



These procedures apply to all CIXP customers and their sub-contractors. The definitive list of customers and their authorized sub-contractors is kept by the CIXP manager (EDMS: [1208875](#) and Service Now [KB0002788](#)) and is distributed internally to various distribution lists and to the CERN Access Registration Service.

- Customers must send **all** access requests to cixp-access@cern.ch, stating:
 - a. First Name, Surname & company
 - b. Date & Time & expected duration of the intervention
 - c. Which technical area needs to be accessed (i.e. room and rack ID)
 - d. Brief description of work to be done
- The email will generate a ticket for the Access Registration service. Therefore, please only send access requests to this address! For contractual, technical or general questions concerning the CIXP, use cixp-support@cern.ch.
- When the request is granted, CIXP informs the customer and provides further instructions:
 - a. If access is during working hours (08:00-18:00), the access card must be picked up at the reception of Building 33 (visitor card service). The ID check is done by the reception.
 - b. Outside working hours, the access card will have been left with the guard at the main gate (Entrance B). A security agent will then accompany the engineer to 513 after their credentials have been validated.
- In the event of an emergency access request made outside working hours, and there has not been enough time to prepare an access card, the customer shall go directly to the guard at the main entrance (Gate B). The guard will check that the company is on the official CIXP access list (EDMS: [1208875](#)) and a security agent will then accompany the engineer to the computer centre and their equipment.
- During working hours, once at the computer centre (513), the engineer should call +41 22 767 1717 to gain access to the CIXP technical area.

Note: The Registration Forms for Personnel of Contractors and the declaration for the French work inspection ("Déclaration Préalable d'Intervention à l'Inspection du Travail du Lieu d'Intervention") do **not** need to be filled in. These documents are required by subcontractors coming on-site to execute work under a CERN mandate. In the case of the CIXP, customers are working on their own equipment and are entirely responsible for their own contractors.



cixp

Access Procedures

13 March 2025

CIXP Contacts

For *All* CIXP Access requests (and only access requests!)

Mail to cixp-access@cern.ch

For *All* CIXP Support questions (technical and contractual)

Mail to cixp-support@cern.ch

Emergencies

1st-Level Support	cixp-support@cern.ch Network Communications +41 22 767 4927
2nd-Level & 3rd-Level Support	cixp-support@cern.ch John Shade Office: +41 22 7672214 Mobile: +41 75 4118827 Edoardo Martelli Office: +41 22 7672613 Mobile: +41 75 4110046 Daniele Pomponi Office: +41 22 7664344 Mobile: +41 75 4113131

Shipping Equipment

Equipment for the CIXP must be brought in through the Entrée Marchandises of the Meyrin site (Gate "D"). It must be accompanied by a Pro-Forma invoice or other proof of ownership that must be presented to, and stamped by, the Goods Reception in building 194. If shipped from abroad, all customs duties must have already been paid (DDP – Delivery Duty Paid) by the equipment's owner i.e. not CERN.

The ship-to address is:

<Customer Name> c/o CIXP
Attn. J. Shade, 513-R-053
CERN
Esplanade des Particules, 1
1211 Genève 23, Suisse

The Meyrin goods entrance is open 08h00 - 12h00 / 13h00 – 16h00. The GPS coordinates are 46°14'04.31"N and 6°03'05.35"E. See also <https://sce-dep.web.cern.ch/node/251>



Miscellaneous

Useful Maps for Customers:

Access card pickup (Building 33): [https://maps.cern.ch/mapsearch/mapsearch.htm?n=\[33\]](https://maps.cern.ch/mapsearch/mapsearch.htm?n=[33])

Guard House at Main Entrance: [https://maps.cern.ch/mapsearch/mapsearch.htm?n=\[533\]](https://maps.cern.ch/mapsearch/mapsearch.htm?n=[533])

Computer Centre (Bldg. 513): [https://maps.cern.ch/mapsearch/mapsearch.htm?n=\[513\]](https://maps.cern.ch/mapsearch/mapsearch.htm?n=[513])

Prévessin Network Hub (Bldg. 773): [https://maps.cern.ch/mapsearch/mapsearch.htm?n=\[773\]](https://maps.cern.ch/mapsearch/mapsearch.htm?n=[773])

Goods Reception (Bldg. 194): [https://maps.cern.ch/mapsearch/mapsearch.htm?n=\[194\]](https://maps.cern.ch/mapsearch/mapsearch.htm?n=[194])

Addendum B.773:

Building 773 in Prévessin is not, strictly speaking, part of the CERN Internet Exchange Point. However, several external operators (e.g. GEANT, SURF, ESnet) have a presence there, and the same access procedures are used. The engineer must pick up their access card in Switzerland and make their own way to B.773.