

## POLICIES

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# FLOOR RULES AND REGULATIONS

In order to maintain the appearance and integrity of the NAP of the Americas™ it is necessary to set and post guidelines. We ask that you please read and follow them so that we can all strive to maintain this first class facility.

1. All access on the floor of the NAP of the Americas™ must be authorized, and will be limited to Customer's Equipment Space.
2. After TerreNAP accepts the Service Order, the TerreNAP Implementation manager will contact the Customer to get the "authorized approval team" roster. This authorization approval team will be required to approve and sign off on the level of access for any given employee to the Customer's Equipment Space. This will be covered in Security/Access procedures.
3. Access to the raised floor is limited to specified areas in Customer Security Guidelines and limited by the access card.
4. Access cards may not be "loaned" to anyone else. It has to be visible at all times.
5. Due to limited amount of temporary storage space outside the Customer's Equipment Space, customer equipment delivered to the facility may only be stored for a limited period. This is covered in Shipping and Receiving procedures.
6. Hazardous materials may not be stored in Customer's Equipment Space.
7. TerreNAP will handle all connections to the power infrastructure. The customer may only plug in to the outlets within Customer's Equipment Space.
8. Please limit food and beverages to the break room.
9. Smoking inside the NAP of the Americas building is prohibited.
10. Please do not carry tools in the main lobby elevators. All tools need to be brought up to the NAP by using the freight elevators on the south side of the building. Refer to Shipping and Receiving.
11. Please do not drag equipment over the floor. Please use a transportation device with rubber wheels. No steel wheel pallet jacks are allowed on the raised floor unless adequate protection (Masonite or Pressboards) is in place to protect the floor.
12. All staged equipment needs to be placed on some form of floor protection i.e. Masonite or pressboard.
13. Please do not block the hallways, elevators or other public spaces or use them for purposes other than traveling to or from your premises. This rule includes the storage of freight, merchandise, displays or showcases in any common area used by people outside your firm.
14. Please do not use plumbing fixtures and rest room facilities for other than intended purposes.
15. Please do not alter the exterior appearance of NAP installed cabinets or cages by installing signs, advertisements without prior written permission. Interior signs shall be building standard, pre-approved in writing by the TerreNAP.
16. Please do not drill in the wall or floor of the NAP of the AmericasSM. You can make a request through a TerreNAP CRM for these types of installations.
17. The bill from the city of Miami for setting of a false fire alarm will be charged back to the customer.