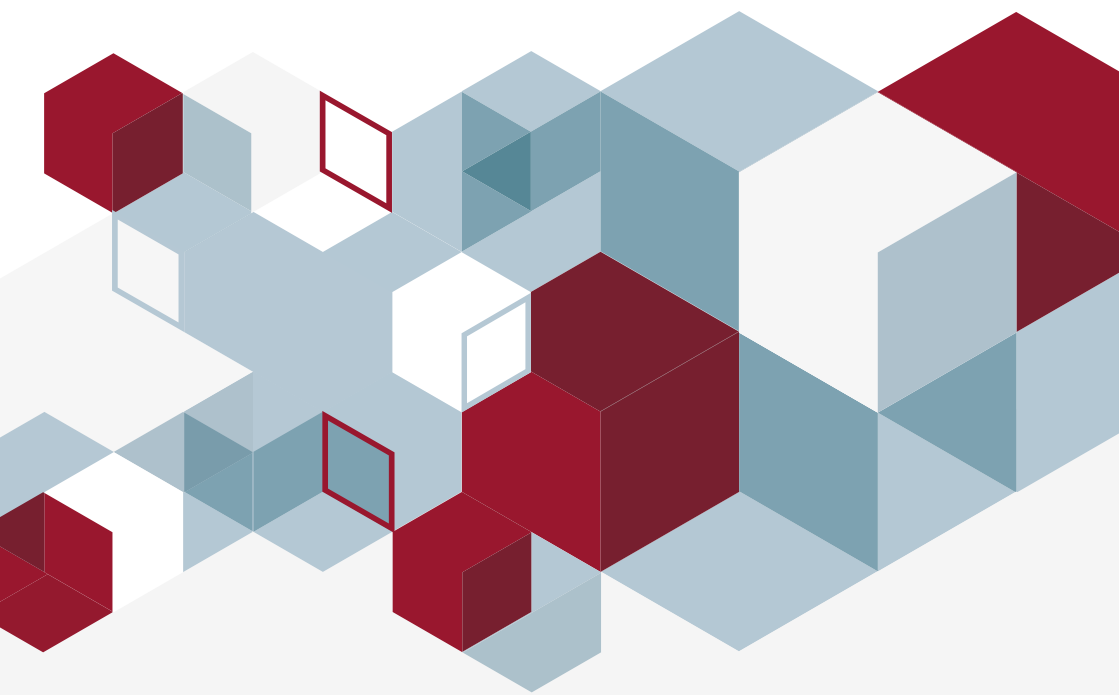


Site-Specific Requirements Datacenter

Roma Caesar



1. Foreword

This operational manual establishes the guidelines to ensure secure and compliant access to our Data Center. 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



Data Center CAESAR

Via Dei Tizii, 6b/2c
00185 Roma - IT

Main nearby airports

Ciampino -14 km/45 mins
Fiumicino - 30 km/55 mins

Main nearby train stations

Termini - 1,3 km/6 mins
Tiburtina - 5 km/15 mins

3. Access to the Data Center

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.

A video surveillance system is always active to constantly monitor sensitive areas.

3.1. 24/7 on-site security

The Data Center features 24/7 armed security to ensure the continuous safety of infrastructures. The presence of dedicated security personnel ensures a rapid response to any incident, further enhancing protection against unauthorized access and other potential threats.

At present, the security personnel carries out the following auxiliary duties:

- Periodic security patrols of the entire Data Center area;
- After-hours access management, with mandatory technician registration at the reception area; Managing badge issuance for biometric access to the cages (see next section).

3.2. 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:

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

2) Activity details:

- a) Scheduled intervention time
- b) Description of the activity

3) Information of the requesting company:

- a) Company name
- b) Department
- c) Contact details of the person in charge of the activity

4) Information on the executing company:

- a) If different from the contracting company, this section contains the contact details of the person in charge of the activity
- b) 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.

If the request has been filled out correctly, the ticket will be approved and closed, and the sender will automatically receive a confirmation email. Otherwise, a request for additional information will be sent (e.g., if the form is incomplete or incorrectly filled out).

Once approved by the help desk, access requests are printed and made available to the security personnel.

3.3. Badge issuance

Upon arrival of the designated technicians authorized by Namex Members, Namex security checks for a corresponding access request (previously approved by the helpdesk) and verifies their identity against the submitted form. If the check is successful, each person is issued an access badge for the specific Data Center areas indicated in the request.

Upon completion of the intervention, the designated technicians must return access badges, and the logbook is closed with the activity end time. The access logbook is managed and filled out by the security personnel.

Badge issuance always takes place at the security desk located at Via dei Tizii, 6b. This applies whether access is required for the underlying Data Center or for the technical rooms (Room 3) located inside the building at Via dei Tizii, 2c.

During the on-site stay, the badge must be worn and kept clearly visible for the entire duration of the visit, until returned.

- Loaning or exchanging badges is strictly prohibited;
- In the event of loss or theft of the badge, security personnel must be contacted immediately.

3.4. Badge issuance with enrollment procedure

Access to segregated areas (cages) or high-security areas (Room 5) within the Data Center requires an additional check via a two-factor authentication mechanism (badge possession + biometric data).

In these cases, security personnel will issue a temporary personal badge that includes the enrollment of biometric data (fingerprint) onto the card itself at the time of assignment. This enrollment process is carried out using a dedicated workstation managed by the security personnel.

The assignment of this device is recorded directly in the control software and retained for historical tracking. Upon return of the badge the security personnel uses the provided device to clear the association between the badge and the biometric data, thereby deactivating the badge.

At the time of badge assignment, the privacy policy for biometric data for Data Center access (IPDBAD/20/62) is provided, through which the technician provides consent to the processing of personal data. The disposal of the badge and the subsequent deletion of personal data are carried out through the physical

destruction of the card (cut in half) and documented with an execution report signed by the technician (form VDSMDB/20/62). If the physical card is lost by the technician, a report will be filled out and signed by both the technician and the personnel receiving the declaration.

3.5. Management of rack keys

When requesting access to a locked rack, in accordance with the established procedure, the Member must specify in the form the rack coordinates, along with a detailed list of authorized technicians.

This procedure ensures that only authorized individuals can access the racks, guaranteeing security and privacy. Rack key management strictly follows the instructions provided in the access form submitted to Namex and forwarded to security.

Keys are kept in a locked cabinet in a secure area, accessible exclusively by security personnel and authorized Namex personnel. Additionally, an electronic key log is kept to record names, specific key issued, and exact date and time of delivery and return.

3.3.1. Access Control List (ACL)

The request management process includes a general whitelisting mechanism that enables Members to submit a list of individuals that are authorized to request access. The helpdesk verifies that the sender belongs to the pre-authorized list prior to approving the request.

External fibers must enter through the designated entry manholes shown in the photo above (West Side or East Side). Members are authorized to run fiber up to their own rack using the existing overhead cable trays. However, Members are not allowed to run fiber into another Member's rack.

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

All Meet-Me racks are interconnected with one another and to Members' racks using single-mode technology:

- SMF – Single Mode Fiber
- 1310 nm
- 9/125 μm
- LC Connectors

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 their own 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 Member-owned 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:

- SM OS2 Fiber with LC Duplex connectors

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

- Cross-connect (ISP/Carrier)

- Interconnections between non-adjacent racks
- Connections to the peering LAN

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 is a summary of 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

Names 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@names.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@names.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
- Names personnel do not access or configure equipment.

All tasks are carried out under the Member's supervision, and Names 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.

Names 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 Names 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 Names sales team (sales@names.it).

Individual cross-connect requests must be submitted to support@names.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 a monitor, mouse, and keyboard
- Folding chairs
- Mobile workbenches

Upon request, Names 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 Members, we kindly ask that all equipment be handled with care.

Should you require specific professional materials not listed above, you may contact Names 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. WiFi

When checking in with security, you can request Wi-Fi access vouchers.

Each voucher is valid for 24 hours and can be used on up to two devices simultaneously.

Wi-Fi coverage is provided throughout all data halls and across the entire ground floor.

9. 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:

9.1. Inbound shipments

Materials must be shipped to the following address:

Namex/Data Center:

Via dei Tizii, 6b,

00185 Roma - IT

Standard inbound shipment requests must include:

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

Namex security is available 24/7 to collect deliveries of small parcels (e.g., optical components).

9.2. Reception of oversized materials

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 cannot guarantee any support.

9.3. Loading and unloading

All movements of oversized materials take place via the access ramps located at Via dei Tizii 6d and Via dei Tizii 2.

Vehicles are only allowed to access and park on the two ramps for loading, unloading, or transport operations, under the supervision of Namex personnel.

Once finished, vehicles must be moved to the parking areas outside the Data Center.



ACCESS RAMP 1
Via Dei Tizii, 6d
(approx. 8% incline)



ACCESS RAMP 2
Via Dei Tizii, 2b
(approx. 10% incline)

9.4. Storage

Limited temporary storage space is available on Level -2, where materials may remain for a restricted time to be agreed upon with Namex personnel, and in any case no longer than 10 days. The Member must move their equipment into their assigned space within this timeframe.

9.5. Waste disposal

Namex provides a dedicated disposal area. Waste collection and removal is managed by Namex personnel.

Waste disposal is strictly permitted only in designated areas and nowhere else in the Data Center.

- Flammable materials such as cardboard and paper products must not be stored inside rack rooms, cages, or open spaces
- Racks and cages must be kept clean and free of waste
- Bringing liquids and flammable materials inside the Data Center area is strictly prohibited

The waste area is available solely for packaging materials; any other type of waste (e.g., electronic components, metal, wood) must be disposed of directly by the Member.

10. Security and emergencies

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.

11. Code of conduct

Upon accessing the site, Members 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).

12. 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.

13. 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.

14. On-site facilities

Shared areas and facilities are available to Members on the ground floor:

- Meeting rooms: Namex provides meeting rooms with a capacity ranging from 10 to 20 people, fully equipped with monitors and video conferencing setups for hosting meetings or work sessions. Availability can be checked and bookings requested via support@namex.it
- Workspaces: workstations within shared office spaces equipped with power outlets and temporary Wi-Fi access are available upon request.

15. Restrooms and break areas

Restrooms and break areas are indicated on the floor plans displayed along hallway corridors and are identified by designated signs.

Food and beverages are strictly prohibited outside of office areas and designated break spaces.

16. 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.

Monomode: 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

17. 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



Phone: +39 06 838 4838

E-mail: info@namex.it

namex.it