

Collocation Space Rules and Regulations

General Rules and Regulations

Food, drink and smoking are strictly prohibited in the Collocation Space facility. Customers may not enter the facility with magnetic devices, explosives, weapons, or harmful or illegal items. Visitors may be asked to leave the facility for suspicious behavior.

Installation of Equipment

The collocation space Manager will schedule an installation appointment with the customer and will assign a technician to assist with installation of the customer's equipment.

On the day of installation, the technician will provide authorized users with cabinet keys. Authorized users must be present to sign the Key Check-Out form.

Removal of equipment from the Collocation Space must be scheduled with the collocation space Manager. Authorized users must return their cabinet key at the time of removal. The customer must sign the Key Check-In form.

Console Room (where available)

Customers may enter the Console Room 24-hours a day , seven days a week to perform routine inspections of their equipment. Visitors must be prepared to provide Photo ID and their Server ID number upon request. The collocation space staff will provide information and procedures for building access.

Access to Collocation Space Facility and Collocation Space

Customers are responsible for assigning up to four authorized users to access the Collocation Space facility. Each customer will receive two keys for the secure cabinet space (customers with open rack space will not receive keys). A fee of \$100 is imposed on each lost / stolen key.

A list of authorized users is maintained at the Collocation Space facility. Individuals not listed, as authorized users may not enter the Collocation Space facility under any circumstance. Only the Primary Contact Person is authorized to make modifications to the list of authorized users, and this request must be made in writing to the Collocation Space Manager.

Authorized users may not bring guests with them into the Collocation Space facility or Collocation Space without prior approval of the collocation Space Manager. Children under the age of 18 will not be allowed access to our Collocation Space facility due to potential risks involved and liability exposure.

Customers should schedule all visits to the Collocation Space (equipment room) by calling **1-877-777-6335**.

- Customers are allowed up to six free "Normal Business Hours" visits per month. Normal Business Hours for Collocation Space facilities are Monday – Friday, 8:00 AM – 5:00 PM. If a "free" visit starts during normal business hours but extends past normal business hours, customer will be billed at the per hour labor rates included as an Exhibit to the Customer's Collocation Agreement for each hour such visit extends past normal business hours.
- Visits outside normal business hours and/or visits that exceed the six free visits per month will be priced in accordance with the per hour labor rates included in an Exhibit to the Customer's Collocation

Agreement. NuVox reserves the right to decline Customer's request for visits outside normal business hours or to limit the duration of such visits if Customer's issue is non-service affecting.

- Customers are not allowed to visit the Collocation Space during scheduled maintenance windows. Typically these times are scheduled in the early hours of the morning between 11:00 pm and 6:00 am.
- Visits should be scheduled 48-hours in advance when possible; otherwise, if NuVox can indeed accommodate the visit at the requested time, the visit may be charged in accordance with the per hour labor rates included as an Exhibit to the Customer's Collocation Agreement.
- Customers must provide their Server ID number and photo ID upon entry to the facility.
- Signature is required upon arrival to and departure from the facility.
- Customers are escorted throughout the duration of their visit.
- Hardware maintenance shall only be done in a designated work area as determined by the Collocation Space Manager.