

## **Collocation Space Rules and Regulations**

### **General Rules and Regulations**

- Customer will treat Windstream personnel professionally and may expect the same in return.
- Customer will conduct itself in a safe manner and will not bring any firearms, weapons, or illegal substances into the Collocation Space.
- Food, drink and smoking are strictly prohibited in the Collocation Space.
- Customer will not solicit or harass other persons or customers and will obey all laws and regulations while at the Collocation Space.
- Customer will not post any signage, advertisements, or other documents anywhere at the Collocation Space with the exception of identification and emergency contact information in or on Customer's assigned cage.
- Customer will obey any building rules of access or usage. This includes usage of elevators/service elevators/stairs.
- Customer will never leave equipment, supplies, trash, or any other item in common spaces without prior consent from the Collocation Space Manager.
- Customer will not prop open entrance doors to the Collocation Space.
- Customer will not tamper with or touch in any way Windstream's or any other customer's equipment and/or connection(s) and/or cabling, UPS, Air Conditioning, Power Distribution Equipment, Security Equipment, or any other items which do not belong to Customer and are in Customer's cage or cabinet.
- Customer will not drag equipment or otherwise scar floors, walls, or doors.
- 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 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 by contacting Windstream Customer Support.

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.

Sites in the following markets allow for 24-hour access via key card: Atlanta, GA; Charleston, SC; Ephrata, PA; Ft. Lauderdale, FL; Jacksonville, FL; Nashville, TN; Newton, IA; State College, PA, Tampa, FL. Each authorized user will receive a badge and a Personal Identification Number (PIN). Authorized users must present a valid photo ID (i.e. Driver's License) to the Collocation Space Manager to receive their badge and PIN.

All other sites allow for 24-hour access via escort. The following rules apply to escorted access.

Customers should schedule all visits to Collocation Space sites (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. Windstream reserves the right to decline Customer's request for visits outside normal business hours to limit the duration of such visits if Customer's issue is non-servicing affecting.
- Customers may not be 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 Windstream 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 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.