

FAQ

Airflow management policy

1	<p>What is this airflow management policy notice about? Why is Equinix enforcing this policy now?</p> <p>A safe and sustainable data center environment is critical for all customers. Equinix is now proactively enforcing our airflow management policies to further protect our customers from thermal issues while improving our energy efficiency and the sustainability of our service. It is pursuant to the application of Equinix's standard IBX Usage Policies sections D6 and D9.</p> <p>To learn more about our efforts, the video overview details the initiatives and actions Equinix takes to provide a safe and efficient data center environment.</p>
2	<p>Where can I learn more about how to comply with Equinix's airflow management policy?</p> <p>Please review our Customer Installation Guidelines to see how you can ensure optimal airflow to keep your equipment safe and help Equinix maintain a more sustainable data center environment.</p>
3	<p>When will my cage/cabinets be audited for airflow management policy compliance?</p> <p>We cannot provide a schedule for the audit. Audits are conducted periodically, and we will make a request to access your cage should it be necessary to audit it. If you would like Equinix to conduct the audit immediately, please contact the Global Service Desk, who will open a billable Smart Hands on your behalf.</p>

Airflow management policy enforcement notifications

4	<p>What is the expected resolution for this issue? What do I need to do to ensure compliance with Equinix's policies?</p> <p>Your first notification email included image(s) of the issue unless you have a strict no-photo policy. Please review the Customer Installation Guidelines for information about actions that need to be taken to ensure your cage/cabinet is in compliance.</p> <p>Equinix will check if you have resolved the issue from day 7 onwards; this is called the first verification. If the outcome is that the issue has not yet been resolved, you will</p>
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	<p>receive a Final Notification. The Final Notification states that you have three days to resolve the issue. After the time is up, Equinix will perform a second verification. If the issue has not been resolved, we will raise a billable Smart Hands order on your behalf to resolve the issue.</p> <p>You may request an extension or immediate resolution as detailed below.</p> <p>Equinix will not enforce the resolution of issues that would require power-down operations to resolve them. In these instances, you will be issued a recurring notice every 30 days.</p>
5	<p>Can I request an extension? If so, how?</p> <p>For containment issues such as missing blanking panels and other necessary accessories, we request a 10-day resolution timeline. You may request up to two 10-day extensions, totaling additional 20 days to resolve the issue yourself. You may request the extension by clicking on the link provided in the policy enforcement notification emails. The link in the first notification email grants a 10-day extension. The link in the final notification will grant a second 10-day extension. If you have already received the Final Notification email, only one 10-day extension is available and the first extension can no longer be used. Equinix will issue a receipt email to confirm the request has been logged.</p>
6	<p>Can Equinix resolve the issue for me immediately?</p> <p>Yes, a link is provided within the policy enforcement notification emails. To prevent possible duplication, please use this link to request that a Smart Hands ticket is created immediately to resolve the issue. Using this link ensures that any further policy enforcement notifications are stopped. We will confirm order creation and resolution via the usual channels and in Equinix Customer Portal.</p>
7	<p>Does Equinix provide the required materials?</p> <p>We provide standard blanking panels, brush strips and other in-cabinet containment accessories free of charge for Equinix-provided cabinets. If you require any custom or specialist accessories, please contact your account team for more information.</p>
8	<p>I received a Smart Hands order, but I did not create it. What is it about? Can it be canceled?</p> <p>If you have received a Smart Hands order resulting from these Airflow Management policy enforcement notices, this is because you did not respond to two notification emails. Should you consider the ticket raised in error, please contact the Global Service Desk.</p>

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<p>9</p>	<p>Why am I receiving this notification? How can I make changes?</p> <p>Policy enforcement notifications are emailed to the first Master Admin associated listed in the Equinix Customer Portal (ECP) with the Cage/Cabinet who also have Shipping Notifications enabled. These can be adjusted under “Permissions” or “IBX Services Notifications” in ECP. If no Master Admins have Shipping Notifications enabled, notices are sent to all Master Admins associated with the Cage/Cabinet.</p>
<p>10</p>	<p>I have been notified about inverted airflow equipment, but I cannot resolve this issue. What should I do?</p> <p>Equinix will not require this type of equipment issue to be remediated unless it is directly affecting another customer. However, we will continue to issue notifications to the effect that the equipment is at risk every 30 days so that you are aware that our standard thermal SLAs may not apply.</p>
<p>11</p>	<p>How will Equinix know if I have resolved the issue?</p> <p>Before issuing the final notification or, if required, a Smart Hands ticket, Equinix performs a verification (two in total for each ticket). During this verification stage, Equinix staff will check if the issue has been resolved or not. If the issue has been resolved the process is terminated; if it has not, a second notification will be issued or a Smart Hands ticket will be raised, if applicable.</p>