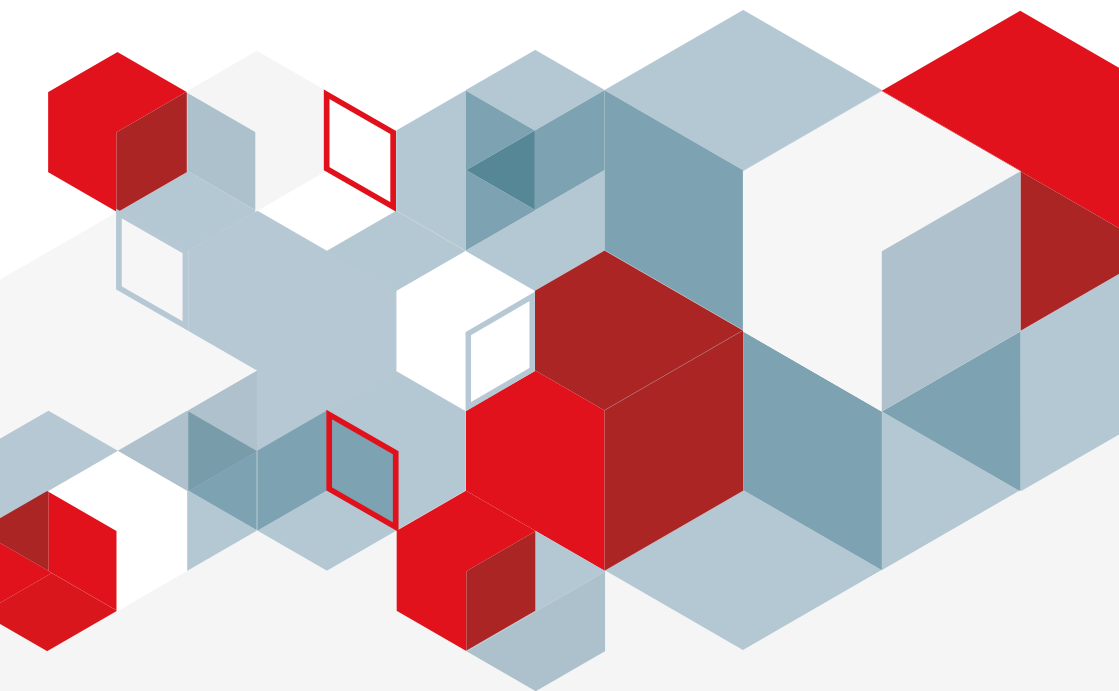




NAMEX
BARI IXP

Site-Specific Requirements Datacenter

Bari



Via dei Tizii 6B
00185 Rome - Italy
P.IVA/C.F. 06698441000

Phone +39 06 838 4838
Mail amministrazione@namex.it
PEC consorzio.namex@legalmail.it

namex.it/namex-bari

1. Premessa

This operational manual establishes the guidelines to ensure secure and compliant access to the Bari Data Center in accordance with Namex Consortium rules. Compliance with the procedures described herein is essential to maintain a protected environment during both routine and extraordinary operations.

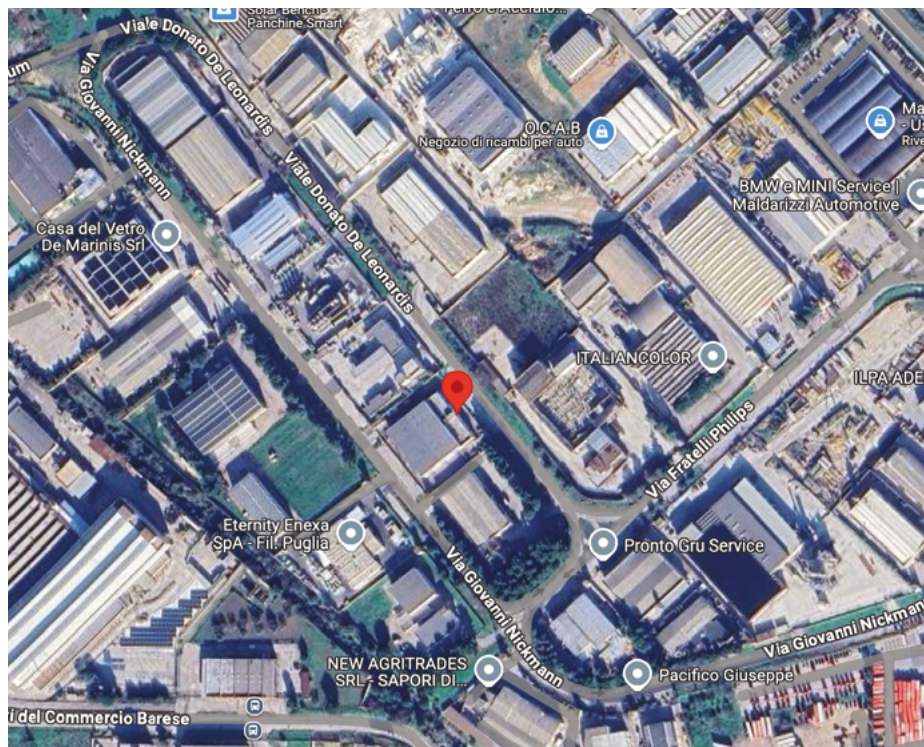
For information on emergency procedures, advanced security protocols or specific access requirements, please consult the relevant sections or contact the technical support team at the addresses provided in this document.

Please note that accessing the Data Center entails strict adherence to these directives. Failure to comply may result in access suspension or other disciplinary measures, at the discretion of the Namex Board of Directors.

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2. How to reach us



Bari Data Center

V.le Donato De Leonardis,
19 70132 Bari industrial
area (BA)

Main nearby airport

Karol Wojtyła
Bari International Airport
9,5 km/15 mins

Main nearby train station

Stazione FAL di Bari C.le
8,5 km/20 mins

3. Data center access

The Data Center is equipped with a secure access control system to ensure that only authorized personnel can access sensitive areas and critical equipment. Every access will be registered and monitored to guarantee the safety and traceability of all activities within the Data Center. Only Namex Members (hereinafter “Members”) are authorized to submit access requests.

Although there is no on-site personnel, all activities and access points are supervised via a 24/7 remote monitoring system and active video surveillance, ensuring continuous, real-time oversight.

3.1.1. Access procedure

Access requests must be submitted by completing the official form and sending it via email to site@namex.it.

The form can be downloaded from the Namex website here:

www.namex.it/access-to-the-sites.

The form must include the following:

1) General information:

- Site for which access is requested
- Type of access request: ordinary, extraordinary, extraordinary with support from Namex technical personnel

2) Activity details:

- Scheduled intervention time
- Description of the activity

3) Information on the requesting company:

- Company name
- Department
- Contact details of the person in charge of the activity

4) Information on the executing company:

- If different from the contracting company, this section contains the contact details of the person in charge of the activity
- List of identification details (ID document details) for the personnel accessing the site for the intervention

Once the form is sent to site@namex.it, the request will automatically enter the centralized ticketing system queue.

3.1.2. Access codes

After receiving the access form through the trouble ticketing system, the helpdesk verifies that all required fields have been correctly completed.

Once confirmed, the helpdesk sends a template response to the applicant, specifying that the site does not have personnel and instructs the Member to call the helpdesk at **+39 068384838** upon arrival to request the access code.

Once the activity is complete, the access code is disabled by Namex personnel following notification from the helpdesk.

3.1.3. Access Control List (ACL)

In the request management process, there is no automatic whitelisting mechanism to block access requests from unauthorized sources.

However, Members may provide lists of individuals that are authorized to request access. The help desk verifies that the sender belongs to the pre-authorized list prior to approving the request.

4. Colocation

4.1. Data rooms

The Data Center is located on the ground floor of the building and is structured as follows:

- Accessible from the main entrance in Via Donato De Leonardis, 19:
 - › Server Room: 140 sqm – 42 racks
 - › Technical Rooms
 - › Warehouse

4.2. Power Center

The Data Center is equipped with a resilient power supply system featuring dual independent power paths, a modular UPS, and an emergency generator to ensure operational continuity, even in the event of a prolonged power outage.

Physical and logical security measures are implemented to protect critical infrastructure.

4.3. Cooling system

In the data rooms, the air conditioning system delivers cold air directly from the floor through vents positioned in front of the racks, or via in-row cooling units directly into the cold aisle.

Containments are used to physically and separately segregate hot air flows from cold air flows. One of the advantages of this type of solution is the improvement in efficiency, which not only guarantees that Members' equipment has a higher certainty of receiving cold air intake.

To maximize performance and efficiency of the air conditioning, all equipment and

devices located inside the racks must be installed in such a way as to follow the direction of the cold air flow.

Devices such as servers, storage, and network devices installed in the Data Center must follow an I/O to PSU logic (cold air is drawn in through the front fans and hot air is expelled by the rear fans); Members must ensure that the installed equipment follows the above-mentioned method. Equipment built with a PSU to I/O air flow logic cannot be installed in the Data Center.

Environmental conditions in the Data Center are maintained within the following values:

- A controlled room temperature between 20°C and 27°C at the front of the rack
- A humidity level between 20% and 80%

Inside racks shared by multiple Members, once the initial installation is completed, Namex personnel will cover the empty rack units with blanking panels to properly direct the airflow toward the equipment.

4.4. Power supply and room cabling

Structured power cabling is arranged on an underfloor cable tray system. Access to the underfloor area is managed exclusively by Namex personnel.

Structured network cabling is arranged on an overhead cable tray system. Access to overhead cable trays is managed and authorized exclusively by Namex technical personnel.

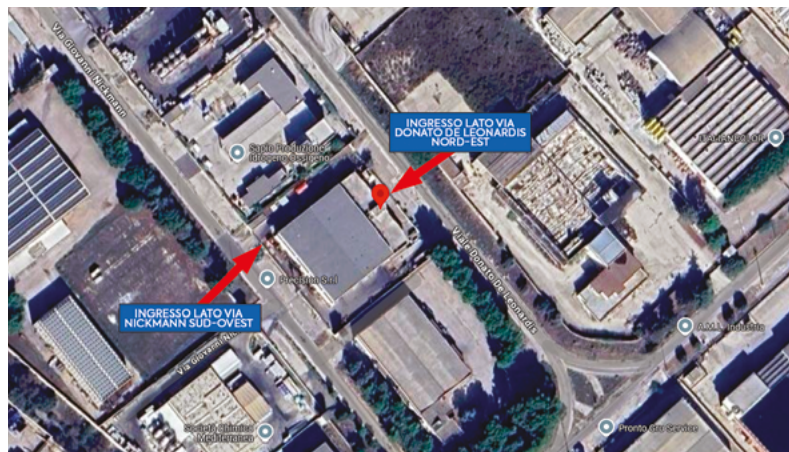
Direct cable routing is not allowed; only structured cabling may be used.

If a Member signs a contract for multiple racks or footprints and requests to independently perform inter-rack cabling, the schedule and procedures for using the overhead cable trays must be agreed upon with Namex technical personnel.

Access to the underfloor area is managed exclusively by Namex personnel.

4.5. Network and connectivity

The facility features two entry points located on parallel sides of the Data Center: the main entrance is on Via Donato De Leonardis and the secondary entrance on Via Nickmann, as shown on the map below.



External fibers must pass through the designated entry manholes shown in the photos above (North-West Side or South-East Side).

Operators are authorized to lay fiber up to their own rack using the existing overhead cable trays. However, operators are not permitted to run fiber into another operator's rack.

Each room features a minimum of two dual-path Meet-Me Racks (MMR). Access is strictly restricted to Namex personnel for managing interconnections within the Data Center.

All Meet-Me racks are cross-connected to one another and to member racks via single-mode fiber infrastructure:

- SMF – Single Mode Fiber
- 1310 nm
- 9/125 μ m
- Connettori LC

5. Colocation service

The colocation service provides dedicated space for Members' equipment, ranging from a minimum of 1/8 rack to one or more racks within shared rooms. The available racks are set up in a shared room and comply with EIA-310 standards regarding accessible space dimensions and suitability for standard rack equipment.

Main specifications:

- **Standard width:** 19 inches (48.26 cm).
- **Height:** expressed in rack units (RU), where 1U equals 1.75 inches (approx. 4.45 cm). Rack height ranges from 40 to 45 RU.
- **External width:** ranges from 600 mm to 800 mm.
- **Depth:** ranges from 600 mm to 1,000 mm.
- **Mounting Holes:** the standard specifies the layout of mounting holes on the rack rails. These holes are spaced at specific intervals to allow for the secure mounting of equipment.

Members may install personal racks within the shared area, upon verification and approval by Namex personnel, by leasing floor space (footprint/tile) with matching standard rack dimensions (width and depth).

At the top of each rack provided by Namex, and upon request in personal racks, a pre-wired patch panel is installed in multiples of 6 fiber pairs (cp), depending on the Member's choice, routed to one or more MMRs with the following transmission technology:

- Duplex SM OS2 Fiber with LC Duplex connectors

These links are used to deliver the requested connection services, such as:

- Cross-connect (ISP/CARRIER)
- Interconnessioni tra rack non adiacenti
- Connessioni verso la LAN di peering

6. Rack power supply and cabling

On the rear panel of each standard rack in the shared rooms two PDUs are installed and connected to two separate power feeds, designated as Branch A and Branch B. Each PDU is protected by a 16 A or 32 A single-phase circuit breaker.

The nominal rating of the circuit breaker represents the protection for the entire PDU circuit and does not protect individual outlets or power cords.

The pre-installed PDUs provided by Namex are available with Schuko or C13 outlets. When connecting equipment to a PDU outlet, the maximum rated current of the individual connector must be respected, which is 10 A for C13 outlets and 16 A for Schuko outlets.

Consequently, the use of splitters, adapters, power strips, or daisy-chained PDUs is strictly prohibited to prevent overloading a single outlet, a section of the PDU, or the associated power cords.

In shared racks, the total PDU capacity may be distributed among multiple users; therefore, the nominal PDU rating must not be interpreted as the full power available to an individual customer. Namex monitors power consumption and contractually assigns a maximum power draw limit to each customer, ensuring that the total PDU load remains within design and circuit protection limits.

6.1. Rules and guidelines

Here are guidelines and rules to follow during equipment and cabling installations:

- **Space:** keeping the area clean and organized ensures a better working environment, facilitates access to the racks, and minimizes operational risks.
- **Cabling layout inside the rack:** data cabling inside the racks must be as tidy as possible to prevent airflow interference required for cooling IT systems. Additionally, it simplifies rack maintenance and the identification of potential issues.
- **Inter-Rack cabling:** equipment in adjacent colocation racks may be connected directly using custom/internal cabling (inter-rack cabling), as there is no physical separation. However, this must not obstruct cooling airflow. Cabling between non-adjacent racks must be requested through and coordinated with Namex personnel.

- **Rack safety:** bringing paper products (such as manuals or documentation) into the server room or inside the racks is strictly forbidden due to fire risks. Other equipment—such as cables, tools, or laptops—may only be kept in the temporary storage area upon prior arrangement with Namex personnel.

7. Additional colocation services

Namex offers additional services upon request, such as Smart Hands and Cross-connect.

All requests must be submitted through the trouble ticketing system by emailing support@namex.it. Only Members may submit service requests via email; a self-ordering feature is currently not available in the customer portal.

Any request submitted outside of the trouble ticketing system will not be processed.

7.1. Smart hands

The smart hands service can be requested by sending an e-mail to support@namex.it.

The service includes:

- Server reboot
- Visual checks
- Photos of Member racks or equipment
- Installation, modification, and removal of rack-mounted equipment and servers
- Inspection of cabling and interconnections

Namex personnel do not access or configure equipment.

All tasks are carried out under the Member's supervision, and Namex personnel cannot be held liable for any issues arising from the execution of requested activities.

Operational support is subject to approval based on task complexity and personnel availability. Pricing depends on the total time required and the type of intervention.

Full details on service rates can be found on the [dedicated page](#).

7.2. Cross-connect

The Data Center features a distributed Private Network Interconnect (PNI) infrastructure that allows any two racks to be connected via single-mode optical fiber.

To enable new cross-connects with other racks, every newly installed rack must be

connected to the nearest Meet-Me Room (MMR) rack via structured cabling (MPO). This includes an optical trunk that terminates on a demarcation patch panel. All interconnections will be provisioned within the PNI infrastructure.

Namex utilizes Multi-fiber Push-On (MPO) technology to optimize space, configuration, and traceability of cross-connects between patch panels.

Structured cabling from individual racks to the MMR terminals is installed by Namex upon Members' request. Connections are available using OS1 single-mode fiber with LC connectors.

The minimum order quantity is one 6-fiber-pair MPO module, with further orders available in increments of 6 fiber pairs; each 1RU patch panel can hold up to 36 fiber pairs (6 MPO modules). New MPO installations must be requested via the Namex sales team (sales@namex.it).

Individual cross-connect requests must be submitted to support@namex.it and are typically processed within 5 business days.

7.3. Tools and equipment

The Data Center provides useful equipment for installation and maintenance tasks, including:

- Carts equipped with monitor, mouse, and keyboard
- Folding chairs
- Mobile workbenches

Upon request, Namex can provide toolkits equipped with screwdrivers and all the necessary gear for working inside the racks.

Out of respect for the shared tools provided to authorized contacts, we kindly ask that all equipment be handled with care.

Should you require specific professional materials not listed above, you may contact Namex personnel, who will arrange to source them.

Users are responsible for operating the tools carefully in accordance with safety regulations and will be held liable for any negligence resulting from improper use of the assigned equipment.

Once work is completed, all tools must be returned to their original location.

8. Logistics

All inbound and outbound shipments must be scheduled in advance by emailing logistics@namex.it.

Inbound and outbound shipments will not be accepted unless they have been properly communicated in advance and confirmed by Namex personnel. All shipment requests must be submitted at least three business days prior to delivery and must include the shipment tracking number.

8.1. Inbound shipments

Small to medium-sized materials must be shipped to the following address:

Namex Bari c/o Unidata presso ASI Bari Spa
Via delle Dalie, 5
70026 Modugno BA

Standard inbound shipment requests must include:

- Scheduled delivery date
- Number of packages
- Weight of packages
- Dimensions of packages (L/W/H)
- Shipment tracking number

8.2. Reception of oversized materials

Oversized material can be shipped directly to the Data Center at the following address:

Namex Bari
Viale Donato De Leonardis, 19
70132 Zona Industriale Bari (BA)

Standard inbound shipping requests must include:

- Scheduled delivery date
- Number of packages
- Weight of packages
- Dimensions of packages (L/W/H)
- Shipment tracking number

Namex personnel do not provide assistance with receiving oversized materials or non-standard shipments. Therefore, shipments of this nature must always be

arranged using a carrier equipped with forklifts, hand trucks, and a hydraulic tail lift for unloading.

Deliveries requiring logistics support must take place Monday through Friday, between 8:00 AM and 1:00 PM, and between 2:30 PM and 5:00 PM. Outside of these hours, Namex logistics does not provide support.

8.3. Loading and unloading

The loading and unloading of oversized equipment occurs at street level at Via Donato De Leonardis, 19.

The sole obstacle is a set of two steps situated right past the main entrance. To overcome this, the freight provider must bring adequate equipment.

Be advised that Namex does not offer support for these tasks, and must be handled exclusively by the shipping company.

Explanatory photos are provided below:

EXTERNAL ENTRANCE



MAIN ENTRANCE STAIRS



8.4. Storage

The Bari site offers limited space for temporary materials storage, where items may remain for a restricted time frame to be agreed upon with Namex personnel, and in any case no longer than 10 days. Members must move their materials into their own space within this deadline.

8.5. Waste disposal

The Bari site does not offer waste or packaging disposal services. Waste disposal is the sole responsibility of the Member, and storing waste anywhere in the Data Center is strictly prohibited.

- **Combustible materials** such as cardboard and paper products must not be stored inside data rooms, cages, or open areas
- **Racks and cages** must be kept clean and free of debris
- **Liquids and flammable materials** are strictly forbidden within the Data Center premises

9. Emergencies and security

Should any operational anomalies occur (e.g., smoke or equipment fluid leaks), or if emergency sirens and warning panels are activated, visitors must evacuate the building without delay.

Follow marked egress routes to the external assembly point and report the issue to Namex personnel immediately.

Full emergency procedures are detailed in the safety compliance documentation on the Namex portal: www.namex.it/access-to-the-sites.

Data Center whitespace is protected by automated fire detection and inert gas fire suppression systems. If the alarm siren triggers and the illuminated warning panel displays “DO NOT ENTER – EXTINGUISHING IN PROGRESS”, entry into the designated zone is strictly prohibited.

10. Code of conduct

Upon accessing the site, Members and visitors agree to the “Safety and emergency instructions” set forth in this document, which include all laws, standards, regulations, and procedures in force at the Namex Data Center.

Members must conduct themselves in a professional and safe manner:

- Keep emergency exits unobstructed at all times and by any means
- Avoid bringing or leaving equipment/materials of any kind near emergency exits, and using flammable/hazardous materials
- Avoid using any object to keep doors/gates open
- Avoid damaging, touching, altering, or tampering with any security, electrical, or other equipment managed by Namex
- Always request authorization from Namex personnel before undertaking any activities that may generate dust or smoke emissions
- Do not bring forbidden items into the Data Center, including
 - › alcohol, hazardous materials, explosives, weapons, illegal drugs, or electromagnetic devices that could interfere with computing and telecommunications equipment
 - › miscellaneous objects or waste of any kind (particularly ferrous, plastic, or paper materials); any observed presence of such waste should be reported to Namex personnel immediately
- Food or drinks are not allowed inside the Data Center whitespace, with the exception of offices and designated break areas
- Refrain from taking photos or making video recordings inside the Data Center without prior written authorization from Namex; in all cases, the privacy and

security requirements of third-party equipment must be safeguarded (see section 12)

11. Video surveillance

To ensure the safety and security of personnel, visitors, facilities, assets, and information, Namex operates a video surveillance system covering the entire site. The system consists of cameras deployed both indoors (along all corridors and sensitive areas) and outdoors along the building perimeter.

Live camera footage is monitored in real time by authorized security personnel on dedicated displays, and is retained in full compliance with applicable privacy laws and regulations.

12. Photos and videos

Taking photographs or recording videos anywhere inside the Data Center and server rooms is strictly prohibited to protect the security, confidentiality, and privacy of all Members and infrastructure.

Permitted Exception: Members are exceptionally allowed to take photos or videos strictly limited to their own assigned rack or rack section, solely for operational, technical, or internal documentation purposes. Shots must be tightly framed on the Member’s own equipment; under no circumstances may images capture neighboring racks, shared areas, overhead or underfloor cabling, structural facilities, or any equipment, labels, and identifiers belonging to Namex or other Members.

Special Requests: Any photography or video recording beyond the Member’s assigned rack space requires prior formal authorization via support@namex.it and may only proceed upon explicit written approval. Failure to comply with these rules constitutes a severe breach of security regulations.

Any violation of this policy constitutes a severe breach of Data Center security policy.

13. Restrooms

Restrooms are indicated on the floor plans posted along the corridor walls and marked with corresponding icons.

14. Glossary

CDZ (Condizionatore d’Aria): Air Conditioning Unit – cooling system used to maintain optimal temperature and humidity levels inside a Data Center or technical space, ensuring the proper operation of electronic equipment.

Cross-connect: Physical connection between two distinct points within a Data Center, used to interconnect different devices, racks, or technical rooms.

Generator: Machinery that converts mechanical energy into electrical power, used in Data Centers as a backup power source during utility grid outages.

MMR (Meet-Me Rack): Interconnection rack inside a Data Center where network operators and service providers connect to one another via physical cross-connects to route traffic between networks.

Monomodale: Single-Mode Fiber (SMF) – type of optical fiber designed to transmit light along a single ray or “mode.” Used for long-distance connections due to its ability to carry signals over greater distances than multi-mode fiber.

MPO (Multi-fiber Push-On): Connector type designed for multi-fiber cables, engineered to support high-density connectivity applications in data and telecommunications networks.

PDU (Power Distribution Unit): Device used to distribute electrical power to various electronic components inside a rack. PDUs often include monitoring and overload protection features.

PSU (Power Supply Unit): Component that converts incoming AC power into usable DC power for an electronic device.

Rack: Standardized metal frame (typically 19-inch format) used to install and organize servers, network equipment, storage devices, and other hardware.

RU (Rack Unit): Standard unit of measure used to define the height of equipment installed in a rack. *1RU=1.75inches (4.445cm).*

Transformer: Electrical device that steps up or steps down alternating current

15. Contacts

Service	Department	Phone Number (h24)	E-mail
Access	HELP-DESK (h24)	(+39) 06 838 4838 opzione 1	site@namex.it
Logistics	NOC (Business Hour)	(+39) 06 838 4838 opzione 3	logistics@namex.it
Provisioning	NOC (Business Hour)	(+39) 06 838 4838 opzione 3	support@namex.it
Service/Operations	NOC (Business Hour)	(+39) 06 838 4838 opzione 3	support@namex.it



**NAMEX
BARI IXP**

Phone: +39 06 838 4838

E-mail: info@namex.it

namex.it/namex-bari