ICE CHICAGO COLOCATION

OPERATING POLICIES

Version 2.1b

Effective Date: May 2027 (exact date to be confirmed)

PREFACE

REFERENCES

A reference in this document to:

- **"2nd Floor High-density Colocation Area"** means designated space located in Suite 261 on the 2nd floor for colocation services with cabinets of density - 8kW, and 10kW.
- **"2nd Floor Low-density Colocation Area"** means designated space located in Suite 261 on the 2nd floor for colocation services with cabinets of density - 3kW, 4kW and 5kW.
- **"2nd Floor Colocation Area"** means designated space located in Suite 261 on the 2nd floor comprised of the 2nd Floor Low-density Colocation Area and the 2nd Floor High-density Colocation Area.
- **"3rd Floor Colocation Area"** means designated space located on the 3rd floor for colocation services.
- "**Authorized Trading Platform**" means a trading facility authorized by a Market Operator or their respective affiliates to operate in the ICE Chicago Colocation Area
- **"Benchmark Administrator"** means ICE Benchmark Administration.
- "**Clearing Member"** means a person or entity that has been authorized as a clearing member by a clearing house, as further defined in the Rules, as amended from time to time.
- "**Colocation Participant**" means any person or entity present in the ICE Chicago Colocation Area, including but not limited to Members, Non-Members, Clearing Members and IBA License Holders, and further clients of the same where applicable.
- **"Colocation Participant Representative"** means an employee or agent (including third parties providing services) of a Colocation Participant.
- **"Fees"** means the applicable charges as set out in the published Colocation price list located at https://www.ice.com/publicdocs/Cermak_Colocation_Product_Price_list.pdf
- **"IBA License Holder**" means a person or individual entity (which for the avoidance of doubt does not include the entity's affiliates) that has been approved to receive the data published by ICE Benchmark Administration in a raw format.
- **"ICE"** means Intercontinental Exchange Inc., parent of Intercontinental Exchange Holdings, Inc., and its affiliates.
- **"ICE Chicago Colocation Area**" means the designated space for colocation services comprised of the 2nd Floor Colocation Area and the 3rd Floor Colocation Area within the data center located at 350 East Cermak, Chicago, IL.
- "**ICE Global Network / IGN**" means the business unit within ICE responsible for operating the ICE Chicago Colocation Area.
- "**Market Operator**" means Creditex, ICE Bonds, ICE Swap Trade, ICE OTC Energy, ICE NGX, ICE Singapore, ICE Endex, ICE Abu Dhabi, ICE Futures US and/or ICE Futures Europe.

  "**Member**" means a person or individual entity (which for the avoidance of doubt does not include the entity's affiliates) that has been admitted to a category of membership of a Market Operator, as the case may be, and each having the meaning ascribed to them in the relevant Rules. For the purposes of Colocation pricing, Non-Members who trade via a Broker or a Clearing Firm are considered Members and relevant Fees will apply.
- "**Non-Member**" means any person or entity (which, for the avoidance of doubt, does not include the entity's affiliates) who is not a Member.
- "**Rules**" means the rules and regulations made from time to time by a Market Operator or Benchmark Administrator, including policies and procedures made under those rules and regulations.
- **Service Provider**" is an entity authorized by Intercontinental Exchange Holdings, Inc or its affiliates to use IGN services in order to offer execution, hosting, or connectivity services to Members or Non-Members, subject to all the policies herein and the ICE Global Network Service Provider Policy, as amended from time to time.
- "**Telco Provider**" is an approved third-party provider of direct access connectivity that has contracted for cabinet space within the ICE Chicago Colocation Area, selling circuits or empty bandwidth.
- "**Visitor**" is a Colocation Participant Representative or other visitor to the ICE Chicago Colocation Area.

The following lists the associated documents which either should be read in conjunction with this document, or which provide other relevant information:

- ICE Data Services General Terms & Conditions
- ICE Data Services Additional Terms - Colocation & MCX
- ICE Global Network Service Provider Policy

All the documents listed above can be found on the following URL: https://www.ice.com/data-services/global-network/documents.

CONTACT INFORMATION

Colocation Participants should contact the ICE Chicago Data Center Operations ("DCO") team to resolve physical data center colocation support requests.

ICE Chicago Data Center Operations:

Telephone: +1-312-836-6690
Email: DC-Support-CHI@ice.com

When emailing requests, Colocation Participants should avoid responding until they have received a request number via email response. This will prevent duplicate requests and usually takes only a matter of minutes. Duplicate requests may lead to additional charges. Colocation Participants should always open requests from a work email address so that we may validate the requester's identity.

Refer to the contact information below for ICE Global Network Connectivity Support.

Network Operations

US: +1 770 661 0010
Europe: +44 203 808 6638
APAC: +61 3 8593 5999
Email: ClientNetworks@ice.com

FURTHER INFORMATION

For any other business or account related questions, please contact the IGN team.

ICE Global Network team:

US: +1 770 661 0010, Option 3
Europe: +44 207 429 4610
APAC: +3 9 9249 2060
Email: iceglobalnetwork-Info@ice.com

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1. BUSINESS POLICY AND GUIDELINES

1.1 POLICY NUMBER: CHI1.1 (TRADING PRACTICES)

1. Except to the extent required by applicable law or regulatory requirement, this policy prohibits any Colocation Participant from engaging in and/or taking any action to develop and/or deploy and/or offer a service which results in or may result in the execution of a trade inside the ICE Chicago Colocation Area using a facility other than an Authorized Trading Platform. For the avoidance of doubt, Colocation Participants shall only be permitted to use the facilities inside the ICE Chicago Colocation Area for the purposes of executing trades on an Authorized Trading Platform.

1.2 POLICY NUMBER: CHI1.2 (CONSISTENCY BETWEEN COLOCATION PARTICIPANTS)

1. Any policy or guideline established by contractual agreement or contained within this document will apply to all Colocation Participants unless explicitly stated to the contrary. For the avoidance of doubt, this overriding policy applies to both Members and Non-Members.
2. The approval of Service Providers is by prior agreement with Intercontinental Exchange Holdings, Inc. Once a Member or Non-Member is approved as a Service Provider for one of the Authorized Trading Platforms, it remains a separate decision to approve or disallow any application in relation to a different Authorized Trading Platform. As such, the permitted activities in the ICE Chicago Colocation Area for Service Providers may be different depending on each Authorized Trading Platform.

1.3 POLICY NUMBER: CHI1.3 (SERVICE PROVIDERS IN COLOCATION AND HOSTING OF MEMBERS AND NON-MEMBERS)

1. Service Providers are permitted to take colocation space and may use the facilities and features, including, but not limited to, LCN connectivity for the receipt of market data, and, to the extent authorized by the relevant Market Operator and subject to the ICE Global Network Service Provider Policy, connectivity to/from the matching engines for the purpose of submitting trades on the relevant Authorized Trading Platform on behalf of Members and/or Non-Members.
2. Service Providers are permitted to host Members and Non-Members within their colocation space on a Dedicated Cabinet basis and/or Shared Cabinet basis as follows:
   a. **Dedicated Cabinets**:
   - Service Providers are permitted to host Members and Non-Members in individual cabinets (4kW upwards) provided that each individual cabinet may only be used solely for one named Member or Non-Member (“Dedicated Cabinets”);
   - Service Providers may order an unlimited number of Dedicated Cabinets, either in aggregate or for any individual Member/Non-Member;
   - Service Providers are not permitted to re-purpose Dedicated Cabinets from one named Member or Non-Member to another named Member or Non-Member without prior written notification to IGN. For the avoidance of doubt, such change may result in additional Fees;
   - For each individual Member/Non-Member hosted on a Dedicated Cabinet basis, Service Providers are required to order dedicated LCN connections (minimum of one pair) . If ordered on behalf of, and dedicated to, a Member, the Service Provider will pay the Member price for such LCN connections;
   - When placing the applicable colocation order, the Service Provider must identify the Member(s) and/or Non-Member(s) it will be hosting on a Dedicated Cabinet basis within the Service Provider’s colocation space and provide the Dedicated Cabinet requirements for each hosted Member and Non-Member;
   - For the avoidance of doubt, Members and Non-Members also have the option of ordering a standalone Dedicated Cabinet (with or without dedicated connectivity) from IGN directly.

b. **Shared Cabinets**:

- Service Providers are permitted to host Members and Non-Members in shared cabinets (4kW upwards) that can be used to host multiple Members and/or Non-Members and to connect multiple Members and Non-Members to the local markets utilizing the Service Provider's shared connectivity, including without limitation LCN connections ("Shared Cabinets");
- The maximum number of cabinets permitted for Shared Cabinet hosting is five (5) cabinets per Service Provider;
- Members and Non-Members hosted by Service Providers on a Shared Cabinet basis are permitted to license dedicated LCN connections (minimum of one pair) through a Service Provider. If ordered on behalf of, and dedicated to, a Member, the Service Provider will pay the Member price for such LCN connections;

3. Each Service Provider shall ensure that its hosted Members and Non-Members comply with all relevant policies applicable to Colocation Participants, including the policies set out in this document and the ICE Global Network Acceptable Use Policy. A Service Provider shall be and remain responsible for any non-compliance by its hosted Member and/or Non-Member.
4. Service Providers are not permitted to host other Service Providers or Telco Providers under any circumstances.
5. Service Providers will be the contracting entity with Intercontinental Exchange Holdings, Inc. for all hosting services ordered in accordance with this policy and will be subject to the Non-Member pricing for the relevant cabinets and all associated connectivity services (including without limitation LCN connections), except where otherwise described.
6. Service Providers are required to adhere to the published ICE Global Network Service Provider Policy, including without limitation, the requirement to provide reporting of all hosted Members and Non-Members within their colocation space and payment of applicable Fees.

1.4 POLICY NUMBER: CHI1.4 (MEMBERS HOSTING OTHER COLOCATION PARTICIPANTS)

1. Members are permitted to host other Members or Non-Members within their colocation space. For these purposes, a Member that is providing hosting services will be subject to the approval of the relevant Market Operator(s), and shall be subject to the terms, conditions and policies, including the policies set out herein, applicable to Service Providers. For the avoidance of doubt, Members are not permitted to host Service Providers.
2. Connectivity between the hosting Member and the hosted Member or Non-Member is permitted but solely for the purposes of receiving market data and submitting trade for execution on the relevant Authorized Trading Platform where permitted by the Market Operator.
3. Members are required to adhere to the published ICE Global Network Service Provider Policy, including without limitation, the requirement to provide reporting of all hosted Members and Non-Members within their colocation space and payment of applicable Fees.

1.5 POLICY NUMBER: CHI1.5 (TELCO PROVIDERS)

1. Telco Providers are not permitted to host other Telco Providers, Service Providers or Colocation Participants under any circumstances.

2. IMPROPER USE OF FACILITIES

2.1 POLICY NUMBER: CHI2.1

1. Visitors are prohibited from operating, touching, opening, or accessing any software, hardware, or other equipment (e.g., colocation cabinets, computers, and monitors) not owned or leased by the applicable Colocation Participant and located in the ICE Chicago Colocation Area without ICE's prior written consent.
2. Installation and cabling of equipment by the Colocation Participant within the ICE Chicago Colocation Area is permitted.
3. Professional equipment trolleys will be provided where appropriate and must be used for all test equipment. All rubbish is to be removed from the area after any work is carried out.
4. Transmission and reception of data wirelessly is prohibited from, to, and within the ICE Chicago Colocation Area. As such, wireless devices and wireless antennas are not permitted. This includes the use of wireless routers, switches, and other cabinet mounted or unmounted devices. Any devices found will be powered off immediately by ICE Chicago Data Center Operations personnel. ICE reserves the right to perform spectrum analysis testing within the ICE Chicago Colocation Area to verify that no unauthorized wireless devices are in operation.
5. Visitors are prohibited from smoking, drinking, or eating on the ICE Chicago Colocation Area floor. There will be designated areas where Visitors will be allowed to consume food and beverages.
6. All doors to and from the ICE Chicago Colocation Area must remain closed at all times. Doors may not be propped open at any time. No tailgating is allowed.
7. No hazardous or flammable materials (including boxes, paper, bubble wrap, etc.) may be delivered to, carried or otherwise introduced into, or stored or left in the ICE Chicago Colocation Area. The ICE Chicago Colocation Area is to be kept free of packaging and kept in a clean and tidy condition at all times. ICE reserves the right to discard any such materials at its discretion without notice to the Colocation Participant.
8. Electrical equipment of any kind (e.g., power tools, laptop computers, etc.) that require use of an electric socket may not be either plugged into the socket or used without the consent of an authorized ICE representative.
9. No equipment shall be placed in front of emergency power stops, air conditioning units, electrical panels, fire extinguishers, fire routes or exit routes.
10. Floor tiles shall not be lifted without the prior written permission of authorized ICE personnel. If the removal of floor tiles is approved, this work will be carried out by ICE personnel.
11. The installation of cables or other devices under the raised floor or between cabinets is prohibited without the permission of authorized ICE personnel. If approved, this work will be carried out by ICE personnel.
12. No drilling, hacking, hot works, burning or other similar activities are allowed t the ICE Chicago Colocation Area.

3. ICE CHICAGO COLOCATION CONNECTIVITY AND CABLING POLICY

3.1 POLICY NUMBER: CHI3.1

1. Colocation Participants can cross-connect to other Colocation Participants within the ICE Chicago Colocation Area. Such cross connects are installed by the ICE Chicago Data Center Operations team using ICE infrastructure and are normalized.
2. Colocation Participants can also connect to any other party (including themselves) located inside the 350E Cermak building (but outside of the ICE Colocation Area) via the 2nd floor Digital Realty MMR. If the other party is not located in an area operated by Digital Realty (e.g. Equinix, Lumen) within 350E Cermak, connectivity can be provided via the Digital Realty Risers.
3. Cross-connects between the ICE Chicago Colocation Area and the 2nd floor Meet-Me Room and/or Digital Realty Risers must be ordered by the Colocation Participant. Once the cross-connect is delivered, the ICE Chicago Data Center Operations team will provide the demarcations.
4. A Colocation Participant can connect between their non-contiguous ICE assigned cabinets via fiber trunks. The installation will be handled by an ICE approved contractor. These cross-connects are not normalized.

3.2 POLICY NUMBER: CHI3.2 (LCN)

1. Each Colocation Participant is required to purchase a minimum of one (1) pair of LCN ports (1G or 10G) with their first ICE Colocation cabinet.
2. Each Member or Non-Member hosted by a Service Provider on a Dedicated Cabinet basis is required to purchase a minimum of one (1) pair of LCN ports (1Gbps or 10Gbps) through the Service Provider.
3. Each Member or Non-Member hosted by a Service Provider on a Shared Cabinet basis is allowed but not obliged to purchase 1G or 10G LCN port(s) through the Service Provider. If such Member or Non-Member orders a single LCN port (1G or 10G), ICE recommends such customer works with their Service Provider to add redundancy to their connectivity setup.
4. The first pair of LCN ports cannot be split between the 2nd Floor High-density Colocation Area and 2nd Floor Low-density Colocation Area, or between the 2nd Floor and the 3rd Floor Colocation Areas.
5. The first pair of LCN ports cannot be a combination of one 1G LCN port and one 10G LCN port instead the pair must be either a 1G LCN pair or a 10G LCN pair.
6. Additional ports can be purchased as individual ports or as pairs, as needed.

4. COLOCATION PARTICIPANT VISIT AND ACCESS GUIDELINES

4.1 POLICY NUMBER: CHI4.1 (GUIDELINES)

1. Colocation Participant Representatives may enter the ICE Chicago Colocation Area only in accordance with the ICE Chicago Colocation Area rules set forth in this document, including without limitation in this policy number 4 (the "ICE Chicago Colocation Area Rules").
2. Colocation Participant Representatives may include third-party suppliers that provide services to the Colocation Participant. In the event that ICE determines that any Colocation Participant Representatives have failed to follow any of the ICE Chicago Colocation Area Rules, ICE may immediately deny such individual(s) access to, or remove such individual(s) from, the ICE Chicago Colocation Area.
3. Colocation Participant Representatives may enter the ICE Chicago Colocation Area only with the prior explicit approval of ICE. Admission to the ICE Chicago Colocation Area is subject to the issuance of an access badge from ICE. Colocation Participant Representatives shall only be allowed into the facility for legitimate business reasons. These reasons include access to equipment on the premises as required in the event of an operational issue arising that warrants on-site presence (emergency situations). Colocation Participant Representatives are required to prominently display the access badge while in the ICE Chicago Colocation Area.
4. Colocation Participants are required to register their employees as level 1 or level 2 administrators on an administrators list to be held by ICE.

   Level 1 administrators have the authority:

   - To make changes to the administrators list
   - To authorize access of themselves or other parties acting on their behalf into their space
   - To make requests to the ICE Chicago Data Center Operations team for work to be undertaken within their space

   Level 2 administrators have the authority:

   - To gain access to the ICE Chicago Colocation Area
   - To make requests to the ICE Chicago DCO team for work to be undertaken within their space

   Only registered administrators are authorized to make requests to the ICE Chicago DCO team. Level 1 and Level 2 administrators will need to submit an email request to the ICE Chicago DCO team. Such requests should be forwarded with a minimum of 2 business days' notice prior to the visit. The request should include:

   a. Name(s) of any Visitor seeking access, including company name.

   b. Purpose of the access/work request.

   c. Expected duration of access/task.

   d. Time and date access/work is required.

   e. Information regarding any planned equipment arrival and / or removal from the facility.

   Colocation Participants that have an emergency situation should contact the ICE Chicago DCO team to coordinate the emergency visit or task. A four (4) hour minimum notice should be allotted prior to any emergency visit.
5. All Visitors entering the building must badge into the North or South Lobby Security Desk. First time visitors will need to apply for a new security badge by contacting the ICE Chicago DCO team.
6. The Colocation Participant must notify the ICE Chicago DCO team, via a Service Now ticket (CC), if a Colocation Participant Representative tests positive for Covid-19 within 14 days of visiting the ICE Chicago Colocation Area. Entry into the ICE Chicago Colocation Area by a Colocation Participant Representative shall be deemed to constitute agreement to these present Colocation Policies, including this notification requirement by the Colocation Participant.
7. Colocation Participant visitation to the ICE Chicago Colocation Area is permitted 24x7x365 with security badge access.
8. As a general rule, Colocation Participants may not make infrastructure changes during the production day to their equipment if such equipment is directly connected to the ICE production systems. Changes to such equipment may have an impact on production connectivity and services; as such these changes must be coordinated with authorized ICE personnel.

4.2 POLICY NUMBER: CHI4.2 (ICE CHICAGO COLOCATION TOUR POLICY)

1. A tour of the ICE Chicago Colocation Area must be sponsored by an ICE representative ("Tour Sponsor") and be approved by ICE Senior management (Director level or above).
2. Tour Sponsors shall notify the ICE Chicago Data Center Operations team at least three business days in advance of the visit to help expedite Visitor processing. The notification should include a list of tour attendees, and the desired areas within the ICE Chicago Colocation Area that they will want to visit.
3. The Tour Sponsor must provide a list of the names of confirmed individuals expected to visit the facility to the Global Security Division team at least 24 hours in advance of the visit.
4. Tours may be requested by contacting your sales representative or iceglobalnetwork-info@theice.com with requested dates and times, who will respond with confirmation or alternate dates / times if requested time cannot be supported.
5. An individual may participate in a tour only if the Colocation Participant or other entity that he or she represents has executed either (a) an ICE Data Services Order Form governed by the ICE Data Services General Terms & Conditions, or (b) the ICE Data Services Non-Disclosure Agreement.
6. All individuals participating in a tour must show a government-issued photo ID and are subject to all requirements set out in Sections 2, 4 and 5 of this Policy.
7. All visitors to the ICE Chicago Colocation Area must comply with ICE Data Services' site policies.

5. PHOTOGRAPHY & VIDEO CAMERA POLICY

5.1 POLICY NUMBER: CHI5.1 (PHOTOGRAPHY)

1. ICE prohibits photography (analog, digital, still, video, camera phone or web cam) inside the ICE Chicago Colocation Area.
2. Violation of this policy will be deemed a material breach of the underlying agreement(s) between the applicable Colocation Participant and ICE Data Services.
3. Any exception requests to this policy should be discussed with the ICE Chicago Colocation Area manager.

5.2 POLICY NUMBER: CHI5.2 (VIDEO CAMERA)

1. Colocation Participants may not install video cameras or any video devices anywhere within the ICE Chicago Colocation Area.

6. STANDARD CABINET CONFIGURATIONS POLICY

6.1 POLICY NUMBER: CHI6.1 (PHYSICAL AND HVAC)

1. In the 2nd Floor Colocation Area:
    a. Each Colocation Participant cabinet contains 45RU and is lockable.
    b. The top two (2) Rack Units (RU) of any cabinet are reserved for ICE infrastructure (e.g., patch panels).
2. In the 3rd Floor Colocation Area:
    a. Each Colocation Participant cabinet contains 48RU and is lockable.
    b. The top two (2) Rack Units (RU) of any cabinet are reserved for ICE infrastructure (e.g., patch panels).

6.2 POLICY NUMBER: CHI6.2 (ELECTRICAL POWER)

1. Each cabinet is provided with two (2) dedicated feeds; one provides 'A' feed power while the other provides 'B' feed power, both supplied by a dual fed Hall PDU with a static transfer switch to fail over to the other feed, when necessary, without any disruption to service.
2. In the 2nd Floor Colocation Area:
    a. Colocation Participants can upgrade the cabinet power in the Low-density Colocation Area from 3kW and 4kW up to 5kW and in the High-density Colocation Area from 8kW to 10kW, subject to technical feasibility and capacity.
3. In the 3rd Floor Colocation Area:
    a. Upgrade of cabinet power is subject to technical feasibility and capacity.
4. Colocation Participant-owned DC electrical equipment and cabling is not permitted.
5. Colocation Participants are strongly encouraged to use both redundant power feed sources provided to them in their colocation cabinets to mitigate the impact from power equipment failures.

Note: The above is for our standard installation. ICE will work with Colocation Participants to accommodate requests for non-standard configurations, subject to requirements and additional charges. Colocation Participants can provide their own PDU units subject to pre-approval by the ICE Chicago Data Center Operations team. All PDUs must be of horizontal orientation and in keeping with H07RF standards, i.e. low smoke, zero halogen for the trailing lead, etc. Pre-approved customer-owned PDUs will be installed and connected by the ICE Chicago DCO team.

7. CABINET USAGE POLICY

7.1 POLICY NUMBER: CHI7.1 (EXCESS USAGE)

1. Where a Colocation Participant has licensed cabinets within the ICE Chicago Colocation Area, each such colocation cabinet is subject to a prescribed kilowatt capacity limit ("kW Limit") set forth in the applicable connectivity agreement between the relevant ICE entity and the Colocation Participant ("Agreement").
2. In addition to any other rights and remedies available to ICE Data Services under the Agreement, if, solely according to ICE's calculations, a Colocation Participant exceeds their kW Limit (a "Breach"), ICE Data Services reserves the right in its sole discretion:
   a) for the initial Breach Month (as defined below), to issue a written notice to the Colocation Participant, setting out the Breach(es) that occurred and providing the Colocation Participant a Remedy Period;
   b) for a second Breach Month within 11 months of the initial Breach Month, to issue a written notice to the Colocation Participant, setting out the Breaches that occurred and to charge the Colocation Participant an Additional Capacity Fee (as defined below); and
   c) for a third Breach Month within 11 months of the initial Breach Month, to terminate, upon written notice to the Colocation Participant, the applicable colocation cabinet Services provided to the Colocation Participant. As an alternative, if technically feasible, the Colocation Participant may execute a replacement Agreement upgrading their existing cabinet and/or an additional Agreement licensing further cabinets, in order to reflect their actual kilowattage usage requirements.
3. For the avoidance of doubt, any Breaches that occur during the applicable Remedy Period shall not be counted towards a further Breach Month.
   a) "Additional Capacity Fee" means a fee of $1,100. For the avoidance of doubt, such Additional Capacity Fee will be payable in addition to the applicable fees payable under the Agreement.
   b) "Breach Month" means a calendar month during which a Colocation Participant commits one or more Breaches.
   c) "Remedy Period" means the remainder of the calendar month in which the applicable Breach notification is issued, for the Colocation Participant to remedy the cause of such Breach(es).

8. SHIPPING AND RECEIVING POLICY

8.1 POLICY NUMBER: CHI8.1

1. All equipment deliveries must be pre-authorized, otherwise they will not be accepted. Notwithstanding the pre-authorization, ICE reserves the right to reject a delivery, provided it has reasonable grounds to do so.
2. The ICE Chicago Colocation Area delivery period is Monday to Friday (except holidays), between 08:00AM and 4:00PM (Central Time). Out of hours deliveries will be considered on an exception basis with a minimum of two days' notice in advance of such delivery.
3. All delivered packages must include the Colocation Participant's firm name, an ICE contact name and to ICE's attention. All delivered packages will be subject to security screening prior to delivery within the ICE Chicago Colocation Area or onto the ICE Chicago Colocation Area grounds.
4. Prior to delivery, the Colocation Participant must provide information relating to the number of packages, tracking number, size and weight of the equipment to be delivered.
5. Equipment deliveries for hardware upgrades or emergency break/fix replacement must be logged with ICE Chicago Data Center Operations team who will make arrangements for delivery of the equipment.
6. ICE will not be held responsible for international shipping duties applicable to equipment delivered to the site for the use of the Colocation Participant.
7. Participants should open a customer contact ticket to the ICE Chicago DCO team by sending an email to *DC-SUPPORT-CHI@ice.com* with all the relevant information of the package including the tracking number and the courier services and must be addressed to:

    - For a delivery to the 2nd Floor Colocation Area:
      Intercontinental Exchange, Inc.
      C/O [Customer Company Name]
      350 E Cermak Road, 2nd Floor,
      Suite 261, Chicago, IL 60616
      ATTN: ICE

    - For a delivery to the 3rd Floor Colocation Area:
      Intercontinental Exchange, Inc.
      C/O [Customer Company Name]
      350 E Cermak Road, 3rd Floor,
      Suite 365, Chicago, IL 60616
      ATTN: ICE

9. REMOVAL OF EQUIPMENT FROM THE ICE CHICAGO COLOCATION AREA

9.1 POLICY NUMBER: CHI9.1

1. ICE reserves the right to inspect, at any time, any and all incoming and outgoing packages and other articles in the possession of any individual at the ICE Chicago Colocation Area.

10. EQUIPMENT STORAGE POLICY

10.1 POLICY NUMBER: CHI10.1

1. An equipment storage area is available for Colocation Participants to use. Colocation Participants seeking to use such storage area must notify and coordinate with the ICE Chicago Data Center Operations team prior to using the area. Colocation Participants may not store equipment for longer than 15 days in the storage area.
2. Colocation equipment must not be sent more than 15 days in advance of installation. If equipment storage exceeds 15 days, equipment will be returned at the Colocation Participant's expense (if no prior arrangements have been made between the Colocation Participant and ICE Data Services).

11. PROBLEM AND INCIDENT MANAGEMENT

11.1 POLICY NUMBER: CHI11.1

1. All problems and incidents related to the colocation service should be submitted to the ICE Chicago Data Center Operations team by sending an email to *DC-SUPPORT-CHI@ice.com* with all the relevant information
2. All tickets are subject to tracking by the ICE Chicago team. The ICE Chicago DCO team will work with appropriate teams for resolution.
3. All tickets will be logged with notification tracking, including email notice distribution.
4. Tickets will be closed upon resolution.

12. SERVICE REQUESTS (STANDARD AND EMERGENCY)

12.1 POLICY NUMBER: CHI12.1

1. Remote ("Hot") Hands support for change requests such as installation/removal of hardware and patching changes should be submitted to the ICE Chicago Data Center Operations team.
2. Emergency service requests must be coordinated with the ICE Chicago DCO team.
3. All Remote ("Hot") Hands support (including basic maintenance support, hardware reset, hardware replacement and visual checks) will be charged by the hour and invoiced monthly in arrears based on the support tickets raised by Colocation Participants with the ICE Chicago DCO team.
4. The services provided under this policy will be subject to the applicable Fees.

13. COMPLIANCE WITH POLICIES

13.1 POLICY NUMBER: CHI13.1

1. ICE shall have the right to perform audits and inspections of each Colocation Participant for the purposes of determining such Colocation Participant's compliance with these ICE Chicago Colocation Operating Policies. Such audits and inspections may include ICE accessing a Colocation Participant's cabinets, equipment and hardware, and data transmitted by a Colocation Participant.

14. DOCUMENT HISTORY

Document Version	Release date	Change Description
1.0	February 2021	Initial version
1.1	April 2022	Policy update on A & B Power Feeds
1.2	July 2023	Policy updates on New Port Policy
1.3	October 2023	Policy updates on cross-connects and delivery
1.4	April 2025	Policy updates on ordering cross-connects to Third Party
2.0	11 August 2026	Policy updates for 3rd Floor Colocation Area & clarifications Effective date: April 05, 2027
2.1	21 September 2026	Policy 3.2 and policy 1.3.4 update Effective date: April 05, 2027
2.1b	22 October 2026	New effective date: May, 2027