

ПОРЯДОК ВНОСА И ВЫНОСА ОБОРУДОВАНИЯ ИЗ ЦОД

Brining-in equipment into the Data Center

The equipment is brought in after the registration of the application, registered in the system of registration of appeals. The Customer shall send an application either in free form in an e-mail or draw up an application according to the Sample provided in Appendix No.4 to this Regulation. The application shall contain the following mandatory information:

- the number of a service agreement;
- the name of the Customer's company;
- the type of equipment (switch, server, etc.) and the quantity of the specified type;
- the serial number of the equipment, if known; if not known, the field shall remain empty; and
- manufacturer.

The application for bringing in shall be submitted by the Customer or the Customer's Account Manager at least 1 day before the time of the expected bringing-in. In exceptional cases, prompt processing of the application shall be allowed upon arrival of the Customer's representative at the Data Center.

Early submission of applications for bringing in shall be necessary for the Contractor as the grounds for the bringing in and elimination of incidents related to the implementation of mandatory registration procedures, as well as for the prompt preparation of certificates of bringing in, including mass one (over 50 units at a time).

The engineer on duty shall register the brought-in equipment in the equipment accounting system, record the serial number, and assign an internal accounting number. The registration number shall be applied to the Customer's equipment with a barcode sticker, which cannot be removed while the equipment is in the Contractor's Data Center.

After registration in the equipment accounting system, the engineer on duty shall draw up a Certificate of Delivery and Acceptance of Equipment, which contains the following information: certificate number, type of equipment, manufacturer, model, serial number, registration number, place of installation of equipment, name of the Customer's company, full name of the Customer's representative, name of the Contractor's company, full name of the Contractor, the number of the Contract for the provision of paid services, and the date of generating the certificate. The form of the Certificate of Delivery and Acceptance of Equipment shall be presented in the Standard Document Form Log.

With the mass bringing-in of equipment (over 50 units), the deferred generation of the certificate shall be allowed. The certificate shall be provided to the Customer in electronic form within a day after bringing in. The Account Manager shall send the original certificate to the Customer's representative within 7 days in three counterparts; the Customer shall return 2 signed counterparts to the Contractor.

The certificates of delivery and acceptance shall include server cabinets (racks), empty and equipped data storage systems, and equipment that is separately mounted in server cabinets (servers, blade baskets, switches, routers, and KVM consoles).

The certificate shall not include hardware components, consumables, certificates, and software (for example, hard drives, memory, power supplies, cables, household monitors, keyboards, software licenses, SFP modules).

It is possible to bring in the Customer's equipment without execution of the certificate at the time of bringing in (with subsequent signing of the Certificate of Delivery and Acceptance of Equipment) if the Customer has prepared and handed over to the Contractor the original letter of refusal to sign the Certificate of Delivery and Acceptance of Equipment at the time of bringing in.

Removal of equipment from the Data Center

The equipment shall be removed after the execution of the application registered in the system of registration of appeals. The Customer shall send an application either in free form in an e-mail or draw up an

application according to the Sample provided in Appendix No.5 to this Regulation. The application shall contain the following mandatory information:

- the number of a service agreement,
- the name of the Customer's company,
- the type of equipment (switch, server, etc.) and the quantity of the specified type,
- the serial number of the equipment, if known; if not known, the field shall remain empty,
- the manufacturer, and
- the registration number assigned at the time of bringing in, if known; if not known, the field shall remain empty.

The request for removal of equipment shall be submitted by the Customer or the Customer's Account Manager, at least 1 day before the time of the expected removal. Early submission of applications for removal shall be necessary for the Contractor as the grounds for the removal and elimination of incidents related to the implementation of mandatory registration procedures, as well as for the prompt preparation of certificates of removal, including mass one (over 50 units at a time).

When removing the equipment, the Customer's representative shall present a power of attorney in the form of Appendix No.3 to this Regulation, if it was not handed over to the Contractor earlier.

The Customer shall issue a power of attorney to the persons responsible for delivering and accepting equipment and removing it from the Data Center within 10 (ten) calendar days after signing the Contract and transfer the original or certified copies of the power of attorney to the Contractor for custody. The Customer shall ensure timely registration and availability of valid powers of attorney for their representatives.

In the case of a change in the authorized representative, the authorized person of the Customer shall send a request to the technical support of the Contractor indicating the full name of the new authorized person. It is necessary to prepare and hand over the power of attorney to the person specified in the request within 5 (five) business days after registration of the application.

In the case of revocation of the power of attorney, the authorized person of the Customer shall send a request to the technical support of the Contractor indicating the full name of the person whose power of attorney expires.

The grounds for the removal of equipment from the Data Center shall be an application for the removal of equipment, a power of attorney for removal, and a certificate of delivery and acceptance. The form of the Certificate of Delivery and Acceptance of Equipment shall be given in the Standard Document Form Log.

The engineer on duty shall form a certificate in the equipment accounting system. The certificate shall contain the following information: certificate number, type of equipment, manufacturer, model, serial number, registration number, installation location, name of the Customer's company, full name of the Customer's representative, name of the Contractor's company, full name of the Contractor, number of the service agreement, and date of generation of the certificate.

It shall not be allowed to remove equipment from the Data Center before issuing certificates of delivery and acceptance with seals affixed (no seal is allowed if there is a power of attorney). When removing, the engineer on duty, and then the entrance group, shall reconcile the equipment being removed (serial and registration numbers) with the certificate.

It shall be possible to remove the Customer's equipment without registration of the delivery and acceptance certificate (with subsequent signing) in the case of:

- receipt of the original letter from the Customer with the refusal to sign the certificate of delivery and acceptance and the release of responsibility for quantitative accounting from the Contractor;
- receiving a message from the General Director of the Contractor ordering the removal of the equipment without signing the certificate of delivery and acceptance to the specified Customer.

In the case of a three-way relationship between the Contractor, the Customer, and a third party involved by the Customer in the removal and delivery of equipment, the certificate of delivery and acceptance of equipment shall be signed by the Contractor's Engineer on Duty and the Customer's third party involved in the removal and delivery of equipment.

After receiving the certificate of delivery and acceptance from a third party, the Customer shall sign the removal certificates in 3 counterparts and send a scanned copy by e-mail to the Contractor, as well as ensure the return of the signed originals of the certificates to the Contractor within 5 (five) working days from the moment of removal of the equipment.

The Customer shall be responsible for the safety and delivery of the equipment, as well as the actions of a third party.

Removal of Equipment from the Data Center at the End of the Contract Period

Upon expiration of the Contract, the Order thereto, or in the case of early termination of the Contract, the Customer shall independently remove the equipment from the Data Center within 5 (five) working days from the date of termination of the Contract or the Order thereto.

If the equipment is not removed by the Customer within the specified period, then such action will be regarded as an offer from the Customer addressed to the Contractor for concluding a storage agreement with the Contractor for the Customer's equipment, with a storage period of 10 (ten) working days, counting from the date of termination of the Contract or the Order thereto. Acceptance of such an offer will be equipment storage services invoiced to the Customer at the rate for monthly equipment placement.

If the equipment is not removed by the Customer after 15 (fifteen) working days from the date of termination of the Contract or the Order to the Contract, the Contractor shall be guided by the Civil Code of the Republic of Armenia.