

Terms & Conditions

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3. Acceptable Use Policy

1. Introduction

This Acceptable Use Policy will set forth a set of guidelines for acceptable use of the Equipment Housing service from ChunkyChips. All customers are required to comply with this policy.

2. House rules

ChunkyChips maintains the following rules in order to comply with local and national laws, guidelines for installation works, working environment, safety and fire regulations. Every person entering the data centre is required to follow these rules:

1. ONLY AUTHORISED CUSTOMERS AND PERSONNEL are allowed into the data centre. Every visitor must have a personal access card. Wear your badge visibly and follow the instructions of the security personnel at all times. Access to other customer's rooms is prohibited. Tailgating is not permitted.

2. INFORM THE SECURITY GUARD WHICH GOODS YOU WILL TAKE IN AND TAKE OUT.

3. ANNOUNCE IN ADVANCE WHEN YOU PLAN TO VISIT. Report the start and end of your activities to the security desk

4. AVOID HAZARDOUS SITUATIONS. Do not operate any equipment that may constitute a safety hazard. If in doubt, consult the Facility Manager.

5. CLOSE DOORS. Inside doors must be closed at all times in order to ensure efficient gas extinguishing make an eventual fire gas extinguishing efficient. Outside doors must be closed and locked for security.

6. EVACUATE IMMEDIATELY WHEN THE ALARM (SLOW WOOP) GOES OFF. In case of a fire alarm, the gas extinguishing system will automatically activate.

7. KEEP THE PREMISES CLEAN. Inside the Equipment Rooms clean work is essential for the function of the customers equipment. DO NOT SMOKE. The whole building is a no smoking area. DO NOT BRING FOOD. Do not eat or drink in any of the equipment rooms or the corridors.

8. ANY ACTIVITY CAUSING DUST PARTICLES IS NOT ALLOWED. Please consult the Facility Manager for assistance. The automatic alarm may be triggered if you do not follow this instruction.

9. LEAVE PACKAGING MATERIAL OUTSIDE the equipment rooms. Unwrap boxes in the docking area. Packaging material must be removed from the facilities.

10. STORAGE OF EQUIPMENT is only allowed in the equipment or storage rooms. Please contact the Facility Manager if you require assistance.

11. SWITCH YOUR ALARM SYSTEM ON when leaving the premises (if individual alarm system fitted).

12. REPORT ALL IRREGULARITIES AND ALARMS to Customer Services (+44 1268 288 188)

13. CONNECT YOUR CABINET EQUIPMENT in line with the agreed SLA (reference Schedule 4 CEPCD)

3. Use policy Radio Devices

Inside the data centre the use of GSM, GPRS, UMTS or other communications devices that work through radio communication ("Radio Devices") is prohibited to

a) Prevent the unauthorised transfer of information that is of a business sensitive nature to ChunkyChips or its customers. Business sensitive refers to any information stored or processed by ChunkyChips, its customers or on behalf of its customers that is transferred to unauthorised parties would cause a loss of reputation and business opportunity to either ChunkyChips or its customers

b) Prevent the possibility of electronic or radio interference with equipment of ChunkyChips or its customers

Visitors of the data centre need to switch off all Radio Devices, including the standby mode, or leave them outside the Data centre. On request, ChunkyChips will provide visitors with alternative means of communications for use inside the data centre.

4. Consequences of non-compliance

Violation of this Acceptable Use Policy is strictly prohibited. In the event of any actual or potential violation, ChunkyChips reserves the right to suspend or terminate, either temporarily or permanently, any or all services provided by ChunkyChips, to block any abusive activity, or to take any other actions as deemed appropriate by ChunkyChips in its sole discretion.

Customers who violate this Acceptance Use Policy may incur criminal or civil liability. ChunkyChips may refer violators to civil or law enforcement for prosecution, and will cooperate fully with applicable government authorities in connection with the civil or crime investigations of violations.

Questions?

Call us on 01268 288188
or email info@chunkychips.net