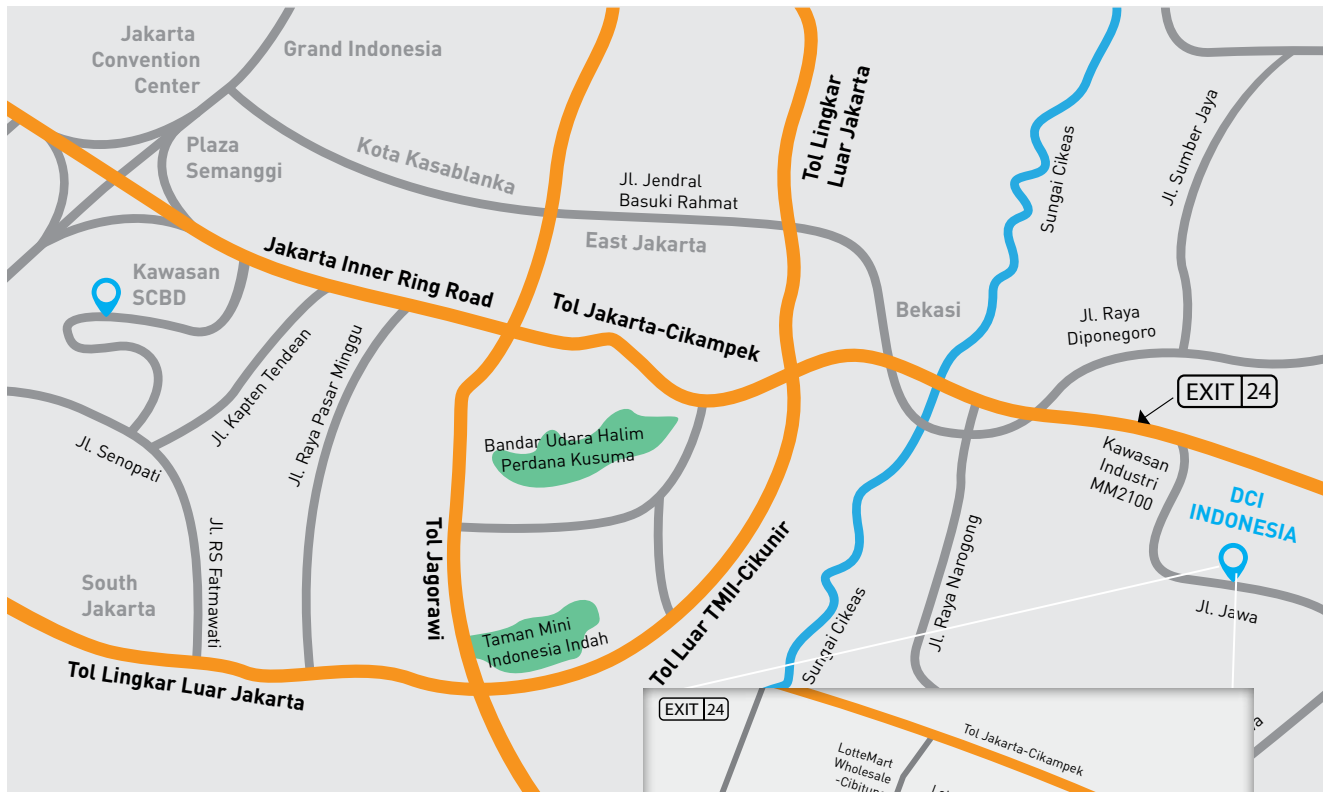
SECURITY		
Physical	Human	Electronic
Private fenced with double-layer security; perimeter fence (3 m high) and inside fence (2 m high); Entrance security and anti-passback mantrap access	Guardhouse with 24x7x365 security officers	24x7x365 CCTV recordings, proximity card access and Biometric Access Control plus other optional features

BUILDING				
Construction Type	Building Type	Floor Load	Slab-to-slab Height	Raised Floor Height
Concrete structural frame	5-stories purposely built data center building	1000 kg/m ²	6 m	90 cm

FIRE PROTECTION		
Fire Detection	Fire Suppression	Pre-Action Fire Sprinkler
Very Early Smoke Detection Apparatus (VESDA)	Inergen gas suppression	Pre-Action dry pipe

Jakarta JK1

Location, Map and Parking



Address for People Access

Jl. Jawa Blok GG-5-1
 MM2100 Industrial Town
 Cikarang Barat, Bekasi 17520
 West Java, Indonesia

Address for Shipment (delivery of goods)

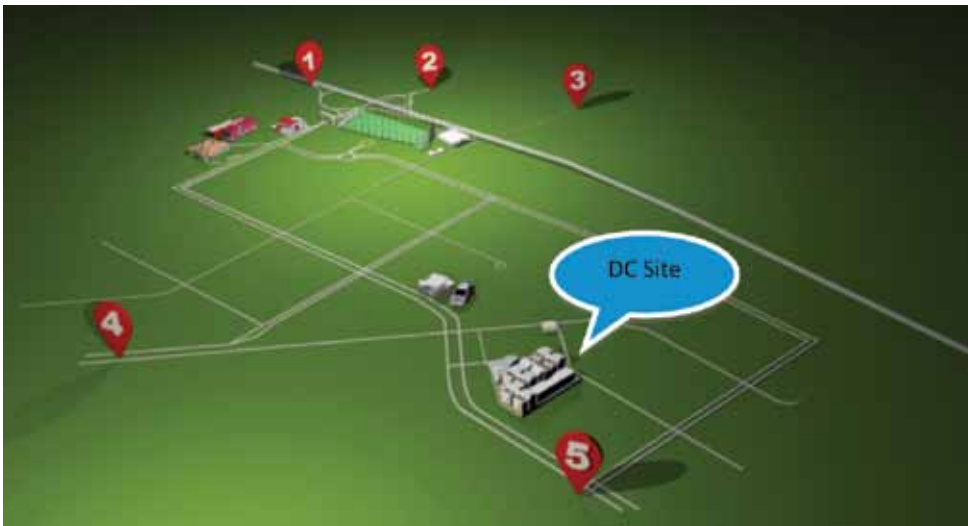
JL. Irian Blok GG-5-1
 MM2100 Industrial Town
 Cikarang Barat, Bekasi 17520
 West Java, Indonesia

Distance from Airport	Parking	Location Orientation	Hours of Operations
39.9 miles (64.2 km) from Jakarta Soekarno-Hatta International Airport	Private outdoor car park area available located separately from the data center and office building	24.8 miles (40 km) from Jakarta Sudirman Central Business District (SCBD) Located near Jalan Tol Jakarta – Cikampek	DCI Data Center Work Access 24x7x365

Jakarta JK1

How to Get There

The data center site is located in MM 2100 Industrial Estate with great flexibility of access to the area. It is located next to the Cikampek highway, with five possible routes described below to access the site, which offers different possibilities for clients accessing from different paths:



1. Jakarta SCBD – MM2100: via Cikampek highway - 39 km, 40 minutes
2. Jakarta SCBD – Bekasi Timur - MM2100: non-highway - 42 km, 60 minutes
3. Jakarta SCBD – Lippo Cikarang - EJIP - MM2100: non-highway - 77 km, 1 hour 40 minutes
4. Jakarta SCBD – Cibubur - Cileungsi - MM2100: via Jagorawi highway - 53 km, 60 minutes
5. Jakarta SCBD – Jatiwaringin - MM2100: non-highway - 44 km, 1 hour



Critical Contact

Who to Contact and When

Customer Care and Incident Hotline

Please contact Customer Care at +62-21-2949 3000 or email to **customer.care@dci-indonesia.com**

Customer Feedback

Please send your feedback via email **feedback@dci-indonesia.com**

Customer Portal

Customer Portal is accessible via browser to report any incident, request for site access, shipment, submit feedback through customer survey form, etc.

Permission to access portal is only provided based on the customer authorization privilege instructed by Customer's Primary Point of Contact.

For further information, please contact DCI Customer Care for portal link and permission.

Shipping & Receiving

For shipping & receiving, please contact our Customer Care at +62-21-2949 3000 or email **customer.care@dci-indonesia.com**

Police Emergency Services

110

Fire, Rescue Emergency Services

113

On-Site Tools, Internet Access, & Facilities

On-Site Tools



Available Tools for customer use, DCI Data Center will maintain tools for use free of charge. Availability of tools varies, but typically includes:

- Tool Kits
- Multi-meter
- Extension Cords
- Cutters
- Needle Nose Pliers
- Adjustable Wrench
- Allen Wrench
- Folding Chair
- Tape Measure
- Screwdriver Set (Flat head or Phillips screwdriver)
- Ladders
- Trolleys
- Flashlight

Our staff will gladly assist you at the Data Center Reception/ Security Check-in.

Internet Access



Complimentary Wi-Fi access is available around the data center vicinity. Our staff will gladly assist you for any Wi-Fi connection queries.

On-Site Facilities



Other data center amenities may include cafeteria, meeting rooms, shower facilities, coffee machines, microwave, refrigerator, phone, conference room, first aid materials and equipment carrying tools.

Tools Lending Guidelines

- Tools are available on first-come-first-serve basis and there is no guarantee tools will be available.
- Only tools designated for customer use may be loaned.
- To borrow tools, you must show the ID used to access the site to a Security Officer and Tool Lending form must be filled in.
- Tools must be returned to the Data Center security counter before you leave for the day.
- You may be required to relinquish tools not in use, if another party request the tools.
- You are responsible for any negligent act arising from use of tools while the tools are signed-out to you.
- You are responsible for the understanding and practice of safe use of tools while the tools are signed-out to you.

Tool check-out

To borrow tools, you must show a photo ID card to a security officer. You must read all items on the Tool Lending form, filled in all the required fields accordingly.

Tool check-in

You are required to return the tools to the Data Center security counter when finished with them, and Tool Lending form must be updated. Please remember, others may be waiting to use these tools. Therefore please be considerate.

Tool safety

Tools users must follow all written and verbal safety instructions. For example, ladders are marked with the safe working height, whereby that working height should not be exceeded.

Emergency Procedures

JK1 Building Evacuation



Follow all directions given by staff and security

- When a building fire alarm signal sounds, all persons should evacuate the building calmly and quickly.
- Use the lighted EXIT signs posted throughout the JK1 data center to find the nearest exit.
- Maps showing evacuation routes are also posted in each Data Center.
- Visitors will be directed to use designated stairways when evacuating the building. Do not use elevators.
- All individuals will be directed to meet in a designated assembly area outside the building, and to check in with a DCI staff member.
- Using the visitor sign-in sheet as the official evacuation list, DCI staff member will verify all visitors have been evacuated out of the building.



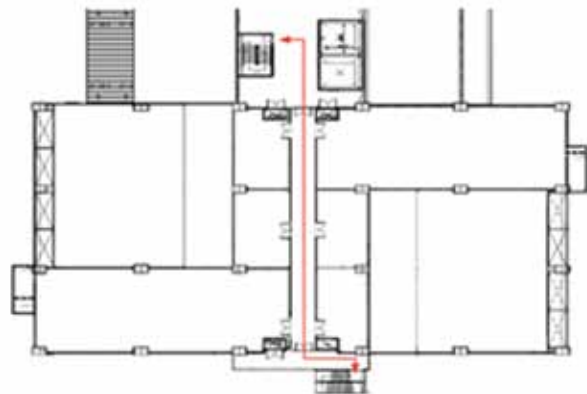
DO NOT RE-ENTER the data center until instructed by security

To help prevent potential injury or property loss, and to ensure that unauthorized personnel do not enter the data center, all person must be re-admitted to the Data Center lobby security, as directed or otherwise permitted by the fire department, or other authority having jurisdiction. Both Data Center security and site staff will document the evaluation and related incident.

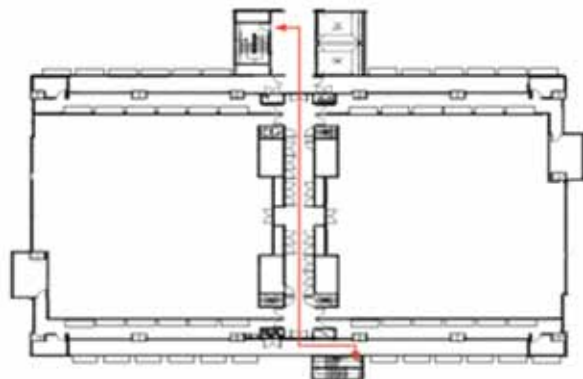
Evacuation Plan Ground Floor



Evacuation Plan Mezzanine Floor



Evacuation Plan First Floor





DCI Smart Hands™

DCI Smart Hands™ allows customers to manage/outsouce their internet business operations and maximize uptime within DCI Data Center by utilizing DCI's technical resources.

DCI Smart Hands™ provides a wide range of support, whether you require technical assistance within DCI Data Center or from a remote location, DCI is equipped to offer full scope of services.

DCI technicians are trained to be the eyes and ears for management of your infrastructure and are available 24 hours a day, 7 days a week.

Specific tasks performed under the DCI Smart Hands™ offering include:

- Any escort activities including assistance i.e unloading shipments, escorting unregistered customer to the Data Center
- Provide visual verifications to assist in remote troubleshooting.
- Inventorying/labelling of equipment, record digital pictures or serial number.
- Power cycling a router, server, switch, and soft-booting a server.
- Extend patch cables from patch panels to equipment.
- Tape back-up: cassette exchange and strongbox.
- Typing commands on consoles or pressing key-sequences on control panel.
- Ladder racking, pre-wiring of patch panels and equipment.
- Assemble, install and maintain cabling.
- Verify cable integrity on installed media.
- Install, replace or remove equipment, such as a router, switch card, disk drive, memory, etc.
- Assistance in the conference room and AV equipment setup.
- Start/stop/restart of services (Windows NT/2000).
- Start/stop/restart of processes (Solaris and other UNIX variants).
- Complete support package including system operations, diagnostics, and support.
- Other pre-arranged and mutually agreed upon activities

Purchasing DCI Smart Hands™

The Smart Hands™ bundled (tape back-up distinct services) depends on the service agreement signed in the beginning. Contact your sales administrator for more information. However, when operation has gone life, Smart Hands™ can be requested by contacting our customer care.

Note:

Smart Hands™ is designed to provide Customers with on-site technical assistance and may include, for example, DCI complying with Customer's simple instructions relating to remote management, installation or troubleshooting of its equipment within data center or any other services DCI deems to be Smart Hands™. With respect to the Smart Hands™ service offered by DCI, DCI's only obligation is to carry out the detailed instructions of Customer and DCI reserves the right to reject a Customer's request if such rejection is reasonable or if such service is not offered as written instructions (which may be by electronic mail). Notwithstanding the foregoing, DCI has the right to perform Smart Hands™ services where the Customer fails to timely act under the Policies at Customer's expense as part of the Smart Hands™ service.



DESTINATION
HIGHLIGHTS

Jakarta at-a-Glance

Car Rental



- TRAC - Astra Rent a Car.
For further info please visit,
Jl. Mitra Sunter Boulevard
kav 90/ C2, Sunter Jaya,
Jakarta 14350
<http://www.trac.astra.co.id/>
Email. trac_cc@trac.astra.co.id
SMS. +62-811-950 0050
- Assa Rent
Gd. Graha Kirana Lt.6,
Jl. Yos Sudarso No. 88,
Jakarta Utara 14350, Indonesia
Phone. +62-21-6583 7227
Fax. +62-21-6583 7117
www.assarent.co.id
- MPM Rent
24 Hours Contact Center
Phone. +62-21-500 068
Fax. +62-21-386 5030
SMS. +62-813-8698 7878
Email. contact@mpm-rent.com

Public Transportation Taxi

- Blue Bird Taxi
Phone. +62-21-794 1234
- Express Taxi
Phone. +62-21-2650 9000

Restaurants (Nearby Data Center)



- MM2100 Asuka Japanese Restaurant
(inside the MM Apartments)
- Lotte Mart
- Izumi Restaurant
Jl. Kalimantan Blok D No. 12
- Chikuyo Tei Restaurant
MM 2100 Blok A-9 No. 11

Hospital



- RS Hermina Bekasi Barat,
Jl. Kemakmuran No. 39,
Margajaya Bekasi
Phone. +62-21-884 2121
Fax. +62-21-8895 2275
- Rs Hermina Grand Wisata,
Jl. Festival Boulevard Blok JA I, No. 1,
Grand Wisata, Bekasi.
Phone. +62-21-8265 1212
Fax. +62-21-825 2963
- Fajar Medika Klinik,
Ruko MM 2100
(In Front of Makro Cibitung),
Bekasi, Jakarta
Phone +62-21-898 1162
- RS Karya Medika II,
Jl. Sultan Hasanudin No. 63,
Tambun, Bekasi
Phone. +62-21-8832 4336
+62-21-8832 7514
Fax. +62-21-882 7514

Hotels/Apartments



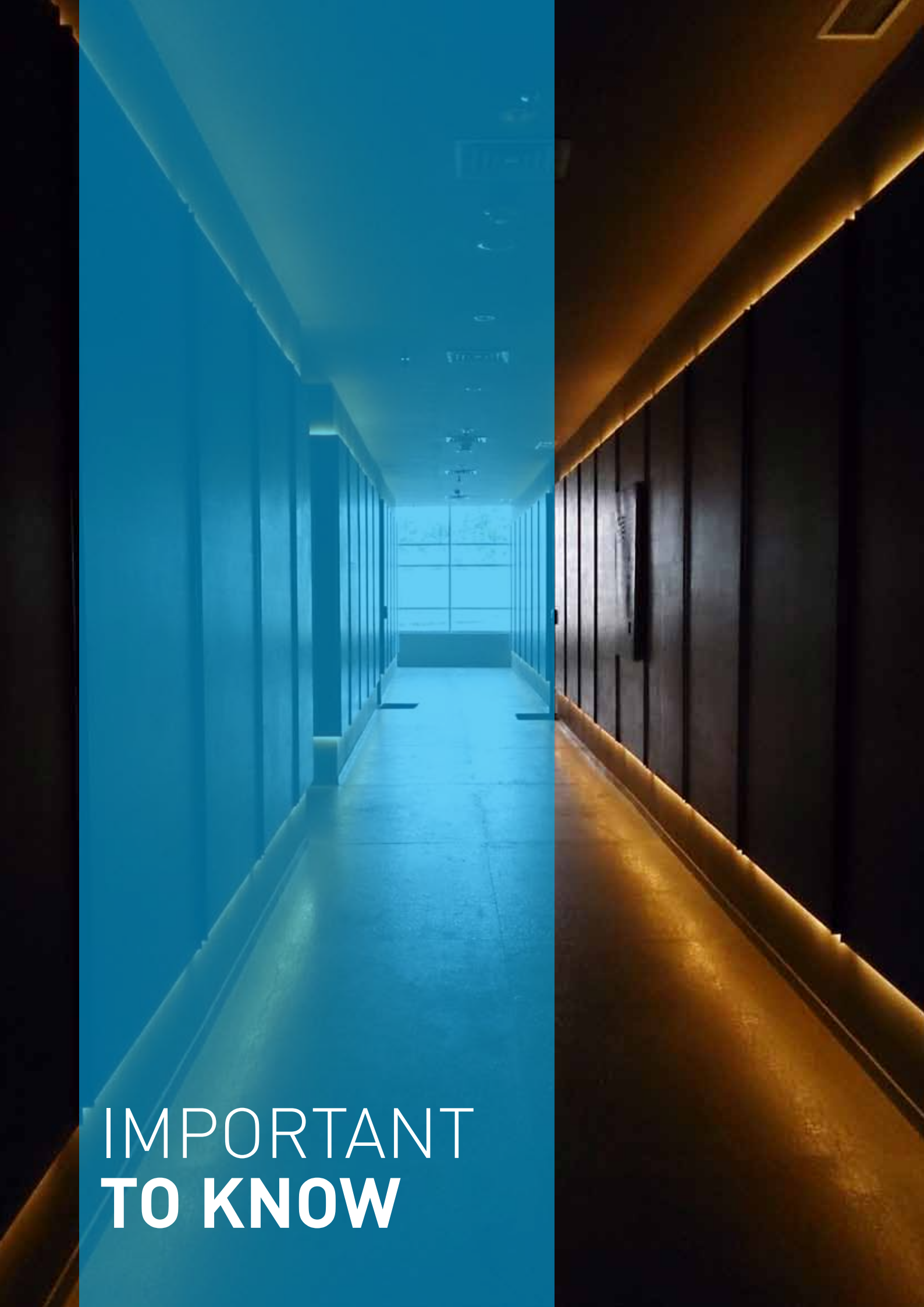
- MM 2100 Service Apartments,
Jl. Jawa Blok GG-5-1,
MM2100 Industrial Town
Cikarang Barat, Bekasi 17520
West Java, Indonesia
Phone. +62-21-898 1450
Fax. +62-21-898 1451
- Horison Hotel
Metropolitan Mall Bekasi,
Bekasi 17148, Indonesia
Phone. +62-21-3002 8500
Fax. +62-21-8886 1898

Nearby Airport

- Aston Hotel Cengkareng
Jl. Outer Ring Road,
Mutiara Taman Palem,
Cekareng 11730
Phone. +62-21-5453 6166
- Sheraton Hotel
Bandara Soekarno-Hatta,
Jakarta 19910, Indonesia
Phone. +62-21-559 777
Fax. +62-21-559 7700
- Amaris Bandara
Jl. Husein Sastra Negara No. 1 Benda,
Bandara Soekarno-Hatta, Jakarta,
Indonesia 15125
Phone. +62-21-7086 9999

Nearby SCBD

- The Ritz-Carlton Pasific Place
Jakarta Sudirman Central
Business District (SCBD),
Jl. Jendral Sudirman Kav. 52-53
Phone +62-21-2550 1888
- Hotel Mulia Senayan
Jl. Asia Afrika Senayan,
Jakarta 10270, Indonesia
Phone +62-21-574 7777



IMPORTANT
TO KNOW

Check-in Procedures

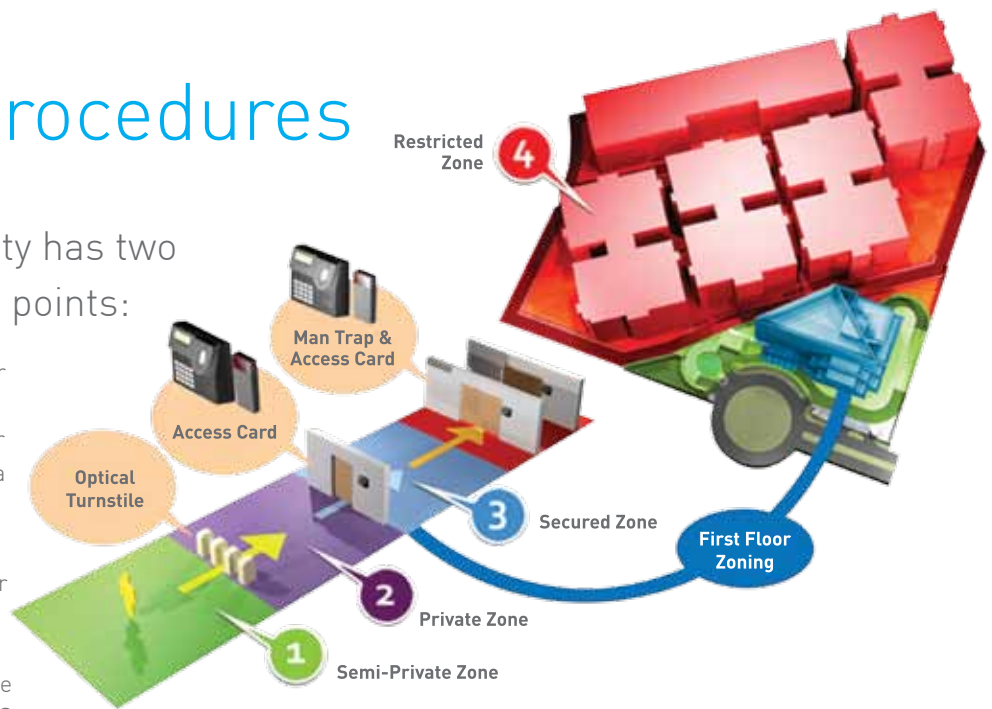
DCI Data Center Facility has two strictly defined access points:

a. Main Gate: Entrance that is only for people access.

It is for person who wishes to enter into the Office Building and/or Data Center Area. Hand-carried goods may pass this checkpoint.

b. Back Gate: Entrance that is only for goods access.

Persons entering through this access point may only enter into the DC Loading Bay and/or Basement Storage Area. Once the loading tasks are completed, they must immediately leave the premises.



In DCI Data Center, we separated our vicinity into 4 zones; i.e. semi-private, private, secured, and restricted for zone 1, 2, 3, and 4 respectively. Zone 2 and 3 are zones inside the office building while the restricted zone (zone 4) is where the data center building is located. Therefore, access to the JK1 DC will be divided into office access and data center access. Any personnel need to access the data center should pass through the office building first.

Getting Access to Areas within Data Center:

To protect the confidentiality, integrity, and availability of our customer's critical IT infrastructure, DCI has established security procedures where a person (depending on the access right) will need to do the following process:

- Have a pre-approved access request prior to entry.
- Exchange of valid identification (KTP, SIM or KITAS/KITAP for Non-Indonesian citizens or a government issued passport only), and
- Have a mandatory escort assigned to him/her (for non DC Customer).

Getting access to the different areas within DCI facility may be accomplished by:

1. Submitting a Site Access Request Form to receive a Temporary and Escorted Access; or
2. Submitting a Customer Access & Authorization Right Registration Form to receive a Permanent Access.



Every person within DCI Facility must be assigned with the following options of Access Rights:

ACCESS RIGHT	DEFINITION & DESCRIPTION
Visitor	Refers to an unregistered person whose main purpose is just to temporarily visit or work within DCI Facility. Person with this type of access right must have an escort by another registered person(s) at all times.
Vendor	Refers to an unregistered person representing a company that has established a contractual agreement with DCI for their goods and/or services. Person with this type of access right must have an escort by another registered person(s) at all times.
Customer	Refers to registered customer who has the right to enter office area without any escorts, but needs to raise a site visit request to enter into data center area and must have an escort by another registered person(s) at all times whenever they are in the Zone 4 Restricted Area.
DC Customer	Refers to registered customer who has an additional right to have an un-escorted access into office area or Zone 4 Restricted Area.

In addition, a Registered Customer may have 5 (five) different Authorization Rights

PPOC (Primary Point of Contact)

When you become a customer with DCI, you will be asked to appoint PPOC(s). The PPOC will have the authority to delegate or change the Access and Authorization Rights of other registered customer. He/she can also approve the request for site access, equipment movement, Smart Hands™, and Disaster Recovery. A person of this type of request is the only one who is given right to enter DCI Office/Data Center without any pre-approved Site Access request.

Site Access Requestor

A person who has the authority to raise site access request for other person(s) e.g. vendor and/or colleagues. Nevertheless, this person may not raise site access request for him/herself, with such request must be raised/approved by PPOC or other Site Access Requestors. This person does not have the privilege to authorize any other requests.

Equipment Authorizer

A person who has the authority to request for shipment, moving in/out equipment (s) from customer's server room. This person does not have the privilege to authorize any other requests.

Service Requestor

A person who has the authority to request for Smart Hands™ and/or Cross Connect service. This person does not have the privilege to authorize any other requests.

Disaster Recovery Activator

A person who has the authority to request for Disaster Recovery drill or activation. This person does not have the privilege to authorize any other requests.

When you first arrive at the Data Center:

All visitors are required to show a valid DCI approved photo identification card for check in with DCI Security.

The following types of IDs are approved by DCI:

- KTP
- Passport
- SIM
- KITAS / KITAP (for Non-Indonesian citizens)

Policies and Procedures at-a-Glance

1

You must schedule all shipments to the data center in advance by sending email to us with shipment form attached

Contact your Implementation Manager (IM) for support on your installation.

2

Only registered parcels will be accepted by shipping

Customers have to ensure that all customs declaration and duties/taxes are paid for the shipment to Jakarta CBD Area.

3

Do not “daisy-chain” powerstrips

DCI do not allow ‘daisy-chain’ (linking of power strips). Each power strip should be connected to its own DCI-supplied AC receptacle and branch circuit.

4

Do not tamper with power or connection cables

Do not plug power strip into the general purpose socket outlets. Please contact your IM for assistance.

5

Cables must be neatly bundled

All cables must be neatly wrapped and tied together (if a customer fails to do so, we may neatly wrap and tie such wires and cables and may charge customer for doing so under Smart Hands™).

6

Immediately discard waste from cages

Unless DCI is removing waste as a Smart Hands™ order, you are required to take all packing materials to the shipping dock or designated disposal area immediately after your installation is complete.

7

Never enter Restricted Access Areas

Restricted Access Areas include but are not limited to: another Customers’ licensed space, above the general purpose socket outlets or other supporting structures, on or within DCI tray systems and DCI equipment areas, whether secured or otherwise marked as restricted.

8

Absolutely no smoking, food, or drink in the colocation areas

Smoking is not permitted anywhere within the data center facility. Food and beverages are permitted only in designated area.

9

No pictures taking in the data center

Visitors may not take any photographs, recordings or similar visual or auditory recording of the data center or any of the employees of DCI while on-site.

10

The data center is open 24x7x365

Work access to your data center is twenty- four hours a day, seven days a week, and 365 days a year.

11

Age limit on Data Center Access

All DCI Data Center visitors must be at least 18 years of age. If circumstances occurred whereby person(s) below 18 years of age needs to access the data center, then he/she must be accompanied by respective person(s) above such age.

Security Procedures at-a-Glance

1

Security check-in

All visitors must check-in with data center security personnel at every security check - points.

2

DCI-approved photo identification

All visitors must show a valid ID to enter a data center: Government-issued photo ID (KTP or SIM), Passport, KITAS or KITAP.

3

No recording devices

Visitors may not bring any unauthorized recording devices (cameras, any phones with cameras, video recorders, etc.) into the data center. Customers in private cages may request photographs of their cage/ equipment, taken only by data center staff, when they schedule a visit.

4

All bags are subject to search

All bags and packages brought into or removed from facility are subject to search by DCI security personnel.

5

No firearms or weapons

Visitors may not bring any type of firearms or weapons into the facility.

6

Video surveillance

All visitors to DCI data center should be aware that the data center is under constant video surveillance.

7

Footwear requirement

For your protection, we require all visitors to wear sturdy enclosed shoes within the data center facility.

8

Radios

Radios may not be used in the facility.

9

Cleanliness

Visitors must leave all common areas and cages clean after use.

10

Check-out required

All visitors must check-out with the lobby security personnel and return any visitor badge(s) issued during check-in.

Shipping Procedures at-a-Glance

1

Scheduling a shipment to or from the data center

All inbound and outbound shipments must be scheduled in advance by sending email notification to customer care. Our customer care will then open a ticket reference number that will be emailed to you for shipment receipt in the data center.

2

Inbound shipment

Shipment receipt should be scheduled at least 24 hours in advance, identify any over - sized shipments (cabinets, large crates) in your shipping receipt.

3

Delivery hours

Standard delivery hours are Monday-Friday during office hours. Deliveries during non-standard business hours require prior approval.

4

Addressing a shipment

Shipment must be clearly addressed to the recipient with your company name, customer name and DCI company name.

5

Storage

We will store your inbound deliveries for up to 3 business days after you have been notified of the delivery. If the delivery has not been retrieved after that time, we will contact you and attempt to make arrangements.

6

Delivery equipment

A list of tools and delivery equipment is available in the "on-site tools, internet access, & facilities" section of this handbook.

7

Moving equipment to your cage

You may request that DCI helps with the delivery via DCI Smart Hands™ service and your account will be billed based on time.

8

Outbound shipments

You are responsible for scheduling the shipment with a carrier and for completing all necessary paperwork for the shipment.

9

Paperwork

Upon request, DCI staff will complete outbound shipping paperwork for customer. You are responsible for paying all fees associated with the shipment, including fees charged by DCI.

10

Outbound information

1. Your shipping account number
2. Your address associated with the account number, this will be used at the ship from address
3. Ship to address
4. Declared value
5. Special instructions and special packing materials.

11

Floor Protection

It is your responsibility to ensure that Data Center floor is well protected during shipment or moving equipment to your area or Storage area. Some examples of protection materials that can be used to protect the floor are plywood, iron plate or cardboard (laid on the floor).

12

Staging

All electrical devices including servers, switches, routers, etc must be power tested prior to installing such devices in data hall. Staging room is available for customers to test each device to ensure no short-circuit caused by the device itself.



DATA
CENTER
POLICIES
AND
PROCEDURES

Shipping & Receiving

Inbound Shipment

DCI shipping areas are designed for just-in-time shipping arrangements meaning there is limited space for storage. Unless the data center has storage space available, plan on retrieving your shipment or have DCI deliver it to your space within 3 business days of arrival.

Outbound shipment policies

Please refer to the Outbound Shipment Policies for scheduling your Inbound Shipments and using Smart Hands™ service to assist in the handling of your equipment.

1. The Data Center operations will contact your shipping contact by email and/or phone within 12 hours after the shipment arrives. If you have not retrieve your shipment 48 hours after the shipment has arrived, the data center operations will notify your shipping contact that if the shipment is not retrieved before the 3 business days has elapsed, it may be returned to the 'shipped from' address at your expense under the Smart Hands™ service.
2. DCI is not responsible or liable for any missing/damaged equipment which may occur during the packaging and shipping.
3. When scheduling your shipments, you are required to provide the following information:
 - a. Carrier name.
 - b. Shipment tracking number.
 - c. Scheduled shipment delivery date.
 - d. Company name of party receiving shipment.
 - e. Shipment description (size, weight, # boxes, or pallets).
 - f. Special handling instructions (Oversize package?).
 - g. Correct address label.
4. Each Inbound Shipment request will remain active for a period of 7 days from the expected delivery date, OR until the numbers of packages specified in the request have been received – whichever comes first.
5. Expired inbound shipment request will be cancelled or closed and an email notification will be sent to the original customer notifying the shipment.
6. If the 'send notification' flag is checked on the shipment ticket, an email notification will be sent to the customer contact when:
 - Shipment is received and/or delivered to the customer cage.
 - Shipment ticket is closed.
7. DCI will refuse packages and not accept into quarantine area if the shipment:
 - Exceed 300 kg (shipment to office/flex space) and/or 800 kg (shipment to Data Center area).
 - Exceed the maximum width of 90 cm and height of 250 cm.
 - Exceeds more than 5 packages.
 - Does not have a 'shipped from' address displayed.
 - Is unidentified or contained hazardous materials (i.e. combustible or any other hazardous materials).
 - Packages addressed to DCI employees.
8. Visibly damaged shipments will be accepted. Site staff will photograph damaged shipment; LOCC or Customer Care staff will alert your shipping contact of damaged shipment and forward photographs on request.
9. Shipments originating internationally must be shipped as 'Free Domicile'. DCI is not responsible for any shipping costs or customs obligations for international shipments, as DCI does not operate as an 'importer'.

Deliveries to the Data Center

Customers who require the use of dollies, handcarts, or similar transport equipment, must check in with security to arrange an escort through the data center freight entrance or loading dock area. During regular business hours, no Shipping or DCI Smart Hands™ requests are required. After hours and on weekends or holidays, handcart deliveries at all DCI Data Center requires DCI Smart Hands™ request.

Unattended Items

Please do not leave items unattended at loading docks and areas outside of Data Center. DCI reserves the right to remove them.

Cages & Suites Cleanlines

For fire safety, it is essential that we keep a neat, orderly, and 'combustible-free' working environment for all customers, vendors and DCI Data Center employees.

Please Review Our Cage Cleanliness Policy Highlighted Below:



Do

- Deposit litter in designated trash receptacles or in appropriate locations outside the Data Center.
- Includes any boxes, packing materials and plastics left from your equipment installation. All of these items must be disposed to designated disposal area or if required, our operations staff will assist to dispose them for you.



Do Not

- Store or leave any loose items (including equipment) inside or outside of the Customer's Licensed Space. If customers leave any loose items inside or outside of the Customer's Licensed Space, DCI will notify the customers.
- If DCI removes items, Data Center staff will temporarily store items in a safe place for ten (10) days. If the items are empty cartons or packaging, DCI may discard such items instead of storing them.
- If the customers fail to retrieve items stored by DCI during the ten (10) days period, the items will, at DCI's sole discretion, either become the property of DCI or be discarded by DCI at the customer's expenses.
- Block any exit route or aisle that would create a fire hazard.

Customer Conduct Policies

Photography Inside the Data Center

Recording equipment is not permitted within data center with the following exceptions:

- Customer in private cages may submit a written request to photograph their cages and their equipment when they schedule a visit. However photographs may not be taken in shared cages.
- Cellular phones and other electronic devices may be brought into the facility by providing valid reason and filling in special form available at Local Security Command Center. Those devices that have the capability to take pictures may not be used to take photographs. Should anyone be found taking unauthorized photographs, the device's contents will be erased and that person will be escorted from the premises.

Cameras and other recording devices must still be processed as per 'Camera Policy' and may not be brought into the Data Center without proper permissions and escort.

If a customer requests permissions to take photos of the Data Center, they are required to:

- Sign a non-disclosure agreement that stipulates any photos taken are for internal purposes only, and will not be distributed or used in public marketing/promotional materials without prior written approval from DCI and complete a 'Camera Pass Application'.

The lobby security officer will supply both of these forms at the time of the Customer's arrival.

Smart Hands™ charges will apply if the customer is not on-site; there will be no charge if the Customer is on-site while the photos are being taken on-site.

Work Visit Policies & Procedures

On-site Work Visit

Work visit ticket should be scheduled 24 hours in advance for individuals who need access to the Data Center and who are in need of special assistance and your access permission does not permit it without notation on your visit ticket. Non - DCI Customers should be escorted when entering the data center.

Your Company Contact and Roles

Your company's Primary Point of Contact (PPOC) is responsible for setting up company contacts.

In addition, the PPOC may grant each Customer Contact one or more of the following permissions:

Physical access: Self, enrolled guest, and unenrolled guest – the PPOC must open a ticket to bring an Unenrolled Guest into the Data Center. List of all unenrolled guests by name on a Work Visit request must have a DCI's approval and follow all local access procedures.



**Once again, thank you for trusting DCI in hosting
your valuable assets.**

As our valuable customer, we encourage your feedback as we continue to evolve in providing you with the best services and the highest service level possible.

If you have any questions, comments, or in need of assistance, please do not hesitate to reach out to your Account Manager and/or Implementation Manager.

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