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## 1.0 - Welcome

Thank you for choosing LOGIX Fiber Networks' Data Center Services. To simplify your move to our colocation facility and protect the security of all personnel and equipment, this guide is provided to explain our Data Center requirements and processes in accordance with the Master Service Agreement and Data Center Service Schedule, which are part of your signed Customer Order ("Agreement"). If you have questions or concerns, do not hesitate to call your Salesperson or our Customer Care Center at 1-800-444-0258.

Note: This guide provides basic rules and requirements for the LOGIX Fiber Networks Data Center facilities. The signed Agreement takes precedence over this guide.

### 1.1 - LOGIX Fiber Networks Data Center Facility Classifications

LOGIX Fiber Networks has five data center facilities to meet your immediate and evolving needs. These facilities offer various feature attributes.

Address	Details
1905 E. 6 <sup>th</sup> Street, Austin, TX	Data Center 1 & Data Center 2
811 Louisiana/1010 Travis, Houston, TX	Data Center
1510 Primewest Parkway, Katy, TX	Data Hall 2 & Data Hall 3
2323 Bryan ST., Dallas, TX	8 <sup>th</sup> floor and 26 <sup>th</sup> floor
4635 Southwest Freeway	Data Center

## 2.0 - Security Policies

### 2.1 - Authorizing Your Access

To obtain security access to the facility, you will need to identify at least one (1) employee from your company to be a Badged Representative (Authorized Contact). Your LOGIX Fiber Networks Salesperson will help you register your Authorized Contact through the Signature Authorization and Access Request processes. The Authorized Contact serves as LOGIX Fiber Networks' single point of contact on all security matters related to your data center services.

As an Authorized Contact, you will be able to request permanent access badges, make changes to current badges, deactivate/term badges, and request an access report for your company.

In most sites, permanent badges will be issued; however, some locations require escorted access at all times. At most sites, permanent badges do not expire. You need to request Badge Access for each data center in which you are colocated. A single badge may not work for all locations. It is the responsibility of the Authorized Contact to manage all badges issued on behalf of your company. It is the Authorized Contact's responsibility to notify the Network Operations Center (NOC) at [noc@logix.com](mailto:noc@logix.com) or 1-866-374-6662 of any changes to a badge holder's status. Any changes to the Authorized Contact list can be made through your LOGIX Fiber Networks Sales Representative.

Please note: LOGIX Fiber Networks reserves the right to limit the number of Authorized Contacts, and/or to deny access to any individual or group it foresees as a potential risk to our Customers and/or network.

## **2.2 - Requesting Access**

You will receive notification from your LOGIX Fiber Networks account manager once the Data Center Services order is complete. At this point, you can request access to the facility. All requests for access must be submitted by an Authorized Contact via email. If the Authorized Contact is not available, they must authorize a colleague in their place. Email requests can be sent to the Account Manager, or [noc@logix.com](mailto:noc@logix.com). LOGIX Fiber Networks' Security Access Center reviews the information provided in the access request and approves and distributes access cards to the Authorized Contact. The Authorized Contact may then provide the cards to the employees for whom access was granted.

You must notify LOGIX Fiber Networks immediately if any employee/vendor with badge access to a LOGIX Fiber Networks data center facility is no longer employed by you or is no longer your vendor by contacting the NOC at [noc@logix.com](mailto:noc@logix.com) or 1-866-374-6662.

For sites with biometric access, please notify LOGIX Fiber Networks twenty-four (24) hours in advance of your first visit, which must take place during normal business hours (Monday - Friday, 8 a.m. - 5 p.m. Central Time). This ensures the biometric authentication process can be completed following the instructions posted within the site.

## 2.3 - Reseller Badges

All badges issued to your customers will be issued under your company name. It is your Authorized Contact's responsibility to manage badges and badge holders. Make sure all of your Customers given access receive a copy of this document (Data Center User Guide and Acceptable Use Policy) and follow all LOGIX Fiber Networks policies. You are responsible for any and all actions of your Customers.

## 2.4 - Escorting Visitors

Customer personnel may open a Tech Support ticket to schedule a LOGIX Fiber Networks escorted visit. LOGIX Fiber Networks will follow established internal visitor procedures, including but not limited to:

- ✓ Checking the government-issued ID of the visitor
- ✓ Ensuring the visitor signs in to the visitor log book
- ✓ Issuing a visitor badge and collecting the badge upon visitor's exit from the facility

Customer personnel are responsible for their own visitors if a LOGIX Fiber Networks escort is not requested. Customers must follow established internal visitor procedures, including but not limited to:

- ✓ Ensuring the visitor signs in to the visitor log book
- ✓ Escorting visitors at all times
- ✓ Complying with all requirements in the Data Center User Guide and Acceptable Use Policy

Please note: Permanent badges or visitor badges may not allow access to all doors within the facility, but will provide access to all Customer areas.

## 2.5 - Security Requirements and Standards

Attempts to bypass the security measures LOGIX Fiber Networks has in place for access to any area of the facility may result in a Tech Support ticket charge to your company. Repeat violations may result in temporary or permanent suspension of access.

Badge Holder and Visitor Guidelines:

- When on site, you must wear your badge on your person, and it must be displayed in such a manner that it is readily visible to others.

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- No food or drinks are allowed in LOGIX Fiber Networks data center facilities.
  - No “tailgating” is allowed. Each individual entering the facility must have a valid access badge or be escorted by someone with a valid access badge.
  - You will be issued an initial LOGIX Fiber Networks badge. It is your responsibility to immediately report lost or stolen badges. You may be charged for lost badges. If your badge is stolen, you may be required to provide details of the incident or a police report reference to our Network Operations Center (NOC): 1-866-374-6662.
  - Photography is prohibited within all LOGIX Fiber Networks facilities, unless explicitly approved by Site Management and Security.
  - Possession of weapons, firearms, illegal drugs, or alcoholic beverages is prohibited within all LOGIX Fiber Networks facilities. If you are found with such or related items, individual access will be terminated.
  - Any badge holder engaged in wrongful or criminal activity, intentional eavesdropping, or intelligence gathering will have their access terminated immediately.
  - Persons engaging in any wrongful activity or in possession of noted contraband items are subject to immediate eviction from the facility.
  - Security doors and fire exits must not be left open and must remain free of materials and equipment at all times.
  - Use of non-LOGIX Fiber Networks security access measures—such as locks, cameras, and video equipment—requires the express written approval of Security. Such use of non-standard equipment is highly discouraged and may be limited to use within an enclosed private suite.
  - Badge access can be limited to specific cages for certain Customers.
  - It is LOGIX policy to provide a work environment free from all forms of sexual harassment. Any unwelcome sexual advances, requests or demands for sexual favors, and other visual, verbal, or physical conduct of a sexual nature constitute sexual harassment when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
  - Harassment or abuse of employees, contractors, Customers, or the general public is unacceptable and will not be tolerated. Examples of inappropriate physical behavior include acts of violence (hitting, shoving, punching, tripping, pinching, etc.). Examples of inappropriate verbal behavior include threats, sexual comments, foul language directed at another person, and threatening notes.

Note: Violation of these guidelines may result in temporary or permanent suspension of site access.

## 2.6 - Access Hours

All sites have 24/7 access. However, some areas inside the facilities, such as loading docks, storage areas, staging benches, etc., may not be accessible. Where badge access is not available, please refer to the unescorted access policy.

All visitors must be issued a visitor badge, and must sign in and be escorted at all times while inside the facility. Access to a Customer's colocation space at a manned facility is available at most locations from Monday through Friday between 8 a.m. and 5 p.m. Central Time, without incurring additional charges.

Non-badge access to LOGIX Fiber Networks sites outside of normal business hours is a chargeable event via the LOGIX Fiber Networks Tech Support service. Access to any facility that requires LOGIX Fiber Networks Tech Support will require a Tech Support escort ticket, regardless of time-of-day. Escorted access in a LOGIX Fiber Networks facility, which is when a LOGIX Technician accompanies the Customer or Customer's vendor for the duration of the visit, also requires a Tech Support escort ticket.

## 2.7 - Security

Physical security is accomplished via the use of card readers, biometric security devices, and video cameras where available. All LOGIX Fiber Networks data center facilities keep access logs. In the event of a security issue, LOGIX personnel can check the access logs to determine which individuals entered the facility and when. If applicable, LOGIX personnel can check security videos to determine the same.

## 3.0 - Facility Policies and Systems

### 3.1 - Evacuation Policy

LOGIX Fiber Networks is committed to safety. Therefore, anyone accessing a LOGIX Fiber Networks facility must comply with LOGIX Fiber Networks' evacuation policy.

- Emergency Planning
  - Make sure your Badged Representative's contact information is updated at all times.

- **Communication during an Emergency**
  - Listen for any announcements and follow instructions.
  - Evacuate immediately if you hear or see any alarms.
  - Notify LOGIX Fiber Networks if there is any change to your point of contact and contact details.
  - Call the NOC at 866-374-6662 to get an update on the status of an emergency.
- **Access Management**
  - LOGIX Fiber Networks, at its sole discretion, reserves the right to determine a facility's safety status and re-entry timeline.
  - LOGIX Fiber Networks will work with the appropriate building, local, state, and federal authorities in this process.
- **Liability Disclaimer**
  - Any individuals refusing to leave the facility remain in the facility at their own risk. LOGIX Fiber Networks will not be liable for anyone who refuses to adhere to LOGIX Fiber Networks' evacuation policy.

### **3.2 - Fire Detection and Suppression Systems**

A dry pipe pre action fire suppression system is employed in the Data Centers in the event of an incendiary incident. The system is comprised of heat and smoke detectors. The detectors are located within various zones and the system is designed to activate in the event that smoke or heat is detected in a minimum of two (2) zones. Once the system is activated it will discharge only in the event that the sprinkler head reaches 155 degrees in the Data Center, or 212 degrees in the generator areas.

### **3.3 - Proof of Insurance**

You must maintain and provide proof of insurance in accordance with the requirements of the Agreement. In addition, any vendor must be able to provide a certificate of insurance (COI) upon request at any LOGIX Fiber Networks facility.

### **3.4 - Equipment Criteria**

All Customer equipment must comply with the following criteria:

- Equipment is mountable within a rack or cabinet.
- Equipment will fit within the Customer's space while allowing proper access.

- Spare equipment will be kept within the confines of the Customer space.
- AC and DC power distribution to the Customer space will be handled by LOGIX Fiber Networks.
- Equipment will include all necessary fans and ventilation.
- Equipment power consumption will remain at or below maximum power density for the facility.
- Equipment weight will not exceed the floor loading at the facility.
- Equipment mounted within the cabinet or rack must be properly grounded per equipment manufacturer specifications.
- In cases where Customer does final terminations of DC power that include h-taps and in-line splices, the Customer will follow h-tap and in-line splice manufacturer guidelines.
- All cables will be tied and harnessed in an orderly fashion. Signal cable will be placed and secured on signal cable ladder; fiber jumpers to be placed within fiber guide.
- All equipment will be suitably labeled as belonging to the Customer, including any safety notices and instructions for emergency repairs and/or contacts. LOGIX Fiber Networks will add a Customer number, in a format which resembles an IP address.
- All associated records and documents of equipment will be available for safe storage in the space, with the Customer separately holding a complete set of such information at their premises.
- For facilities where Customer-provided rack-mounted AC UPS units are allowed, installation will follow manufacturer's recommendations.
- Inverters used to convert DC to AC power are not permitted.
- All equipment will comply with applicable laws, rules, and regulations in the jurisdiction where located.
- All equipment that generates heat within Customer's cabinet must be arranged for hot aisle/cold aisle configuration.

### 3.5 - Maintenance

Maintenance responsibilities at facilities owned or leased by LOGIX Fiber Networks include:

- Janitorial services
- Environmental systems maintenance
- Power plant maintenance
- Other actions that are reasonably required to maintain the colocation area.

Your maintenance responsibilities as a Customer include:



- Maintaining the colocation space in an orderly and safe condition in accordance with nationally published Occupational Safety and Health Administration (OSHA) standards
- Ensuring the perforated cooling tiles are not blocked
- Keeping the aisles free and clean of obstruction
- Returning the colocation space to LOGIX Fiber Networks at the conclusion of the Service Term set forth in the Customer Order in the same condition (reasonable wear and tear excepted), except as expressly stated in your Customer Order

If your space is not maintained to our standards, LOGIX Fiber Networks may contact you with a notification of non-compliance. In the event you are contacted, you have twenty-four (24) hours to remedy the situation.

### 3.6 - HVAC Systems

Current data center HVAC is comprised of air handlers to provide N+1 redundancy at current load. Each air handler unit contains individual temperature and humidity controls which are monitored locally by Data Center Personnel as well as by the Network Operations Center (NOC). Performance of the building water chillers, water flow, water temperature, and function of peripheral equipment such as water pumps are monitored by the NOC.

Maintenance and support is provided by LOGIX Engineering and Operations and a designated mechanical systems company on contract to provide maintenance support 24x7x365. The primary LOGIX Fiber Networks contact is:

Network Operations Center (NOC): 866-374-6662 or [noc@logix.com](mailto:noc@logix.com)

### 3.7 - Trash Removal

- Customer is responsible for removing large boxes.
- Cleaning crews will remove any trash that fits into a regular-sized trash bin.
- LOGIX Fiber Networks does not permit the storage of cardboard within the facility.
- LOGIX Fiber Networks does not clean your space. It is your responsibility to help maintain the cleanliness and order of the data center facilities.
- For a large suite or cabinet build-out, you must contact [noc@logix.com](mailto:noc@logix.com) to request LOGIX Fiber Networks tech assistance in arranging for dumpster and/or freight elevator usage. Trash removal logistics vary at each data center facility.
- It is critical that you communicate with local Data Center Operations personnel regarding the specific trash removal policy at your site.

### **3.8 - Assignment/Resale**

- You may only assign, transfer, or resell data center space in accordance with the terms of the Agreement.
- All requests for service from Customer's "end users" should be handled through you.

### **3.9 - Temporary Workspace Areas**

Where available, LOGIX Fiber Networks offers open cubicles for Customers to use temporarily on a first-come, first-served basis. Charges may apply.

Guidelines for use are as follows:

- Computers are not provided.
- You must vacate the workspace at the end of each day and dispose of your office trash in designated wastebaskets before departing.
- Return chairs to the desks before you leave the facility.
- LOGIX Fiber Networks does not offer private conference rooms or break rooms in every facility. Charges apply in facilities that offer conference rooms and break rooms.
- If a permanent workspace solution is needed, please contact your LOGIX Fiber Networks salesperson.

### **3.10 - Smoking Area**

Smoking is not allowed in the colocation areas. If you want to smoke, you must adhere to local laws, which can be explained by LOGIX Fiber Networks' local operations personnel.

### **3.11 - Mail Service**

Please do **not** have mail delivered to any data center facility. LOGIX Fiber Networks does not provide Customer mailboxes at data center facilities.

### **3.12 - Approved Vendors**

Only LOGIX Fiber Networks and approved vendors may perform construction in your suite. The approved vendor list varies by facility. Please contact the Data Center Facilities Engineer at your specific location to obtain the vendor list.

### **3.13 - Bringing Your Equipment to The Facility**

Once you have obtained your security badge, you may deliver your equipment to your colocation space.

### **3.14 - Equipment Prior To Space Acceptance**

In the event that storage is needed for equipment prior to your space being accepted, LOGIX Fiber Networks may offer colocation equipment storage when and where available, subject to the terms of the Agreement. Please follow these steps:

- Ensure that LOGIX Fiber Networks has your contract for colocation space on file.
- Schedule the delivery of your equipment at the receiving dock by calling your LOGIX Fiber Networks Account Manager.
- The docks are typically open from 8 a.m. to 4 p.m. local time, Monday through Friday.
- Each data center facility may have different shipping logistics depending on building location, building type, building management, freight elevator access, union rules, etc. These will be communicated when you schedule the appointment.
- When we receive your equipment, it will be stored in a secured location if applicable for 45 days. LOGIX Fiber Networks is not responsible for lost or stolen equipment.
- If you do not retrieve stored equipment within the 45-day interval, LOGIX Fiber Networks may have to return your equipment at your expense. LOGIX Fiber Networks will give you three (3) days' prior notice if we need to return your equipment.
- If you need equipment stored longer than 45 days, please contact your account manager.
- Equipment removed by Customers cannot be stored on-site.

### **3.15 - Guidelines for Installing Your Equipment**

- Secure your own equipment before and during installation.
- It is your responsibility to provide all installation materials for your equipment, including but not limited to fuses, wires, tie wraps, and labels.
- Please do not run cable in LOGIX Fiber Networks signal and power trays or on top of cabinets.
- Please do not move floor tiles or attempt to penetrate the tile under cabinet(s).
- Heat-producing equipment must be installed with hot aisle/cold aisle configuration.
- We recommend that you only check out the equipment you can install in one day.

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- Please notify LOGIX Fiber Networks personnel in your facility if your equipment needs to be secured overnight.
  - LOGIX Fiber Networks is not responsible for any equipment or other personal property left in the workspace area.

### **3.16 - Workmanship Standards and Requirements**

LOGIX Fiber Networks expects our Customers to be good facility citizens by adopting best practices when it comes to managing their colocation space. In accordance with cooling best practices, LOGIX Fiber Networks requires Customers to adopt good cable management:

- Ensure all cables are tied down, organized in an orderly fashion, and configured to maximize airflow.
- LOGIX Fiber Networks is not responsible for any damage from excessive heat caused by poor cable management.

#### *Cable Management Examples*

- **Hot/Cold Aisle Configuration:** Hot/cold aisle is a technique of cooling equipment in data center facilities in which every aisle between rows of racks/cabinets is separated by exclusively hot-air exhausts or exclusively cool-air intakes. LOGIX Fiber Networks requires that data center Customers install equipment in racks/cabinet rows with hot/cold aisle orientation. Hot/cold aisle setup requires that equipment intake draw from the cold aisle and equipment exhaust be directed into the hot aisle. Improper configuration could result in damage and additional charges.

Neglecting the above-mentioned standards may void the environmental SLA and/or be a breach of the Agreement.

In addition, LOGIX Fiber Networks recommends the use of blanking panels. Blanking panels help improve cooling efficiencies by isolating cool intake air from hot exhaust. LOGIX Fiber Networks prefers metal blanking panels to plastic to minimize the risk of fire.

LOGIX Fiber Networks' Katy Data Centers provide blanking panels.

### **3.17 - Uninterruptible Power Supply**

The Data Center is supported by Uninterruptible Power Supplies (UPSs), which supply power to separate A and B feeds to provide power redundancy. UPSs are 3 phase, 480V input. The UPSs provide up to 3-phase power to customers. The UPSs are monitored locally by

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Data Center personnel as well as by the NOC. These systems are supported on a 24x7x365 schedule by Vertiv Corporation. Each UPS is fed from a single utility feed via the use of Automatic Transfer Switches which will transfer power from utility power to generator power in the event of a commercial power failure.

### 3.18 - Power Management

LOGIX Fiber Networks manages Customer power density on a draw basis. Power density varies by facility.

1. Maximum Watts per Square Foot is measured as the total watts of power within a private suite that the Customer can safely use (draw) at a static point in time, divided by the total number of Usable Square Feet in the private suite.
  - a. Each individual power cable (whip) cannot exceed 80% of the total capacity
2. Maximum Kilowatts per Rack or Cabinet is measured as the total watts of power to a specific rack or cabinet, within a private suite, that the Customer can use (draw) at a static point in that specific rack or cabinet, as long as the overall power use of the private suite does not exceed the stated maximum watts per square foot. The maximum kW can vary by site.

\*\* Within any suite space, power densities must adhere to both the maximum watts per square foot and the maximum kilowatts per rack.

1. Maximum Watts per Standalone Cabinet or Rack is measured as the total watts of power to a specific standalone cabinet or rack that the Customer can use (draw) at a static point in time in that specific standalone cabinet or rack.
2. The maximum kW can vary by site within each classification.

LOGIX Fiber Networks requires our Customers to abide by the above-mentioned power density thresholds. In addition, LOGIX Fiber Networks requires its Customers to:

- Adhere to National Electrical Code sections 210-19 and 210-20, which state that circuit draw power should not exceed 80 percent of the breaker amount.
- Monitor equipment power loads at the rack and suite level.

If you exceed the applicable maximum supportable power density level for one or more consecutive hours, and do not reduce (and thereafter continually maintain) its power consumption at a level below the maximum supportable power density within five days of written notice by LOGIX Fiber Networks, then LOGIX Fiber Networks may, at its discretion:

- Increase the monthly recurring charges (MRCs) payable by you for the affected colocation space.

- Terminate the Customer's use of the colocation space.

### **3.19 - Diesel Generator**

The Diesel Generator is tested on a weekly basis without load, and inspected on a quarterly basis. During annual maintenance, the generator will be tested under full load using the facility's current load.

### **3.20 - Cage and Cabinet Security**

- Keys for cabinet and cage locks may be issued to Customers or remain with LOGIX Fiber Networks personnel. Please contact your Data Center personnel to determine that facility's specific procedures.
- Customers receive a keypad combination for entry into cages and cabinets
- LOGIX Fiber Networks data center cabinets, ICCs, and suites are individually secured.
- If you or another employee needs to obtain a combination, your Authorized Contact or Badged Representative should contact the Network Operations Center at 866-374-6662 during regular business hours to request the combination. The NOC will process the request and authorize the data center technicians to provide the combination to you. Local staff cannot authorize the issuance of combinations to Customers. To obtain combinations after hours, please contact the NOC at 866-374-6662.

### **3.21 - Service from Others**

LOGIX Fiber Networks is a carrier-neutral data center provider when alternative providers are available in our facility. If you would like to interconnect (cross-connect) with any other service provider, you will need to provide the following information:

- Circuit facility assignment information
- Firm order commitment information
- Design layout records to enable LOGIX Fiber Networks to make the cross connection (Non-recurring and monthly recurring cross-connect fees may apply.)
- A Letter of Authorization (LOA) from the other carrier authorizing LOGIX Fiber Networks to plug into their equipment at a designated port.

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## 3.22 - Circuit Delivery and Demarcation

LOGIX Fiber Networks will install a demarcation panel at the top of one or more racks used to deliver your circuits or connect with other Customers and/or Carriers within the data center. This demarcation gives us a clear point to provide Customer Facility Assignment (CFA) to deliver or disconnect circuits. It also allows for better inventory of circuits and cross-connects. This panel will only be used to terminate access circuits or cross-connects to another carrier or Customer.

- Panel is 1-3 RUs (depending on Customer requirements) and will be installed at the top of the rack.
- Panel will be labeled with relay rack (RR) and RU for inventory and CFA purposes.
- When requesting a circuit, LOGIX Fiber Networks will deliver the circuit to this panel.
- When requesting a cross-connect, LOGIX Fiber Networks will deliver the cross-connect to this panel.
- If you want LOGIX Fiber Networks to connect the circuit from your equipment or panel to the demarcation panel, you will be required to place a Service Order for tracking and billing purposes. Cross-connect fees will apply, if no circuit is ordered.
- LOGIX Fiber Networks' standard termination types (connectors) are listed below. If your equipment has a different type of connector and you are requesting that LOGIX Fiber Networks make the connection from your equipment to the demarcation panel, please indicate the type of connector in your service order.
  - Fiber = "SC"
  - DS3 = Coaxial (BNC Connectors)
  - Fast-E = Cat 5E or Cat 6 with an RJ-45 connector. Fast-E can also be delivered via SM fiber; please provide these details when ordering.
  - All LOGIX Fiber Networks panel connection removals require a disconnect order.

## 4.0 - Working in the Facility

### 4.1 - Facility Staging Area

- You will be required to remove any equipment or debris from the staging area at the end of each business day (5 p.m. Central Time, Monday through Friday).
- Equipment must be removed from the data center facility or secured in the provided storage area with the escort and assistance of LOGIX Fiber Networks data center personnel.

- LOGIX Fiber Networks is not responsible for any equipment left in the staging area. Do not leave unsecured equipment in the data center facility staging area.

## 4.2 - Signage

- Signage is prohibited on cabinets, racks, and suites.

## 4.3 - Receiving and Storage

### Shipping to a Facility

- Customer is responsible for ensuring that all shipments are clearly labeled with the company name/identifier. Unidentified packages will be rejected.
- Packages or equipment delivered to the facility must be addressed as follows:

Your Company Name  
Your Project Manager's Name  
c/o LOGIX Fiber Networks  
Street Address of Data Center Facility  
City, State, Zip Code

### *Staffed Facilities*

In many locations, storage is provided for Customer equipment received prior to the installation date. In most locations, Customer equipment shipped to a manned LOGIX Fiber Networks facility will be received by LOGIX Fiber Networks and moved from the shipping/receiving area to the secured Materials Management storage area at no charge to the Customer.

The equipment will be cross-referenced with the shipping vendor's paperwork (i.e., 4 of 4 packages received), then logged onto a log sheet and moved into the storage area. Any visible physical damage to the package will be noted on the log sheet. LOGIX Fiber Networks will not open, inspect, or inventory the contents of any packages prior to or after moving the package into the storage area. If the equipment does not arrive on the due date of the ticket, the Field Technician will note it on the ticket. A Facility Engineer will then relay the information to you, so you can pursue the whereabouts of your shipment with the shipping vendor.



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Stored equipment may be kept in the LOGIX Fiber Networks storage area for no longer than 15 days, after which time the local Customer contact may be contacted by LOGIX Fiber Networks to remove their equipment.

- Any oversized, non-standard equipment (i.e., equipment which may require more than one person to move) being shipped to a manned LOGIX Fiber Networks facility should be first coordinated through the Facility Engineer and scheduled with Field Operations.
- Moving Customer equipment from the Material Management storage area directly to the Customer colocation area requires a billable Tech Support ticket opened by the Field Engineer.
- Non-colocation Customer equipment shipped to a manned LOGIX Fiber Networks facility will be refused in compliance with security guidelines.
- Unless otherwise noted in the Agreement, the tracking of Customer equipment shipped to a manned LOGIX Fiber Networks facility is the Customer's responsibility. However, if you would like verification when a shipment actually arrives at a LOGIX facility and is signed for by a LOGIX Technician, you can coordinate this through your Field Engineer.
- The Field Engineer will open a non-billable ticket with all the pertinent shipping information (i.e., Shipping Vendor, Waybill/Tracking Number, Ship-by Date, Address, Expected Arrival Date, etc.) and schedule the ticket to the facility.
- Once the shipment arrives, the Field Technician will perform the logging procedures and note the details on the ticket to confirm shipment arrival. Any visible physical damage to the package will also be noted.
- The Field Engineer will then communicate the details to you.
- After the initial Colocation Installation Period, all shipments which exceed six (6) boxes or 70 lbs. (31kg) require a Tech Support request and are subject to additional fees. You are responsible for requesting Tech Support in advance of the scheduled delivery/shipment.
- The initial Colocation Installation Period is considered the total time required to install the initial equipment, which may be ramped over a period of time as outlined in the Customer order.

### *Non-Staffed Facilities*

Colocated Customer equipment that needs to be shipped to an unmanned facility must be coordinated through the Field Engineer, who will then contact the local Field Technician to facilitate a delivery.

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Customer equipment that is to be shipped to an unmanned LOGIX Fiber Networks facility generally follows one of two processes:

1. You meet the equipment shipment at the unmanned site with no LOGIX Fiber Networks escort. If you are unable to accept the shipment or require assistance with the shipment or installation of the equipment, you may request the presence of a Field Technician by opening a Tech Support ticket through your Field Engineer. The tracking of Customer equipment shipped to an unmanned facility is the responsibility of the Customer.
2. You ship the equipment to a manned site and then open a billable Tech Support ticket if you need LOGIX Fiber Networks to move the equipment to the unmanned site. The receipt of the shipment at the manned site is considered non-billable, but any movement of the Customer equipment thereafter is billable.

If the equipment is too large to move from a manned facility to an unmanned facility, you may be required to have the equipment shipped directly to the unmanned facility. In this case, you are responsible for having a representative on site to accept the shipment. If you require a LOGIX Fiber Networks Technician escort or field confirmation of equipment receipt at an unmanned facility, you will need to open a billable Tech Support ticket through the Field Engineer.

If the equipment does not arrive on the due date of the ticket, the Field Technician will make a note of it. The Field Engineer will then relay that information to you, so you can pursue the whereabouts of your shipment with the shipping vendor. If equipment shipped to an unmanned facility does not arrive and a local Field Technician has been requested to be on site to accept delivery, Tech Support charges will apply for the Field Technician's time.

## **5.0 - Additional Services Available**

The LOGIX Fiber Networks provide businesses with custom solutions that cover every stage of network growth. Our team of experts can plan, deploy, optimize, manage, and run your network infrastructure either as standalone services or as part of a complete solution.

### **5.1 - Tech Support – Remote Hands**

LOGIX Fiber Networks uses Remote Hands at an hourly rate for all hardware issues, such as swapping out cables and drives. We do not handle software issues.

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Colocation space and power issues, such as tripped breakers and broken combination locks, will result in the local Facility Engineer dispatching for your location.

Requesting Tech Support Remote Hands is easy, with three options available:

- Call the Network Operations Center at 866-374-6662 or email at [NOC@logix.com](mailto:NOC@logix.com)

All three options put you in contact with our Customer Care Center to collect your scope requirements and schedule a visit by a Field Technician who understands your specific request(s).

Please Note: If you are a new Customer, please contact your salesperson to assist with setting up your billing account number (BAN) for invoicing purposes.

### Service Deployment

- The Tech Support associate will coordinate with one of our Field Technicians to respond to your ticket, whether it is an on-demand request or a scheduled request (made 72-hours in advance)
- A LOGIX Fiber Networks Field Technician will receive notification of the pending ticket and they will call the NOC to be conferenced in with you. They will perform the services requested based on the ticket information provided by you to ensure accurate service delivery.
- You will determine if the task is completed successfully and release the field technician.
- You will be required to coordinate with the Field Technician if you need your own on-site personnel available while the service is being delivered—that is, if you need escort, testing, installation, etc.

### Pricing and Invoicing

- You will be billed in 15-minute increments based on an hourly scheduled rate that is dependent upon the facility, the type of service request (on-demand or scheduled), and the time service is rendered (business hours or after hours/holidays).
- Business hours, billed at the standard rate, are defined as:
  - Monday - Friday 8:00 a.m. - 5:00 p.m. Central Time.
- After hours, billed at one and a half times the standard rate plus extra charges for Remote Hands, are defined as:
  - Monday - Friday 5:01 p.m. - 7:59 a.m. Central Time
  - Saturdays, Sundays, and LOGIX Fiber Networks Holidays.

- Once the Tech Support ticket is closed by a Field Technician, it will be used to calculate the applicable billing that will appear on your invoice based on the BAN used to open the ticket.

## 6.0 - Terminations and Disconnects

Disconnect requests must be submitted by sending an email to [ADSDisconnects@logix.com](mailto:ADSDisconnects@logix.com). Email must contain your account name, account number and specific services, including any circuit IDs. LOGIX Fiber Networks requires 30 days' notice for all disconnects.

Note: This 30-day period does not start until we receive your disconnect notice. All circuits need to be disconnected prior to the processing of the cabinet disconnect. If any circuits remain, the cabinet disconnect will be cancelled and charges for the cabinet will continue until all circuits are removed. Once a disconnect is processed, you are responsible for removing any equipment within 10 days of the stop-billing date.