



EQUINIX

WHERE OPPORTUNITY CONNECTS

# COLOMBIA IBX<sup>®</sup> DATA CENTER CUSTOMER PROCEDURE

ENTRY & EXIT OF GOODS

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## GLOSSARY

Term	Definition
<b>Equinix Global Service Desk (GSD)</b>	Single point of contact with the customer and area of the company responsible for managing all the requests from customers and assist them towards the different dependencies
<b>BG1</b>	Equinix Bogota Data Center
<b>TK</b>	Corresponds to a registry that is open to through our platform for tracking incidents. The Tk is a request made by the customer, which is opened by the Equinix Global Service Desk (GSD). to initiate and delegate a process or internal work.
<b>TAN</b>	National Customs Territory
<b>FMM</b>	Formulario de movimiento de mercancías “Goods Movement Form”
<b>User receiver</b>	The company that receives the rights of goods for the rights transfer operation
<b>Transfer user</b>	The the company that transfer the rights of goods for the rights transfers operation
<b>Owner</b>	The company that owns the equipment
<b>International Business Exchange (IBX)</b>	Equinix name for data center
<b>IBX Operations Team</b>	Area owner of all the logistics processes of the company
<b>IBX Operations</b>	The operation in the Tier 1 for BG1. It is the NOC technicians team that supports the operation in the IBX
<b>ZF</b>	Free Trade Zone (Zona franca Bogota)
<b>PICIZ</b>	Inventory software at the free trade zone
<b>ID</b>	Import declaration
<b>Customer</b>	The company with a commercial relationship with Equinix Colombia and that has a specific requirement

# SUMMARY

This document defines and explains the process and procedures for the entry and exit of equipment and materials within Colombia IBX data center in compliance with the Bogotá Free Zone regime and the National Tax Office (National Tax and Customs Office—DIAN).

## TROUBLE REPORTING

Trouble reporting and escalation is provided by the Equinix Global Service Desk (GSD). This is available 24/7, 365 days a year. Customers can report a problem by: 1) calling the GSD at 1 – 866 – 314 – 4649, 01-800-518-4298, 2) sending an email to [support@equinix.com](mailto:support@equinix.com).

## FREE TRADE ZONE

Free Trade Zone is a specific class of special economic zone. It is a geographic area where goods may be landed, stored, handled, manufactured, or reconfigured and re-exported under specific customs regulation and generally not be subject to customs duty. Free trade zones are generally organized around major seaports, international airports and national frontiers—areas with many geographic advantages for trade.

Bogotá Free Trade Zone (ZF) is the most developed Services & Technology Park in Colombia. We have special tax incentives that will promote the development of Outsourcing and Technology operations in Colombia.

Located in Colombia's largest city, Bogotá has the skilled labor force, security, transportation and connectivity that world-class companies need in order to assure an exponential development of your business in Latin America.

## FORMATS & OTHER DOCUMENTS

- FOR-TM-AD-11 Inventory Spread Sheet Form
- FOR-TM-AD-10 Form For Emergency Entry Of Goods During Non-Working Hours
- PRO-TM-AD-03 Procedure For Exit And Entry Of Goods To The Colombia IBX
- Logistic Requirements Matrix

## CONSIDERATIONS

- The entry of equipment and materials into the Equinix IBX BG1 data center will be subject to legal and customs provisions contemplated under the free trade zone regime
- It is the responsibility of the customer to keep copies of documents for materials and goods entering the IBX, which will be required by the Bogotá Free Trade Zone to process any exit request

## EXCEPTIONS

- Equinix does not process requests for destruction; this is under customer responsibility.
- Equinix does not make payments or procedures with customs agencies; this is under customer responsibility.
- Equinix does not make payment; that is generated from a customs operation any other customs expenses from the operation (release guides, bank expenses, etc.).
- Equinix is not responsible for any movement, it is the customer's responsibility to move any merchandise that is delivered to a location other than the Equinix warehouse

## COMPLIANCE

- The customer must comply with all customs regulations according to: "Decreto 2147 de 23 diciembre del 2016," supervised by the free trade zone, controlled by the DIAN (Department of Taxes and National Customs) and any other governmental entities
- If the ZF or DIAN requests a physical inspection of equipment/materials for any entry/exit, the customer must schedule the physical inspection no more than 24 business hours after the request for inspection; otherwise, the operation will be rejected
- The customer must follow the steps outlined in this document to request the logistics operations explained here
- It is the responsibility of the client to keep copies of the entry documents for materials and equipment, which will be required by the Bogotá Free Trade Zone and the Customs & Taxes Department to process any future exit request

# ENTRY & EXIT OVERVIEW

## ENTRY OVERVIEW

### ENTRY OF GOODS FROM TAN (NATIONAL CUSTOMS TERRITORY):

The entry of goods of domestic manufacture or coming from abroad that have paid the taxes and that are considered to be in free disposition.

### ENTRY OF FOREIGN GOODS:

The entrance of goods sent directly from a foreign country to the free zone.

### ENTRY OF EMERGENCY GOODS DURING NON-WORKING HOURS:

Any TAN Entry that is required for an emergency due to technical failures during non-working hours.

**Note:** This operation is only for entry of goods; it does not apply to exits.

### Non-working hours

NON-WORKING HOURS			
Days	From	To	
Monday - Friday	9:00 pm	08:00 am	Next working day
Saturday	5:00 pm	08:00 am	
Holidays	12:00 am	08:00 am	

## EXIT OVERVIEW

### EXIT OF GOODS TO TAN - (IMPORTATION) NATIONAL CUSTOMS TERRITORY:

Is the exit of goods from the IBX and the free trade zone there by its required to do the payment of taxes for the equipment or parts coming from abroad.

### EXIT OF GOODS TO TAN -GOODS ON FREE DISPOSITION (NATIONAL CUSTOMS TERRITORY):

It is the output of equipment that entered under the mode of entry of goods from TAN\* (See ENTRIES)

### EXIT OF GOODS ABROAD:

Process in which the exit of equipment and parts from abroad is processed by return, breakdown and / or repair.

## OTHER

### SERVICE REQUESTS FOR ENTRY/EXIT OF TOOLS OR SUPPLIES:

For entry or exit of tools and supplies required in operations which do not need to be added to inventory. E.g., stairs, scaffold, mechanical elevators, cafeteria elements, tables, desks, chairs and consumable electrical equipment

NOTE: Any hand tool that is going to be used for installation, maintenance and repairs in the IBX must be reported to the entrance of the Free Zone under the form "Ingreso/Salida de elementos peatonal vehicular" that will be provided by the Free Trade Zone security staff (e.g., laptops, drills, toolboxes, etc.).

### INTERNAL MOVEMENTS (ENTRY/EXIT) OF THE CUSTOMERS BETWEEN THE IBX AND THE WAREHOUSE:

Entry and/or exit of equipment or parts from the Equinix warehouse to the IBX and vice-versa.

### TRANSFER RIGHTS/ASSIGNMENT OF RIGHTS:

Entry and/or exit of equipment from abroad to other locations within the free trade zone.

# PROCEDURES

## ENTRY PROCEDURES

### ENTRY OF GOODS FROM TAN (NATIONAL CUSTOMS TERRITORY)

The following procedure defines the steps to follow to request and execute an operation of entrance of materials / equipment / assets from the national customs territory (TAN).

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required <u>(see matrix)</u> ; validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated for the warehouse team in BG1 and the entry of the materials, equipment or assets is approved. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	An FMM number is generated and sent to the customer via email, and also in the update of the ticket by the warehouse team.	IBX Operations team	Email /TK
5	When the FMM (Goods Movement Form), is approved and sent via email to the customer, they may proceed with the entry of equipment or materials to ZF.	Customer	Email/ZF Document
6	Equipment is verified when it enters the IBX or warehouse., The entry is legalized using the FMM in the PICIZ software.	IBX Operations team and IBX Security Staff	Entry Report, PICIZ SOFTWARE
7	The User Free Zone Operator approves the FMM in the PICIZ system.	ZF	SOFTWARE PICIZ
8	Ticket is closed.	Equinix Global Service Desk (GSD)	



## ENTRY OF FOREIGN GOODS

The following process defines the steps to follow to request and execute an operation of entrance of materials / equipment / assets from abroad.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required <u>(see matrix)</u> ; validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated for the warehouse team in BG1 and the entry of the materials, equipment or assets is approved. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	An FMM number is generated and sent to the customer via email, and also in the update of the ticket by the warehouse team.	IBX Operations team	Email /TK
5	When the FMM (Goods Movement Form), is approved and sent via email to the customer, they may proceed with the entry of equipment or materials to ZF.	Customer	Email/ZF Document
6	Equipment is verified when it enters the IBX or warehouse., The entry is legalized using the FMM in the PICIZ software.	IBX Operations team and IBX Security Staff	Entry Report, PICIZ SOFTWARE
7	The User Free Zone Operator approves the FMM in the PICIZ system.	ZF	SOFTWARE PICIZ
8	Ticket is closed.	Equinix Global Service Desk (GSD)	

## ENTRY OF EMERGENCY GOODS DURING NON-WORKING HOURS

The following process defines the steps for requesting to enter emergency materials/equipment/assets during non- working hours.

**Note:** This operation is only for entry of goods; it does not apply to exits.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required ( <a href="#">see matrix</a> ); validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated for the logistic team in BG1 and the entry of the materials, equipment or assets is approved. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	Customer brings materials, equipment or assets into the IBX or warehouse.	Customer	Email
5	Equipment is verified when it enters the IBX or warehouse.	IBX Operations team and IBX Security Staff	Entry Report, PICIZ SOFTWARE
6	The warehouse team contacts the customer requesting the documentation to proceed with the legalization of the emergency entry. Documents must be sent within the next four business hours.	IBX Operations team	Email
7	Once the documentation is sent by the customer, it is validated for the warehouse team in BG1, and the entry is legalized using the FMM in the PICIZ software. If the documentation is not correct, the customer will be contacted via email.	Customer - IBX logistic team	Email (when applies), Tk, PICIZ SOFTWARE
8	Approval in the PICIZ system of the FMM by the User Free Zone Operator.	Zona Franca (free trade zone)	PICIZ SOFTWARE
9	Ticket is closed.	Equinix Global Service Desk (GSD).	

## EXIT PROCEDURES

### EXIT OF GOODS TO TAN - (IMPORTATION) NATIONAL CUSTOMS TERRITORY:

The following process defines the steps to follow to request and execute an operation of Exit of materials/equipment/assets from the national customs territory (TAN).

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required <u>(see matrix)</u> ; validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD).	TK
3	Once the documentation is sent by the customer, it is validated and approved for the warehouse team in BG1. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email (when applies), TK
4	An FMM number is generated and sent to the customer via email.	IBX Operations team , Zona Franca (free trade zone)	PICIZ SOFTWARE
5	The FMM is validated by ZF in Piciz software.	Zona Franca (free trade zone)	PICIZ SOFTWARE
6	Once the exit is approved by the ZF, the exit warning document is generated.	IBX Operations team and IBX Security Staff	Warning document/ PICIZ SOFTWARE
7	Customer removes goods.	Customer	Exit report
8	Equipment is verified when it exits the IBX or warehouse..	IBX Operations team and IBX Security Staff	Exit report
9	Ticket is closed.	Equinix Global Service Desk (GSD)	

## EXIT OF FREE DISPOSITION GOODS TO TAN (NATIONAL CUSTOMS TERRITORY)

The following process defines the steps to request and execute an operation of Exit of materials/equipment/assets in free disposition.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required ( <a href="#">see matrix</a> ); validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated and approved for the warehouse team in BG1. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	An FMM exit number is generated once the documentation is approved.	IBX Operations team, Zona Franca (free trade zone)	PICIZ SOFTWARE
5	The FMM is validated by ZF in Piciz software.	Zona Franca (free trade zone)	PICIZ SOFTWARE
6	Once the exit is approved by the ZF, the exit warning document is generated;	IBX Operations team and IBX Security Staff	Warning document/ PICIZ SOFTWARE
7	Customer removes goods.	Customer	Exit report
8	Equipment is verified when it exits the IBX or warehouse.	IBX Operations team and IBX Security Staff	Exit report
9	Ticket is closed.	Equinix Global Service Desk (GSD)	

## EXIT OF GOODS ABROAD

The following process defines the steps to request and execute an operation of Exit of materials/equipment/assets abroad.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required ( <a href="#">see matrix</a> ); validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call, 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD).	TK
3	Once the documentation is sent by the customer, it is validated and approved for the logistic team in BG1. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	A FMM exit number is generated once the documentation is approved.	IBX Operations team, Zona Franca (free trade zone)	PICIZ SOFTWARE
5	The IBX Operations team generates a letter explaining the reason of the exit..	IBX Operations team	Request Letter
6	The FMM is validated by ZF in Piciz software.	Zona Franca (free trade zone)	PICIZ SOFTWARE
7	Once the FMM has been approved by ZF, the documents and goods are presented to the DIAN.	IBX logistic team, Customer	DIAN Form
8	The DIAN approves the exit.	DIAN	DIAN System
9	The IBX Operations team generates the exit warning document.	IBX Operations team	Warning document/ PICIZ SOFTWARE
10	Customer removes goods.	Customer	Exit report
11	The equipment is verified when it exits from the IBX or warehouse.	IBX Operations team and IBX Security Staff	Exits report
12	Ticket is closed.	Equinix Global Service Desk (GSD).	

## OTHER PROCEDURES

### SERVICE REQUESTS OF ENTRY/EXIT OF TOOLS OR SUPPLIES

The following process defines the steps to request entry/exit of tools or supplies.

Note: This applies for test equipment/tools and supplies that will remain in our facilities for more than 24 hours. Otherwise registration must be done with the format delivered by the Zona Franca Bogotá security area in the respective entrances, and that format must be shown to IBX security staff for registration.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required <u>(see matrix)</u> ; validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated for the warehouse team in BG1 and the entry/exit of materials, equipment, assets tools and supplies is approved. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	A service request number will be generated and sent to the customer via email. The ticket will be updated by the warehouse team.	IBX Operations team	Email /TK
5	The customer proceeds with the entry/exit of the of tools and supplies to ZF.	Customer	Email/ZF
6	Equipment is verified when it enters the IBX or warehouse.	IBX Operations team and IBX Security Staff	Entry Report, PICIZ SOFTWARE
7	Ticket is closed.	Equinix Global Service Desk (GSD)	

## INTERNAL ENTRY/EXIT MOVEMENTS OF THE CUSTOMERS BETWEEN THE IBX AND WAREHOUSE

The following process defines the steps to follow for internal movements of the customers between the IBX – Warehouse.

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required ( <a href="#">see matrix</a> ); validates and gathers all the documentarion needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD).	TK
3	Once the documentation is sent by the customer, it is validated for the warehouse team in BG1 and the entry/exit of materials/equipment/assets will be approved. If the documentation is not correct, the customer is contacted via email.	IBX Operations team Colombia	Email /TK
4	Customer moves equipment or materials.	Customer	Movements report
5	Equipment is verified when it enters the IBX or warehouse.	IBX Operations team and IBX Security Staff	Entry Report, PICIZ SOFTWARE
6	Ticket is closed.	Equinix Global Service Desk (GSD).	

## TRANSFERS RIGHTS ENTRY/EXIT

The following process defines the steps to follow for the transfer of rights/assignment of (Transfer between deposits within the free trade zone- materials / equipment / assets).

Step	Activity	Responsible	Document/Record
1	The customer selects the type of operation required ( <a href="#">see matrix</a> ); validates and gathers all the documentation needed. The customer contacts the Equinix Global Service Desk (GSD) to open a remote hands ticket, attaching supporting documents and dimensions (length, width and height), weight and number of pieces.	Customer	Email support@equinix.com or call 01-800-518-4298, 1-866-314-4649
2	The GSD will generate and assign a ticket to the customer, which will be assigned to the IBX Operations team in Bogotá for assistance.	Equinix Global Service Desk (GSD)	TK
3	Once the documentation is sent by the customer, it is validated and approved for the warehouse team in BG1. If the documentation is not correct, the customer is contacted via email.	IBX Operations team	Email /TK
4	The IBX Operations team generates a transfer letter and acceptance letter for the companies involved.	IBX Operations team	Request Letter
5	An FMM exit number is generated.	IBX Operations team, Zona Franca (free trade zone)	PICIZ SOFTWARE
6	Letters are presented to ZF.	Transfer User	ZF
7	Once the transfer process has been filed and reviewed, the free zone approves or rejects the transfer.	Zona Franca (free trade zone)	PICIZ SOFTWARE
8	Once the transfer has been approved, the transfer user requests to ZF a physical inspection for the transfer.	Transfer User	Service request in ZF system
9	Customer moves goods.	Customer	Exits report
10	Equipment is verified when it exits from the IBX or warehouse.	IBX Operations team and IBX Security Staff	Exit report
11	Ticket is closed.	Equinix Global Service Desk (GSD)	




# INVENTORY FORM



Inventory\_form\_v1.xl

SX

	FC R-TM- ID-11 <b>INVENTORY SPREAD SHEET FORM No.</b> _____	Versión: 1
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<b>Inventory date</b>			<b>Please check one</b>	<b>ENTRY</b>	<b>EXIT</b>	
<b>Person in charge</b>						
<b>Type of entry (check one)</b>	<b>Air Waybill</b>		<b>FMM</b>		<b>Transfer of rights</b>	
<b>Entry document required (based on the case)</b>	<b>Number Air waybill</b>				<b>FMM NUMBER</b>	
<b>Invoice No.</b>						
<b>Customer company name</b>						

QUANTITY	DESCRIPTION	LOCATION ( where the asset will stored )	UNIT PRICE	TOTAL PRICE	SERIAL NUMBER	COMMENTS

<b>COMMENTS</b>
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Form\_emergency\_v1.  
xlsx

		FOR-TM-AD-10 FORM FOR ENTRY OF EMERGENCY GOODS DURING NON-WORKING HOURS		Version: 1	
These assets have been purchased in the national territory, are in free disposition and are needed to repair a breakdown of critical equipment.					
<b>GENERAL INFORMATION</b>		<b>ENTRY</b>		<b>CONSECUTIVE NUMBER</b>	<b>CONSECUTIVE NUMBER INVENTORY SHEET</b>
PLACE					
CITY		<b>ENTRY AND EXIT OF VEHICLES</b>			
REQUESTED ENTRY DATE		<b>LICENSE PLATE</b>			
ESTIMATED TIME OF ENTRY		<b>DRIVER NAME</b>		<b>ID</b>	
<b>LIST OF ELEMENTS</b>					
<b>SERIAL NUMBER</b>	<b>QUANTITY</b>	<b>DESCRIPTION OF THE ASSET (BRAND - MODEL - REFERENCE)</b>			<b>COMMENTS</b>
I hereby declare that the concepts, quantities and other information collected in this document are correct, and the goods described here were not exported, did not enter the BOGOTA FREE ZONE from abroad and are in free disposition.					
BY USING THIS DOCUMENT THE CUSTOMER AGREES TO SUBMIT THE SUPPORTING DOCUMENTATION FOR THESE ELEMENTS BY THE MORNING OF NEXT BUSINESS DAY TO LEGALIZE THE ENTRY					
<b>EQUINIX</b>		<b>CUSTOMER</b>		<b>ZONA FRANCA BOGOTA</b>	
NAME:	ROGER JIMENEZ	COMPANY:		NAME:	
IDENTIFICATION NUMBER:	79613621	NAME:		IDENTIFICATION NUMBER:	
SIGNATURE:		PHONE NUMBER:		POSITION:	
		SIGNATURE:		SIGNATURE:	
<b>EQUINIX</b>		<b>CUSTOMER</b>		<b>ZONA FRANCA BOGOTA</b>	

# LOGISTICS REQUIREMENTS MATRIX



Logistics\_Matrix\_v1.xlsx  
SX

LOGISTIC REQUIREMENTS MATRIX						
	OPERATION TYPE	DOCUMENTS NEEDED FOR THE OPERATION	BUSINESS HOURS	RECOMMENDATIONS	COMMENTS	PROCEDURE
ENTRIES	4.1 ENTRY OF GOODS FROM NATIONAL CUSTOMS TERRITORY	Commercial invoice or pro forma invoice with unit price and taxes listed, or a letter signed by the legal representative if there is no invoice (Issued by the customer) Import declaration (with serial numbers highlighted) (Issued by the customer) Completed inventory spreadsheet (Issued by the customer)  Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	-Datacenter: Monday - Friday: 8:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 5:00 p.m. -Warehouse: Monday - Friday: 8:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 12:00 p.m.			
	4.2 ENTRY OF FOREIGN GOODS	Commercial invoice or pro forma invoice with unit price listed (Issued by the customer) Air Waybill or transport documentation (Issued by the customer) as in the example below: Consignee's Name and Address - Customer Name / TERREMARK COLOMBIA INC NIT 900.195.141-1 - : CARRETERA 105 15A-25 MANZANA 6 LOTE 27, ZONA FRANCA BOGOTÁ, Zip Code: 110921 Completed inventory spreadsheet  NOTE: If you send the item(s) by Courier, include the following documents: Commercial invoice or pro forma invoice with unit price Air Waybill with simplified declaration Completed inventory spreadsheet (Issued by the customer)  Applies to goods with FOB value less than USD2,000, weight not exceeding 50kg and 6 units or fewer (Dec. 390 art. 275 of 2016)  We do not accept goods brought to the country as luggage/ baggage. This is the customer's responsibility. Please relate: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	-Datacenter: Monday - Friday: 8:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 5:00 p.m. -Warehouse: Monday - Friday: 8:00 a.m. - 5:00 p.m. Saturday 8:00 a.m. - 12:00 p.m.	The client must designate a person responsible for receiving the goods. If the client does not have a person available, they must open a Remote Hands ticket to receive the goods. Security staff will verify and approve the inventory spreadsheet - Customer inventory will be updated in the PICU2 system.	All requisitions received after business hours will be processed the next day. All documentation is the responsibility of the customer, and the customer must retain a copy of all documents. The inventory spreadsheet must be filled out with complete details of the assets, description, serial number and unit price. In the documents, the following should highlight the equipment to be entered, references and/or serial number.	See the General Procedure
	4.3 ENTRY OF EQUIPMENT AS AN EMERGENCY	Commercial invoice or pro forma invoice with unit price and taxes (Issued by the customer) Importation declaration and invoice from origin country OR Importation declaration and supplementary letter if you do not have an invoice (Issued by the customer) Form for emergency entry of goods during non-working hours (Issued by the customer) Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 p.m. - 8:00 a.m. Saturday 5:00 p.m. - 8:00 a.m. until next business day Holiday 12:00 a.m. - 8:00 a.m. until next business day			
EXITS	5.1 EXIT OF GOODS TO NATIONAL CUSTOMS TERRITORY (IMPORTATION)	Commercial invoice with unit prices Import declaration Completed inventory spreadsheet Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 a.m. - 5:00 p.m.			
	5.2 EXIT OF EQUIPMENT GOODS TO NATIONAL CUSTOMS TERRITORY (FAN) - FREE DISPOSITION	Commercial invoice or pro forma invoice with unit price and taxes listed, or a letter signed by the legal representative if there is no invoice (Issued by the customer) Import declaration (with serial numbers highlighted) (Issued by the customer) Completed inventory spreadsheet (Issued by the customer) Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 a.m. - 5:00 p.m.			
	5.3 EXIT OF GOODS ABROAD	Letter from customer to the DIAN - ZONA FRANCA BOGOTÁ - Relating reason of return, transport document number, FMM when entered to ZF, FOB cost, weight, pieces, consignee, shipper, destination address (Issued by the customer) Letter from the consignee to the DIAN - ZONA FRANCA BOGOTÁ - Relating reason of return, transport document number, FMM when entered to ZF, FOB cost, weight, pieces, consignee, shipper, destination address (Issued by the consignee) Letter from IBX BG1 to the DIAN (Issued by Equinix) Transportation document (same presented when entered to ZFB) Permit (same presented when entered to ZFB) Exit transport document (Issued by the bulking agent) Pro forma exit invoice Driver's license, vehicle registration, vehicle insurance, Driver's ID.  Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 a.m. - 5:00 p.m.			
OTHERS	6.1 SERVICE REQUESTS ENTRY/EXITS OF TOOLS OR SUPPLIES	Packing List with values (Issued by the customer) Control form of entry and exit of equipment and tools. Authorization letter of exit from IBX BG1 for tools and supplies. Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 am-5:00 pm			
	6.2 ENTRY/EXITS INTERNAL MOVEMENTS OF THE CUSTOMER BETWEEN THE IBX - WAREHOUSE	Completed inventory spreadsheet (filled out by the customer) Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 a.m. - 5:00 p.m.	The client must designate a person responsible for receiving the goods. If the client does not have a person available, they must open a Remote Hands ticket to receive the goods. Security staff will verify and approve the inventory spreadsheet - Customer inventory will be updated in the PICU2 system.	All requisitions received after business hours will be processed the next day. All documentation is the responsibility of the customer, and the customer must retain a copy of all documents. The inventory spreadsheet must be filled out with complete details of the assets, description, serial number and unit price. In the documents, the following should highlight the equipment to be entered, references and/or serial number.	See the General Procedure
	6.3 TRANSFER OF RIGHTS (ENTRY/EXITS)	Letter from the customer requesting the transfer of rights (Issued by the customer) Customer current "Camara de comercio" when applicable (Issued by the customer's Government entity) Letter from the Warehouse requesting the transfer of rights. (Issued by the transfer company) Letter from the Warehouse who is receiving accepting the transfer of rights. (Issued by the accepting company) Copy of the Air Waybill or transport documentation (same as presented when entering ZFB) Copy of the invoice (same as presented when entering ZFB) Transfer of rights act (Issued by the transfer company and the accepting company) Please include: Dimensions (length, width and height): Warehouse: Boxes 60x40x45 cm and pallet 1.20x1.0x2.0 mt 500kg max. Data center: 2.20 mts Max. Weight (Kg): Warehouse: Boxes 250kg max and pallet 500k max. Data Center: 1500kg max. Number of pieces (#)	Monday - Friday 8:00 a.m. - 5:00 p.m.			

NOTE 1: Although the service center can receive your request 24/7, it will be processed only during available hours explained in the logistical Matrix Equinix Terremark requirements.

NOTE 2: All requirements explained here must be requested to the Global Service Desk.

NOTE 3: Any movement of goods must be requested in advance with the Global Service Desk (ticket created). We will not process the request without having a previous a ticket number.

## PROCEDURE WORKFLOW



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### About Equinix

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Equinix, Inc. (Nasdaq: EQIX) connects the world's leading businesses to their customers, employees and partners inside the most interconnected data centers. In 44 markets across five continents, Equinix is where companies come together to realize new opportunities and accelerate their business, IT and cloud strategies.

In a digital economy where enterprise business models are increasingly interdependent, interconnection is essential to success. Equinix operates the only global interconnection platform, sparking new opportunities that are only possible when companies come together.