

# ACCEPTABLE USAGE POLICY

Euronext Colocation Services

MAY 2022



# TABLE OF CONTENTS

- 1..... Introduction**  
..... **3**
- 1.1. Document history** ..... 3
- 1.2. Purpose** ..... 3
- 1.3. Readership and copyright information** ..... 3
- 1.4. Amendment of this Documentation** ..... 4
- 2..... GENERAL RULES**  
..... **5**
- 2.1. Client usage of Euronext Colocation Services** ..... 5
- 2.1.1. Service Prohibitive Purposes ..... 5
- 2.1.2. Service Providers ..... 6
- 2.1.3. Clearing Members ..... 7
- 2.1.4. Wireless Services ..... 7
- 2.2. Prerequisites for use of the Service**..... 8
- 2.3. Ordering the Colocation Services** ..... 8
- 2.4. Demarcation points**..... 8
- 2.4.1. 4Power Demarcation Point..... 8
- 2.4.2. Network Connection Demarcation Point ..... 8
- 3.....SPACE & POWER USAGE POLICY**  
..... **10**
- 3.1. Cabinet set-up**..... 10
- 3.2. Excess usage**..... 10
- 3.2.1. Excess usage policy for Cabinets ..... 11
- 3.2.2. Power Not Used (PNU) ..... 11
- 4.....CONNECTIVITY POLICY**  
..... **12**
- 4.1. Client Cabinet Cross-Connects**..... 12
- 4.2. Security**..... 12
- 4.3. Remote connectivity**..... 13
- 4.3.1. Connections via Carriers’ leased lines ..... 13
- 4.3.2. Wireless connectivity ..... 13
- 5.....SITE PROCEDURES**  
..... **15**
- 5.1. Health and Safety**..... 15

<b>5.2. Access to site</b>	<b>15</b>
5.2.1. General rules for accessing the Colocation Room	17
5.2.2. Data centre tour	18
<b>5.3. Removal and Disposal of Waste Material</b>	<b>18</b>
<b>5.4. Shipping and receiving</b>	<b>18</b>
<b>5.5. Equipment Storage</b>	<b>19</b>
<b>6. EQUIPMENT INSTALLATION</b>	<b>20</b>
<b>6.1. Equipment Installation</b>	<b>20</b>
6.1.1. Installation Guidelines	20
<b>7. SMART HANDS POLICY</b>	<b>23</b>
<b>8. onboarding processes</b>	<b>24</b>
<b>8.1. Client Enablement Process</b>	<b>24</b>
<b>8.2. Testing Policy and Procedures</b>	<b>24</b>
8.2.1. Management Connectivity Testing	24
<b>9. SERVICE MANAGEMENT</b>	<b>25</b>
<b>9.1. System Monitoring of Euronext Colocation Services</b>	<b>25</b>
<b>9.2. Incident Management for Euronext Colocation Services</b>	<b>25</b>
<b>9.3. Change Management Process</b>	<b>25</b>
<b>9.4. Exchange Maintenance</b>	<b>26</b>
<b>10. TERMINATION OF THE AGREEMENT</b>	<b>27</b>
<b>11. Contacts</b>	<b>28</b>

# 1. INTRODUCTION

## 1.1. Document history

Version	Date	Description
1.0	June 2021	Version 1
2.0	August 2021	Version 2
3.0	December 2021	Version 3

## 1.2. Purpose

The purpose of this Policy is to provide Clients with rules for the usage of Euronext Colocation Services.

This document is published by Euronext ("Euronext"). Other relevant documentation relating other Euronext services is also available from our website at:

**[www.euronext.com/technology/euronext-data-centre](http://www.euronext.com/technology/euronext-data-centre)**

Capitalised terms used in this Policy though not defined herein shall either (i) have the same meaning as ascribed thereto in the legal documentation made available by Euronext in relation to its Colocation Services, which governs the provision of the Colocation Services once executed by a Client and Euronext, or (ii) if not defined therein, in the Euronext Rules.

## 1.3. Readership and copyright information

This proprietary confidential Policy is the property of Euronext and constitutes Confidential Information of Euronext. Neither this Policy nor its contents may be disclosed to a third party, nor may it be copied, published, reproduced or used without Euronext's prior written consent.

Euronext uses reasonable efforts to arrange for that the data and other material in this Policy are correct and complete but does not accept liability for any error herein or omissions herefrom.

In addition the information contained in this Policy does not constitute representations or warranties by Euronext and does not alter the terms of any agreements that currently exist with Euronext.

The development of Euronext products and services is continuous and published information may not be up to date or may change. It is important to check the current position with Euronext.

## **1.4. Amendment of this Document**

This document may be amended at any time in accordance with article 2.5 of the GTCs.

## 2. GENERAL RULES

The use of the Colocation Services must comply with the terms of the Agreement for Euronext Colocation Services. Please see the Agreement for further details.

Any Policy or guideline contained within the Agreement or within this document will apply to all Clients (including Members, providers of ESP Services or ASP Services), unless explicitly stated to the contrary in this Agreement or the Policies.

Euronext reserves the right to perform inspections and audits to verify the compliance with the Acceptable Usage Policies and/or any other obligation applicable to the Client regarding the Colocation Services.

### 2.1. Client usage of Euronext Colocation Services

#### 2.1.1. Service Prohibitive Purposes

In addition to what is stated in the Agreement in this regard, this section provides guidance to Clients with regards to some of the prohibitive purposes of using Euronext Colocation Services.

Cabinet space may **not** be resold, sub-licensed or leased to third parties by Clients. For the avoidance of doubt, however, where a Client is providing ASP Services or ESP Services whereby the Client makes its Cabinets (in whole or in part) available to its customers and users (so called End Users) or Affiliates, this will not be considered as reselling, leasing, or sub-licensing, provided Euronext is explicitly informed thereof and has previously approved such, all as set forth in the Agreement and this Policy.

Except to the extent required by Applicable Law, this Policy prohibits any Client from engaging in and/or taking any action to develop and/or deploy and/or offer a service within the Data Centre which results in, or may result in, the execution of a trade inside the Data Centre using a facility other than the Markets. For the avoidance of doubt, Clients shall only be permitted to use the facilities inside the Colocation Room for the purposes of executing trades on the Markets and ancillary activities.

The Colocation Services are in principle available to Euronext Members (as defined in the Rules) and Non-Members, subject to the terms of the Agreement and the Policies. Specific conditions and pricing can be applied.

A "Non-Member" is any entity not being a Member but with a specific agreement in place with Euronext or any of its Affiliates, such as Data Licence or Service Providers Agreement.

Members and Non-Members can connect to other Members and Non-Members in colocation via internal cross-connections provided by Euronext according to the Price List.

Each connection is, however, subject to Euronext approval and to the consent of the Client to be cross-connected.

Clients can host End Users (Members and Non-Members) within their Cabinet. Policies, Rules, Terms and Conditions applicable to Service Providers shall apply to these Clients.

Members and Non-Members are not allowed to host Service Providers.

Clients shall report Affiliates and hosted End Users to Euronext on a quarterly basis, including identifying the Cabinets in which such are located, any envisaged changes in respect of the Affiliates, End Users or the Cabinets they are using, and the related effective date of such changes.

The following guidelines shall be adhered to by Clients at all times in relation to the Services:

- Use network protocols in an orderly fashion, as to avoid (for example):
  - use invalid checksums (e.g. Ethernet);
  - Sending corrupted ethernet frames (e.g. shortened packets, padded packets for packet length > 64 bytes);
  - fragmented ip traffic; or
  - sending fragmented TCP packets or sending such out of order;
- Only send messages necessary for orderly trading, as to avoid (for example):
  - Sending unnecessary packets (e.g. non ETI traffic on order entry lines not commanded); by underlying network protocols on order entry lines)
  - Sending packets which do not reach the gateway (low ttl, wrong mac addresses etc.)
- Only use the subnets that are assigned to the respective line and (for example) not using the same source IP addresses on different lines;
- Do not use vlan-tagging on 10 Gbit access circuits; and
- Do not add ethernet trailers to ethernet frames on 10 Gbit access circuits.

On market data lines only incoming IGMP traffic is expected and otherwise only link layer traffic which is mandatory for the connected device in the lowest required frequency.

These guidelines are examples only and do not comprise an exhaustive list.

Euronext may monitor the correct usage of the Services (including its Equipment and network) and may take appropriate measures where necessary if violations of these or any other guidelines are detected.

## 2.1.2. Service Providers

Clients recognised as Service Providers can receive Euronext Colocation Services. However the permitted activities for Service Providers can be different according to the markets for which they have been approved as Service Providers.

Permitted Service Providers are:

- Euronext ASP Services providers
- Euronext ESP Services providers

Service Providers are permitted to host End Users according to the following rules:

- Service Providers are permitted to host Members and Non-Members, excluding Service Providers, within their Cabinets, provided the respective Cabinet is dedicated to one End User or multiple End Users (within the limitations that may apply to such shared Cabinet) and not used for any other activities. There is no limit to the

number of Cabinets a Service Provider can order, or to the number of End Users a Service Provider can host, though there is a limit on power consumption per Cabinet.

- Each additional Cabinet and each additional End User hosted shall be billed by Euronext according to the Price List.
- The request of an End User to be hosted by each Service Provider shall be raised in accordance with section 4.2 of the General Terms and Conditions of the Agreement. It is subject to the approval of Euronext and must be finalised through the signature of a specific Order Form or amendment to an existing Order Form. The same approval is required if an End User is intended to be reallocated from one Cabinet to another.
- Euronext requires that Service Providers (including ESPs and ASPs) use Colocation Services to serve their End Users only and that they have dedicated and separate WAN connections (CMC) to serve their other Clients. This is true for both Trading and Market Data services. It is also important to note that IP filtering to access Optiq Trading services will be in place for both Colocation Services and WAN connections (CMC).
- Service Providers are not permitted to re-purpose their Cabinets (whether shared or not) from one named End User to another named End User without prior written approval from Euronext. For the avoidance of doubt, such change may result in additional Charges.
- End Users hosted by Service Providers are not permitted to license dedicated connectivity services, either directly through Euronext or through a Service Provider.
- End Users hosted by Service Providers are not permitted to connect their hardware directly to Euronext's Market Connectivity Services. These End Users must connect to the Markets through the Service Provider's network/platform.
- Each Service Provider shall ensure, through specific contracts with its End User Clients, that its End Users comply with all the Rules, the Agreements, the Policies, Applicable Law and all instructions applicable to the Euronext Colocation Services, including those set out in this Policy.
- Clients shall report Affiliates and hosted End Users to Euronext on a quarterly basis, including identifying the Cabinets in which such are located, any envisaged changes in respect of the Affiliates, End Users or the Cabinets they are using, and the related effective date of such changes.

### 2.1.3. Clearing Members

For any Euronext Derivatives Market, a Clearing Member shall be permitted to connect from its Cabinet to the Cabinet of its Non-Clearing Member solely for the purposes of risk management (but not for any other purpose).

### 2.1.4. Wireless Services

For the purpose of connecting wirelessly or offering wireless connections to other Clients of Colocation Services, Clients can rent space from Euronext on the roof of the Data Centre.



For receiving Wireless Services, Clients shall enter into a specific agreement with Euronext and they will be subject to the applicable fees for the space on the roof, according to the Price List.

Clients can also make use of the services of Accepted Wireless Carriers. If a Client wishes to use the services of an Accepted Wireless Carrier, it may request Euronext for a specific Cross-Connect to that effect under (or as addendum to) the Order Form for Colocation Services (subject to specific additional Charges).

## **2.2. Prerequisites for use of the Service**

Clients that wish to use the Euronext Colocation Services must comply with, inter alia, the Rules, the Agreement, Applicable Law and all processes and regulations as instructed by Euronext.

## **2.3. Ordering the Colocation Services**

Clients that are interested in using the Euronext Colocation Services, or who have questions about the Agreement, should contact the Euronext Operational Client Services Desk (see the "Contacts" section of this document).

## **2.4. Demarcation points**

Demarcation points have been defined to clarify the exact points after which Clients are solely responsible for their activities.

### **2.4.1. Power Demarcation Point**

Euronext is responsible for the connection between the IEC AC Power receptacle (the "Power Demarcation Point") and the Client's power bars in the case that Euronext provides the PDUs, and up to but excluding the PDUs if the Client uses its own PDUs.

### **2.4.2. Network Connection Demarcation Point**

#### **2.4.2.1. Demarcation Point - Market Connectivity Services**

All network connectivity to Euronext Markets (i.e., trading engines) is the responsibility of Euronext. The Demarcation Point are the ports in the Cabinet's patch panel, where the Euronext cross connects are terminated.

## 2.4.2.2. Demarcation Point – Colocation Connectivity Services

Euronext is responsible for provisioning and operating the connections from the Client's Carrier PoP in the Meet Me Room and the Client's Cabinet. The Demarcation Points for the Colocation Connectivity Services (fibre single mode with LC connector) are the Carrier's patch panel in the Meet Me Room where the Carrier terminates its circuit (the "**Carrier Demarcation**") on one side, and the Client's Cabinet patch panel ("**Client Cabinet Demarcation**") on the other side.

Reminder: Euronext is not responsible for the Carrier's services or for cabling beyond the areas outside the areas identified above. Any such cabling may not, however, be placed or amended by the Client or Carrier without Euronext having provided its explicit prior approval.

## 3. SPACE & POWER USAGE POLICY

### 3.1. Cabinet set-up

Each Cabinet has 1U patch panel on position 47U as standard, but, upon client request, Euronext on a non-discriminatory basis can install it on position 23U

Each patch panel has 48 ports for single mode LC links, which can be used for the Colocation Connectivity Services, the Euronext Time Synchronisation Services, or the connection to the Carriers. This patch panel cannot be used for Cross-Connects between Cabinets (whether Cabinets from the same Client, or used by the same End Users, or different Client, or different End Users).

Any such connection may not, however, be placed or amended by the Client or Carrier without Euronext having provided its explicit prior approval. Any such connection is established by the Euronext Smart Hands Team.

As for the connection to carriers or to other Cabinets, additional patch panels may be required. Euronext strongly recommends reserving positions 46U and 45U for future patch panel expansion.

As standard, Euronext provides Standard Rittal PDUs reference 7979140 (16Amps) or 7979139 (32Amps) depending on the Cabinet power type. However, Clients are permitted to install their own Power Distribution Unit (PDU) for each Cabinet. Clients shall arrange 16 or 32Amp three-phase PDUs according to Cabinet power type. For 18 kW Cabinets only 32Amp three-phase PDUs can be used. PDUs must be approved by Euronext before being deployed and the connection of the PDUs can be done by the Euronext Smart Hands Team only.

The Cabinet power-on can be done by the Euronext Smart Hands Team only.

18 kW Cabinets are available for Members only.

Clients ordering more than 4 x 18 kW Cabinets should note that they cannot all be contiguous, even if the space for such set-up is available.

### 3.2. Excess usage

Each Client is subject to the power limit capacity according to the cabinet type ordered.

In any case of exceeding power limit capacity, Euronext reserves the right, upon written notice (including by email), to switch off the Cabinet at its sole discretion, if this may cause any problem to or if it can be dangerous for the Euronext Markets, or if otherwise authorised to do so under the Agreement.

### 3.2.1. Excess usage policy for Cabinets

If, according to Euronext measurements, the Client exceeds the power limit of its cabinet, Euronext shall issue a written notice (including via email) to the Client containing further instructions to reduce the power consumption.

### 3.2.2. Power Not Used (PNU)

Clients can reserve Cabinets on a PNU basis for up to a maximum of 25% of the total number of their Cabinets (the number of Cabinets will be rounded down). For illustration purposes only, if a Client has ordered 10 Cabinets, it can reserve a maximum of 2 Cabinets on a PNU basis.

Clients with less than 1 Cabinet will however be permitted to reserve one Cabinet on a PNU basis.

Clients can decide to reserve a 4 kW or a 9 kW Cabinet.

Euronext reserves the right to review the PNU-reserved Cabinets on a monthly basis to either have the Client fully activating the Cabinets or to allocate them to other Clients with a one-month notice. Right of first refusal shall be given to Clients that have reserved the specific PNU Cabinets.

Note that the reservation will be granted until the end of the Borsa Italiana integration.

Cabinets can be reserved on a PNU basis in the Colocation Room only, not in the MMR or in the Roof Room.

## 4. CONNECTIVITY POLICY

### 4.1. Client Cabinet Cross-Connects

Clients are permitted to request the use of, and installation by Euronext of, Cross-Connects between separate Client Cabinets. Clients are not permitted to utilise these Cross-Connects for any other purpose than concluding Transactions (as defined the Rules), including, without limitation, the transportation of any market data, time synchronised messages, etc, unless permitted under the Agreement or as otherwise agreed in writing by Euronext.

Cabling inside the same Cabinet must be put in place by the Client according to the installation guidelines.

Cross-Connects between different Cabinets, even if between contiguous Cabinets belonging to the same Client, can be implemented by Euronext (upon request and subject to Euronext's explicit prior approval, which may be rejected or conditioned). The Cross Connects will be realised through patch panels at each Cabinet and structured cabling between the patch panels. They are provided by default in single mode fibre with LC connectors, but also multi-mode fibre, copper and coaxial cables are available upon request.

Even if not recommended by Euronext, adjacent Cabinets of the same Clients can be connected through patch cords provided by the Client, removing side panels.

Clients who want to remove side panels of their Cabinets must inform Euronext before the delivery of the Services by Euronext.

### 4.2. Security

Each connectivity service provided by Euronext, such as unicast, multicast and timing handoff, will implement a network access security policy, authorising access only to the purpose defined.

Each Client is responsible for remote connections to the colocation rack and by traffic generated by their servers.

The Client cannot perform actions without Euronext authorisation, such as:

- Network scans
- Use of protocols not authorised by Euronext, which can cause disruption of the Services
- Traffic that can cause denial of service of Euronext

## 4.3. Remote connectivity

Clients have two options to implement external connections to their Cabinets:

- ✓ through Telco Carriers present at the data centre;
- ✓ through wireless connectivity (via an Accepted Wireless Carrier or via their own antenna, if approved by Euronext, on the roof of the Data Centre).

If the Client uses its own wireless equipment, it will need to conclude an Order Form for Wireless Services with Euronext. If a Client wishes to use the services of an Accepted Wireless Carrier, it may request Euronext for a specific Cross-Connect to that effect under (or as addendum to) the Order Form for Colocation Services (subject to specific additional Charges). Client proprietary connections can be used by Clients to reach their Cabinets and Client Equipment located in the Colocation Room (for management and administration purposes) from their own locations outside the Production Data Centre.

For the avoidance of any doubt, Clients with servers or server capacity in the Production Data Centre outside the Colocation Room and not forming part of the Colocation Services or Wireless Services can only connect such to the Markets by (applying for and) using (Market) Connectivity Services.

### 4.3.1. Connections via Carriers' leased lines

Euronext Colocation Services have an open connectivity policy allowing Clients to evaluate and select their Carrier, either from a list of Carriers that have existing presence at the Data Centre or by selecting another Carrier and arranging themselves for this Carrier to establish a suitable presence in the Meet Me Room. Euronext provides the final delivery of the circuit from the Carrier's Point of Presence (PoP) in the Meet Me Room to the Client's Cabinet. These Cross-Connects are delivered in single mode fibre with LC connector.

For the provisioning of the Cross-Connects between the Carrier's Cabinet and Euronext Cabinet in the Meet Me Room, Clients are required to provide Euronext with a letter of authorisation from the Carrier.

### 4.3.2. Wireless connectivity

#### 4.3.2.1. Rules for Colocation Participants

Clients may install their wireless antennae or comparable devices on a specific area on the roof of the Data Centre (Designated Roof Area) to connect their Cabinets, provided that the Client has concluded an Order Form for Wireless Services with Euronext and complies with the terms and conditions thereof.

The installation of each antenna or comparable device is subject to the technical approval of Euronext and positions in the Designated Roof Area are allocated on a 'first-come, first served' basis.

Technical Specifications for Clients installing their own antennae are part of the Wireless Services offer.

Clients wishing to receive Wireless Services must enter into an Order Form for Wireless Services with Euronext, in order to install their wireless antennae in the Designated Roof Area to connect their Cabinets or to Cabinets of other Clients. If a Client wishes to use the services of an Accepted Wireless Carrier, it may request Euronext for a specific Cross-Connect to that effect under (or as addendum to) the Order Form for Colocation Services (subject to specific additional Charges).

## 5. SITE PROCEDURES

This section identifies the processes and procedures required to provide access to the Data Centre (including the Colocation Room, storage rooms and offices). It also details the health and safety controls and requirements.

### 5.1. Health and Safety

Euronext takes the health and safety of its employees and visitors very seriously and has established processes and procedures to maintain a high standard in the Production Data Centre.

Should a Client be aware of a potential hazard, unsafe situation or unsafe working practice, they should communicate the hazard to the onsite Data Centre engineer immediately.

All accidents must be reported to both the onsite Data Centre engineer and Euronext Smart Hands Team who will ensure that the accident is recorded and that an appropriate report is made, the costs for which shall be borne by the Client. "Near misses" must also be reported and recorded. The Euronext Smart Hands Team will use reasonable efforts to arrange for appropriate action to be taken, including requiring the Client to send (additional) resources.

Each authorised individual will be required to confirm they have read, understand and agree to adhere to the Policies and legal requirements before being allowed to complete work on site.

In order to ensure the protection of our Clients, employees, and reduce the spread of coronavirus (Covid-19), temporary site access restrictions are in place to regulate access to the Production Data Centre until further notice, as communicated by the Production Data Centre, and they will supersede the access arrangements in section 5.2 in case of any contradiction.

### 5.2. Access to site

The location of the Production Data Centre is:

ARUBA S.p.A.  
Via S. Clemente, 53  
24036 Ponte San Pietro (BG)  
Italy

Contacts for arranging access to the Colocation Room and the Clients' Cabinets are listed in "Contacts" section of this document.



Access can be requested between the time window 18:00 CET and 01:00 CET Monday to Friday, as well as on Saturday and Sunday between 09:00 CET and 17:00 CET. Requests must be made at least 24 hours in advance and include one full Business Day.

In the case of emergencies recognised and approved by Euronext, access to the Colocation Room can be granted to Clients (or people acting on their behalf) outside the maintenance windows, provided that:

- Clients (or people acting on their behalf) are escorted by the Euronext Smart Hands Team for the whole duration of the intervention;
- Cablings and installation works are performed by the Euronext Smart Hands Team only;
- Euronext reserves the right to deny access, for instance in case the remediating action proposed is considered dangerous or risky for Euronext Markets or Clients.

It is understood that it is considered as emergency access only if the access is needed to fix any issue or hardware failure which is preventing the Client from reaching the Euronext Colocation Services provided.

Access requests shall be raised by the Client's DC Authorised Representatives only and shall include:

- the description of the activities for which the access is required
- the full list of the applicable Client's DC Authorised Representatives, or the third party's representatives (name, surname and passport ID)
- date and time of the access required
- the estimated duration of the activities.

Access is in all cases subject to the approval of Euronext and, if mandatory information is missing or there are technical constraints regarding the activities to be carried out, Euronext reserves the right to cooperate with Clients to reschedule the access or modify the activities which require the access.

Each access must comply with the related policies described in this document.

Access can be granted to Clients' representatives or to any third party acting on their behalf. As standard, no more than three (3) people per Client can be present at the Data Centre at the same time. Requests for more than three people per Client are subject to Euronext approval.

Clients' DC Authorised Representatives or third parties acting on their behalf must pass several security checks before entering their Cabinets. In particular the access procedure is as follows:

- At the Reception they must state their name and company, showing their passport ID and ticket number of the access request
- Details of their ID are recorded and a badge is provided according to their authorisation levels
- A PIN code is provided to access the requested areas

In the case of failure of one of the above security checks, access will be denied.

Client access to the Colocation Room shall be escorted by the Euronext Smart Hands Team, who will be responsible for opening and closing the cabinets by key and who shall supervise the entire duration of the Client's visit.

### 5.2.1. General rules for accessing the Colocation Room

Visitors are not permitted to touch, operate, open or have access to, alter or damage any equipment (hardware or software) not qualifying as Client Equipment from the Client they represent.

Clients must behave in a professional, safe, lawful and courteous manner, which also includes not obstructing escape routes for any reason and by any means, not leaving or storing equipment or materials of any nature or kind near emergency exits, and not using flammable or hazardous materials. It is also prohibited to use objects for the purpose of keeping doors or entrances open.

Clients must not damage, touch, alter or breach any security, electrical or any other equipment operated by the Production Data Centre.

No work that would cause emission of fumes or dust must be carried out unless prior authorisation has been obtained from Euronext.

Clients shall not bring any prohibited material into the Production Data Centre. "Prohibited materials" include, but are not limited to, the following: alcohol, hazardous materials, explosives or weapons, illegal drugs, electro-magnetic devices that could interfere with computers and telecommunications equipment.

Wireless devices, such as wireless routers, switches and other cabinet mounted devices, are not permitted.

Clients are not allowed to install transmitting or receiving cellular phone transmitters or microcells within the Designated Roof Area, the Roof Room or anywhere else in the Production Data Centre.

No cellular modems are allowed within the Data Centre.

GPS antennae cannot be installed on the roof.

All Clients are required to keep the work area tidy and must ensure that walkways are maintained free from obstruction.

Objects or waste of any nature (particularly ferrous, plastic or paper materials) are not permitted in the data halls.

Food and drink cannot be taken into the data halls or anywhere in the area, apart from the relevant refreshment areas. Visitors are also prohibited from smoking.

Photography of any kind is not allowed. The Euronext Smart Hands Team can take photographs of the Client's Cabinets upon specific request by the Client.

Clients are not allowed to install any CCTV, video camera or video device outside their own Cabinets at all time. Client may only install CCTV inside their Cabinets if they have concluded an additional agreement with Euronext to such effect as referred in paragraph 6.1.1.2 below.

Clients shall ensure that when the work in the Production Data Centre is finished on a given day, the Colocation Room is left in the same condition as when the Client's staff arrived, and in any event in a clean and tidy condition and that the respective Cabinets are closed properly and locked accordingly.

### 5.2.2. Data centre tour

Clients can request a tour of the Production Data Centre for their representatives or third parties.

The request must be raised by the Client's DC Authorised Representatives at least five (5) business days in advance and must include the list of the intended tour attendees.

## 5.3. Removal and Disposal of Waste Material

It is the responsibility of Clients to arrange for the removal of all waste material from the Production Data Centre.

If Clients have difficulty removing their waste packaging material, they should contact Euronext at least 24 hours in advance so that Euronext can make arrangements on the Client's behalf.

Please be aware that Euronext is unable to arrange the disposal of any waste electrical equipment.

## 5.4. Shipping and receiving

The main contact for arranging the delivery of Clients' equipment is the Euronext Smart Hands Team, which can be contacted via Euronext (see the "Contacts" section of this document).

Deliveries and shipments are supported:

Monday to Friday: 08:00 – 13:00 CET and 14:30 - 17:00 CET.

Out-of-hours deliveries or shipments are managed in case of emergencies only.

Please note that the following shipment process is applicable after the Go Live date. For the delivery phase before the Go Live date, please refer to the shipment process described in the Euronext Colocation Services Brochure available via the Connect customer portal:

[connect2.euronext.com/data-centre-migration](https://connect2.euronext.com/data-centre-migration)

All requests for equipment delivery or collection shall be raised by Client's DC Authorised Representatives only with minimum notice of 48 hours, and are subject to Euronext

approval. In case of bulky materials and oversized shipments (requiring the use of a forklift truck, trolleys, etc.), at least 3 days' notice should be given.

Each request must include:

- date for shipment/delivery
- name of the courier responsible of the shipment/delivery
- number and size of boxes

All boxes delivered must be labelled with:

- the recipient – Euronext Colocation Services
- the ticket ID of the related shipment/delivery request to Euronext
- the Client name
- the Client contact for that shipment/delivery.

Shipment/delivery without Euronext's approval or the above details shall not be accepted.

## 5.5. Equipment Storage

Clients' equipment can be stored free of charge for a maximum of seven (7) calendar days in the storage area of the Production Data Centre. Each storage is subject to Euronext approval and requests must be raised to the Euronext Smart Hands Team by the Client's DC Authorised Representatives only.

In the case that storage exceeds seven calendar days, charges will apply starting from the eighth (8<sup>th</sup>) calendar day according to the Price List.

A specific area is available for Clients' Equipment set-up. Access to the area must be requested following the same rules as for access to Clients' Cabinets.

# 6. EQUIPMENT INSTALLATION

## 6.1. Equipment Installation

Client installations must meet the standards identified in this section and will be subject to Euronext's approval, both ahead of the Service "Go-Live" and following any subsequent changes. Euronext requests Clients to submit, in advance of any installation, the cabinet installation elevation and network designs in a professional and clear format. Euronext insists on devices being installed correctly as not to disrupt the hot and cold aisle layout.

Euronext can provide any cabling to the detailed specification of the Clients. The additional cabling may imply additional Charges (as may be specified in the Price List or otherwise determined by Euronext on a non-discriminatory basis). Clients should approach their Euronext contact to request a quote for this activity.

Clients can install Client Equipment into their allocated Cabinets on the condition that equipment installed complies with the Specification (if any) and only after a suitable health and safety risk assessment and method statement has been submitted to Euronext in advance and has been approved by Euronext, without Euronext assuming any responsibility or liability regarding the respective Client Equipment used as a result thereof.

Where Clients require more than one cabinet and the Cabinets are required to be interconnected, adjacent Cabinets will be selected when available (depending upon requirements) and one or various solutions will be offered to accommodate inter-Cabinet Cross-Connects.

Euronext will complete all Cross-Connects (including under floor) on behalf of Clients. **Clients are NOT permitted to access any under-floor areas within the Production Data Centre.** If there is a requirement to lift floor tiles, this will be completed by the Smart Hands Team only and will be charged accordingly.

Euronext reserves the right to remove equipment which is not installed according to this standard and if corrective actions are not performed by the Client. All corrective work will be completed at the Client's expense.

### 6.1.1. Installation Guidelines

It is important that all equipment installation conforms to the following standards:

- Once all equipment has been installed, the remaining free Cabinet space should be completely blanked off using the blanking panels provided by Euronext.
- If monitors are required, these must be of the collapsible KVM type, which occupy 1U of cabinet space, to facilitate the effective use of blanking plates.
- All cabling should be neatly installed and tie-wrapped or wrapped with Velcro to ensure there is no loose cabling, and that the cabinet door is able to close unhindered

- Clients can install magnetic rack door sensors, which are compatible with the Rittal Cabinets provided by Euronext.

#### 6.1.1.1. Rack mounting equipment guidelines

The Cabinets allow Clients to stack computer components vertically. However, Clients must take precautions to provide for rack stability and safety.

- Before working on the rack or extending a component on rails, Clients should be sure that the levelling feet have been extended to the floor, the full weight of the rack rests on the feet, and the rack is level and stable.
- Extend only one component at a time. The rack may become unstable if more than one component is extended.
- All equipment must be installed by competent engineers who are adhering to approved industry installation standards and the hardware manufacturer's installation guidelines.

#### 6.1.1.2. Equipment positioning guidelines

The following assembly guidelines must be adhered to for an implementation to comply with the installation standard:

- Hardware must be installed in accordance with Euronext approved technical rack design.
- For safety and rack stability, Clients should load the heavier components first (these should be at the bottom of the rack).
- Clients who want to install CCTVs within their own Cabinets have to comply with Euronext rules, as described in Specific Terms CCTV, and subject to a Client concluding a specific agreement with Euronext to that effect.
- Cabling should not obstruct airflow within the rack.

All Client Equipment installed into Cabinets which draws air for cooling purposes from the front or rear of the chassis must be installed to draw cool air from the "cold" aisle and blow air into the "hot" aisle.

Confirmation as to where the hot and cold aisles are can be confirmed in advance, once the rack design of the installation is provided to Euronext, without Euronext assuming any responsibility or liability regarding the respective design.

#### 6.1.1.3. Server cable management guidelines

As identified previously, Euronext will complete all underfloor cabling on behalf of Clients. Clients are NOT permitted to access any underfloor/cable tray areas within the data

centre. If there is a requirement to lift floor tiles this will be completed by an Exchange resource via a request to Euronext.

The following standard practices must be adhered to by the Client within their Cabinets:

- Clients are not permitted to alter Euronext interfacing copper or fibre patch panels within their Cabinets without prior Euronext consent
- All cables must be neatly concealed in the correct cable management rack conduit
- The cabling in the Cabinets must be tidy and not so excessive that it prevents the cabinet door from closing
- As general rules cables should not cross from one side of the cabinet to the other side and cables coming from the left/right hand side of the cabinet should connect to the left/right half side of the patch panel. Exceptions can be evaluated by Euronext for specific situations, such as the usage of cable management arms.
- Patching on Cabinets that host the equipment should be performed so that all cables are drawn away from the fan to allow for easy replacement of parts should this be required. This method will also assist in heat dissipation.
- It is required that cable installations are secured and bundled with Velcro or Millipede cable ties as they do not exert any undue stress to the cables
- Kinks or collapses should be avoided where possible by supporting the cable bundles correctly. These occur when cable ties have secured the bundled cables as they pass from the vertical cable management in the cabinet to the patch panel where they are terminated.
- Cables should be individually tied to the support bar, and not tied in groups
- All cables should reasonably fit the installation. Excessive length in cables is not permitted.

## 7. SMART HANDS POLICY

A Client can request Smart Hands Services assistance by sending an email to the address specified in the "Contacts" section of this documents with at least 24 hours' notice (except for emergency requests). The request must originate from the Client's DC Authorised Representatives only and must include the following information:

- Detailed schedule of work to be performed, including label names, "U" position and all relevant steps including diagrams and patching schedules as appropriate
- Any time constraints such as "do not start before"
- Client contact for work commencement and completion
- The preferred date and time the action is to be taken

Euronext will communicate with the requester to confirm when the task has been scheduled, completed and to ensure no further action is required. If a Cabinet is found not to be adequately labelled or the instructions are not sufficiently clear then the engineer will not complete the task.

The above notice for Smart Hands Services shall not apply to emergency request, to which the Euronext Smart Hands Team will assign the absolute priority.

Euronext considers it as an emergency request when the client needs to fix any issue or hardware failure which is preventing the Client from reaching the Euronext Colocation Services provided.



## 8. ONBOARDING PROCESSES

### 8.1. Client Enablement Process

Clients who wish to order Colocation Services can refer to the Contacts listed in “Contacts” section of this document.

After the signature of the Agreement, the Data Centre Authorised Business Contact must provide Euronext with the full list of its Client’s DC Authorised Representatives, including the following roles:

- Client’s DC Authorised Representative Users, who have the right to:
  - grant access to the Client’s cabinet
  - schedule shipment/delivery
  - schedule installation activities
  - raise a Smart Hands request.
  
- Client’s DC Authorised Representative Administrators, who have the same rights as the Client’s Representative Users, plus the right to change the Client’s Representatives list.

### 8.2. Testing Policy and Procedures

#### 8.2.1. Management Connectivity Testing

It is essential that Clients are able to prove connectivity to their equipment via their management connection before any other testing is considered. Euronext’s network teams are available to liaise with Clients while they troubleshoot their connections.

Support for testing the physical connectivity must be booked by sending a request to Euronext with a notice period of 2 business days.

The on-boarding team will liaise with Euronext network teams to ensure Clients have adequate assistance during this initial network testing and troubleshooting phase.

## **9. SERVICE MANAGEMENT**

### **9.1. System Monitoring of Euronext Colocation Services**

As detailed previously, Euronext monitors each port on the access switches; however, as Euronext cannot determine if the device interfacing with Euronext has been purposely disconnected, Euronext will only investigate an issue when it has identified that all ports on a specific switch are down, or if the switch itself has failed. Clients should therefore escalate to Euronext as a matter of urgency any single port issues that may arise (see section 9.2).

Euronext does not actively monitor connections on the Client's side.

Where a site incident has occurred Euronext will communicate with the Clients impacted as appropriate.

### **9.2. Incident Management for Euronext Colocation Services**

Clients who have an issue with Euronext Colocation Services should contact Euronext by using the Manual Portal (see the "Contacts" section of this document).

For each incident notification a unique ticket ID will be assigned.

### **9.3. Change Management Process**

It is important to note that all configuration changes to the Euronext Colocation environment and infrastructure are completed during the identified change windows from 18:00 to 01:00 CET each weekday and from 09:00 to 17:00 CET each Saturday and Sunday.

In case maintenance/changes are not completed after regular hours, then on a non-discriminatory basis Euronext may (upon request of the Client and to the extent reasonably acceptable to Euronext) allow Clients to overrun the original timeframe to complete their setup.

Where Clients proceed with changes to their installation that require an alteration to the way they interface with Euronext, the Client must provide notice and obtain Euronext approval ahead of the activity.

Requests must be raised by the Client's DC Authorised Representatives via email only to the contacts listed in section "Contacts" of this document.

All changes performed by Euronext through the Smart Hands Services shall be subject to the applicable fees.

## **9.4. Exchange Maintenance**

Euronext may need to perform scheduled or unscheduled maintenance to the Data Centre from time to time, which may lead to restricted access for Clients. Where notice can be provided in advance, Euronext will notify the Technical Contact by email. Clients should be aware that there may be occasions where Euronext is unable to communicate in advance.

## **10. TERMINATION OF THE AGREEMENT**

In the case of termination of the Colocation Agreement for whatever reason, Clients are requested to uninstall and remove all the Client's Equipment from the Cabinets.

Clients must return any equipment provided by Euronext (including PDUs and patch panels) within 20 calendar days from the effective date of the termination.

Clients are also requested to return any badge or cabinet key provided for the Colocation Services.

Uninstallation and collection of Client Equipment can be performed by the Euronext Smart Hands Team. General Terms and Conditions of the Agreement, such as Charges shall apply to those services.

# 11. CONTACTS

## Web Portal:

The Web Portal is accessible via the Connect page on Euronext's corporate website. The Web Portal can be used by Clients for the contract management functions as notified by Euronext to Clients from time to time. The Client's '*Data Centre Authorised Business Contact*', as appointed by the Client through its Order Form, will act as the Client's Portal Administrator unless the Client objects to such in accordance with Article 21.4 GTCs or appoints other Portal Administrators by submitting to Euronext (through the Manual Portal) a Web Portal Administrator notification form (the format of which shall be determined by Euronext).

## Manual Portal:

In the event a Client (i) does not want to use the Web Portal, or (ii) is not authorized to do so, or (iii) in respect of contract management functions not available through the Web Portal at any time (including the engagement of Smart Hands Services), a Client should contact Euronext through the following numbers or email address:

### Operational Client Services Desk: [dcmigration@euronext.com](mailto:dcmigration@euronext.com)

Belgium: +32 2 620 0585	France: +33 1 8514 8585	Ireland: +353 1 617 4289	Netherlands: +31 20 721 9585
Norway: +31 20 721 9585	Portugal: +351 2 1060 8585	UK: +44 20 7660 8585	

**Service hours:** 08:00 – 19:00 CET/CEST\*

\*Outside of these hours, calls will be transferred automatically to an available Markets Representative (06:30 – 22:30 CET/CEST).

### For emergencies outside of working hours:

ETS:

+39 02 72426576

Euronext may require Clients to provide certain information in respect of any notifications required hereunder (including determining the format in which such is to be reported to Euronext), and Clients are obliged to adhere to such requirements and to provide such information where reasonably possible.





[euronext.com](https://www.euronext.com)