



# Policies & Procedures Facility User Guide

cologix

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## 1.0 WELCOME

Thank you for choosing Cologix to provide you with colocation services. This guide is provided to simplify your move to our facility(ies) and explain our Policies and Procedures. If you have questions or concerns, please contact your Cologix Live Support Team through our on-line portal: <https://my.cologix.com/portal/>.

Customer Support Service à la clientèle			
Priority	Resource	Link or Number	Use Case
1	Online Customer Portal <i>(Most efficient &amp; accurate way to manage your account)</i>	Portal Login on Cologix.com	Submit Support Requests (Remote Hands), Access Requests Billing Inquiries
2	Cologix Live Support Phone <i>(Authentication will be required to open cases. Caller must be flagged with correct permission in portal)</i>	1.855.449.4357	Emergency or after-hours inquiries
3	Cologix Live Support Email	<a href="mailto:support@cologix.com">support@cologix.com</a>	Non-emergency inquiries <i>(No security access changes or service requests)</i>

**For your security, individuals requesting support or services must be an authenticated contact of your company and have the proper rights for your specific request.**

The portal is the most efficient and accurate way to manage your account including the following initiatives:

• Inventory Views	• Cross Connect Ordering	• Case Management
• Order Status	• Maintenance Monitoring	• User Access, Notification & Permission Management
• Power Reporting	• Invoice Views	

### Authentication

For your security, when **calling** for support there will be additional levels of authentication required in order to open cases. It is vital to have accurate data & permissions for your team in the portal. If you do not have the required authentication, please have your Cologix Customer Portal Administrator adjust your user permissions to allow you to make requests on behalf of your company. Please note that an accurate, direct phone number is required in your portal profile as our support team will call you on that number in order to confirm your authentication.

Should you need to contact your local data center, please find the information below:

Market	Facility	Site Number	After Hours
Columbus	COL 1: 555 Scherer's Court	+1.614.388.9830	+1.855.449.4357
Columbus	COL 2: 555 Scherer's Court	+1.614.388.9830	+1.855.449.4357
Columbus	COL 3: 585 Scherer's Court	+1.614.388.9830	+1.855.449.4357
Dallas	DAL 1: 1950 Stemmons Fwy – Suite 1032	+1.214.741.2012	+1.855.449.4357
Dallas	DAL 2: 1950 Stemmons Fwy – Suite 2010	+1.214.741.2012	+1.855.449.4357
Dallas	DAL 3: 1950 Stemmons Fwy – Suite 2004	+1.214.741.2012	+1.855.449.4357
Jacksonville	JAX 1: 421 West Church Street	+1.904.355.6474	+1.855.449.4357
Jacksonville	JAX 2: 4800 Spring Park	+1.904.394.9633	+1.855.449.4357
Lakeland	LAK 1: 2850 Interstate Drive	+1.863.279.3097	+1.855.449.4357
Minneapolis	MIN 1: 511 11 <sup>th</sup> Avenue South – Suite 100	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 2: 511 11 <sup>th</sup> Avenue South – Suite 400	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 3: 511 11 <sup>th</sup> Avenue South – Suite 200	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 4: 511 11 <sup>th</sup> Avenue South – Suite 211	+1.612.913.5770	+1.855.449.4357
Montréal	MTL 1: 625, boul. René-Lévesque Ouest	+1. 514.904.3466	+1.855.449.4357
Montréal	MTL 2: 3000, René-Lévesque (Île des Sœurs)	+1. 514.368.3233	+1.855.449.4357
Montréal	MTL 3: 1250, René-Lévesque	+1. 514.557.3990	+1.855.449.4357
Montréal	MTL 4: 7171, rue Jean-Talon Est	+1. 514.385.1186	+1.855.449.4357
Montréal	MTL 5: 2351, boul. Alfred-Nobel	+1. 514.489.3297	+1.855.449.4357
Montréal	MTL 6: 2341, boul. Alfred-Nobel	+1. 514.489.3297	+1.855.449.4357
Montréal	MTL 7: 1155, rue University	+1. 514.904.3466	+1.855.449.4357
Montréal	MTL 9: 2525, rue Canadien, Drummondville	+1. 819.991.1100	+1.855.449.4357
Montréal	MTL 10: 530, rue Bériault, Longueuil	+1. 514.290.6548	+1.855.449.4357
Montréal	MTL11: 875, rue St-Antoine Ouest	+1. 514.573.6111	+1.855.449.4357
New Jersey	NNJ 1: 1719 NJ Route 10 #111	+1.973.590.5050	+1.855.449.4357
New Jersey	NNJ 2: 9 Wing Drive	+1.973.590.5050	+1.855.449.4357
New Jersey	NNJ 3: 200 Webro Rd.	+1.973.590.5050	+1.855.449.4357
New Jersey	NNJ 4: 16 Wing Drive	+1.973.590.5050	+1.855.449.4357
Toronto	TOR 1: 151 Front Street West	+1.416.479.8882	+1.855.449.4357
Toronto	TOR 2: 905 King Street West – 5 <sup>th</sup> floor	+1.416.479.8882	+1.855.449.4357
Toronto	TOR 3: 905 King Street West – 4 <sup>th</sup> floor	+1.416.479.8882	+1.855.449.4357
Vancouver	VAN 1: 555 West Hastings	+1.778.331.6910	+1.855.449.4357
Vancouver	VAN 2: 1050 West Pender	+1.778.331.6910	+1.855.449.4357
Vancouver	VAN 3: 2828 Natal Street	+1.778.331.6910	+1.855.449.4357

- The Billing team can be reached by calling +1.855.492.4557 or emailing [billing@cologix.com](mailto:billing@cologix.com).
- The Sales team can be reached by calling +1.855.497.2537 or emailing [sales@cologix.com](mailto:sales@cologix.com).

## 2.0 SECURITY POLICIES

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### 2.1 AUTHORIZING YOUR ACCESS

Access to a facility can be obtained by a request through our Customer Portal by your assigned Portal Administrator(s). If you do not have an assigned Portal Administrator please contact your Customer Care Manager (CCM) designated to you during the Customer Welcome process. If you do not know what CCM has been assigned to your account, you can request this information by calling our Cologix Live Support (CLS) Center at 1-855-4-IX-HELP (1.855.449.4357) or by emailing [support@cologix.com](mailto:support@cologix.com).

The Portal Administrator can add all Company Users that will interface with Cologix into the Customer Portal and provide them the various rights they will require to perform their duties. This includes visitor access, escorted access, full 24X7 access with a data center access card, Remote Hands requests, disconnect requests, financial invoices, and viewing of all inventory related to space, power, cross connects, network and managed services.

No Minors under the age of 18 will be allowed access inside the Cologix Data Center Lobby, Customer Break Area, or Secured Areas without prior written approval by the Data Center Manager.

### 2.2 REQUESTING ACCESS

You may request access to a facility, as soon as you receive your Service Commencement Notice (as defined in your Master Services Agreement “MSA”). All requests for access need to be submitted by your Portal Administrator or someone authorized with Security rights by your Portal Administrator. Requests can be received in 1 of 2 ways: [online portal](https://my.cologix.com/portal/) (my.cologix.com) or URL <https://my.cologix.com/portal/> or Phone - 1.855.449.4357. **NOTE: To protect our Customers security, email requests for data center access will no longer be accepted.**

If calling Cologix, you will need to be authenticated by Cologix Live Support (CLS) staff. The CLS technician will be required to call you back at your contact phone number listed in our database. If multiple numbers are listed in your Contact record (i.e. Office, Mobile, Home) you will be asked which number they should use to contact you (Office, Mobile, Home). They will not be authorized to provide you the number they will be calling. Once authenticated through the call back procedure, you can proceed with your request. You will need to provide the following: 1.) Name of the employee, 2.) Contact number, and 3.) Date and time they will arrive for access. Cologix will process your request and the local operations staff will provide appropriate access (e.g. badge, pin, biometric scan) at the agreed upon time. Once the access process is complete, the authorized employee will have full 24X7 access to the facility without prior notification. Upon each visit, the authorized employee must sign in at the security desk and be wearing your corporate logo or be able to provide a corporate ID.

### 2.3 CUSTOMER’S VENDOR AND CUSTOMER BADGES

All badges issued to your vendors and/or customers (if you are a reseller), will be issued under your company name. It will be the responsibility of your **Portal Administrator** to manage the badge and badge holder. It is the responsibility of your **Portal Administrator** to make sure all your vendors and/or customers that are provided access are given a copy of this document (Cologix Policies and Procedures: Facility User Guide) and that they follow all Cologix policies and procedures outlined herein. You will be held responsible for any and all actions of your vendor and/or customer. Please note your vendors or customers may be required to leave their driver’s license with main building security and, therefore, they may need an additional photo ID to enable them to sign-in at Cologix’s security desk.

*You must notify Cologix immediately if any employee, vendor or customer with badge access is no longer employed by you or is no longer your vendor or customer by updating/removing their access in the Customer Portal. Cologix reserves the right to deny access privileges to any person and/or group if it foresees a potential risk to our customers and/or facility. Cologix is not liable for any damages as a result of a terminated employee, vendor or customer obtaining access to your Customer Space if a request for their badge deactivation is not submitted to Cologix through the Customer Portal. At Cologix's sole discretion, badges may be permanently removed for non-use after twelve (12) months of inactivity.*

## 2.4 ACCESS HOURS

All facilities have 24x7 access. Specific areas inside the facilities, such as receiving docks, storage areas, staging benches, etc. may not be accessible 24x7, however. Where badge access is not available, please contact the local operations staff.

## 2.5 ESCORTING VISITORS

You must sign in all visitors at the security desk. Visitors must show and leave a photo ID at the security desk and be with a badge holder at all times. Any person found without a badge who is not in the company of a badge holder will be asked to follow the foregoing escort policy. If continued non-compliance is observed the visitor may be escorted out of the facility.

## 2.6 SECURITY REQUIREMENTS AND STANDARDS

The following outlines badge holder and visitor expectations at Cologix's facilities. Violations may result in temporary or permanent suspension of facility access.

Attempts to bypass the security measures Cologix has in place for access to any area of the facility may result in being escorted to the security desk for proper sign-in and a security briefing. Repeat violations may result in temporary or permanent suspension of access. Cologix's facility doors are alarmed and remotely monitored. Doors will alarm if an invalid badge is used for access

- When on-site, you must carry your badge on your person, and it must be readily available for verification by security
- No "tailgating" is allowed. Each individual who enters the facility must have a valid access badge or must be escorted by someone with a valid access badge
- You will be issued an initial badge. It is your responsibility to **IMMEDIATELY REPORT LOST OR STOLEN BADGES**. You may be charged for lost badges. For stolen badges, you may be required to provide details of the incident or a police report reference
- Customers are prohibited from using or opening any of the exterior or emergency doors except in the case of an emergency. These are for emergency use only and alarms will sound. Except in the case of an emergency, all entrances and exits must be gained through the site's primary front entrance
- Photography, video recording, and live streaming video is prohibited within all of Cologix's facilities, unless explicitly approved by the local operations staff
- Possession of weapons, firearms, illegal drugs and alcoholic beverages is prohibited within Cologix facilities. If an individual you are responsible for is found with any such item, or related items, that individual's access will be terminated.
- Any badge holder engaged in wrongful or criminal activity, intentional eavesdropping or intelligence gathering will have their access terminated immediately
- Security doors and fire exits must remain closed and be free of materials and equipment at all times

- Use of non-Cologix security access measures, e.g. locks, cameras and video equipment, must have the express written approval of the local operations staff

## 2.7 SECURITY INCIDENT

If you suspect you are the victim of a crime or wrongdoing involving employees, equipment, business operations, etc., and you desire investigative assistance, please notify the local operations staff, including security, Customer Care or your sales representative. Cologix's local operations staff will work with you and, if needed, open an investigation into the incident or allegation.

## 3.0 FACILITY POLICIES

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### 3.1 EVACUATION POLICY

Cologix cares about and is committed to safety. Therefore, anyone accessing a Cologix facility must comply with Cologix's evacuation policies.

#### Emergency Planning

- Make sure your Authorized Contact information is up-to-date at all times Contact Cologix's local operations staff if you have any questions about the facility's evacuation procedures, routes and meeting points. A designated Evacuation Coordinator will patrol the facility and provide evacuation guidance

#### Communication During an Emergency

- Listen for any announcements and follow the directions Evacuate immediately if you hear or see any alarms Call your Local Contact or Customer Care to get an update on the status of an emergency

#### Access Management

- In all circumstances, Cologix, in its sole discretion, reserves the right to make the final determination about when it is safe to re-access the facility. Cologix will work with the appropriate building, local, state and federal authorities in this process

### 3.2 PROOF OF INSURANCE

- Your vendors must be able to provide a certificate of insurance upon request at any Cologix facility

### 3.3 MAINTENANCE

#### Cologix maintenance responsibilities include:

- Janitorial services
- Environmental systems maintenance (Cologix will maintain ASHRAE standards for temperature and humidity)
- Power plant maintenance
- Security and fire protection maintenance
- Other actions reasonably required to maintain the facility

## Your maintenance responsibilities include :

- Maintaining your Customer Space (as defined in your Colocation Services Schedule) in an orderly and safe condition in accordance with nationally published OSHA standards.
- *No cardboard boxes, paper or flammable material are allowed in cabinets or cages.* Customers with a cage or suite may procure a metal, fire-rated cabinet for use in their cage or suite to store these items. If you fail to remove any cardboard boxes, paper or flammable materials (that are not stored in a metal, fire rated cabinet), Cologix will, without prior notice to you, remove any such materials and charge you to do so at Cologix's standard Remote Hands rates.
- Keeping the aisles free and clear of obstruction.
- Customers with a cage or suite must keep their cage or suite free of all disconnected or unused equipment. If you fail to remove your disconnected or unused equipment, Cologix will, without prior notice to you, remove it on your behalf and charge you Remote Hands rates to do so. Cologix will store your equipment on your behalf at a rate of \$100.00 per day.
- Returning the Customer Space to Cologix at the conclusion of the service term set forth in the Customer Order in the same condition (reasonable wear and tear excepted), unless otherwise expressly stated in your Customer Order.

### 3.4 TRASH REMOVAL

- All trash, including equipment boxes, should be placed in the appropriate bin as directed by Cologix's local operations staff at the end of each facility visit.
- For a large cage or cabinet build-out, you must contact your Local Contact or Customer Care for assistance in arranging for dumpster and/or freight elevator usage
- If you fail to remove any trash, including equipment boxes, Cologix will, without prior notice to you, remove your trash and charge you to do so at Cologix's standard Remote Hands rate.

### 3.5 WORKSPACE AREAS

Where available, Cologix may offer open cubicles for customers to use on a first-come, first-served basis. The following guidelines are applicable in facilities where workspace is available.

- Cubicles are equipped with analog lines that allow for local dialing, 800 calls, operator calls and calling cards;
- Computers are not provided, but Internet access may be available;
- The cubicles are available for normal office tasks only and should not be used as repair space/workbenches;
- Cubicles do not come with lockable cabinets, faxing, photocopying or secretarial support;
- You must vacate cubicles at the end of each day;
- In addition to cubicles, some of Cologix's facilities also offer private conference rooms and/or break rooms on a first-come, first-served basis or reservation basis, depending on the applicable facility.

### 3.6 DISASTER RECOVERY SPACE

In the JAX2, COL2, LAK1 and NNJ4 facilities, as well as any future Cologix facilities that specifically offer such services, Cologix offers disaster recovery space to its customers. Disaster recovery space may be offered to customers on a shared or dedicated basis. In all instances, such space is subject to availability and subject to applicable charges as reflected on the appropriate ordering document provided to customers requesting such space. When offered on a shared basis, customers can "activate" their reservation for such space on a first come, first served basis by calling 1.855.COLOGIX. In all cases, customers shall be required to keep any disaster recovery space in clean, operable condition and in compliance with all applicable laws and regulations. Cologix reserves the right, at any time, to require customers to remove certain equipment or personnel, or to cease certain activities, that Cologix determines, in its sole discretion, to be disruptive, unsafe, or otherwise in conflict with the general operation of the applicable Cologix facility in which such space is located.



### 3.7 SMOKING AREA

Smoking is not allowed in the colocation areas. If you want to smoke, you must adhere to local laws and building policies, which can be explained by Cologix's local operations staff.

### 3.8 MAIL SERVICE

JAX2 and LAK1 are the only two Cologix facilities that allow mail services. Customer mail at the JAX2 and LAK1 shall be delivered to a multi-customer mailbox located outside of the facilities. Customers shall have the ability to access this multi-customer mailbox utilizing their assigned key to retrieve their mail on a daily basis. Please do not have mail delivered to any other Cologix facility, as Cologix does not provide customer mailboxes.

### 3.9 APPROVED VENDORS

In order to have construction performed in your cage by someone other than Cologix, you must use an approved vendor. The approved vendor list varies by facility. Please contact the local operations staff to obtain a list of approved vendors or to request a one-time approval.

### 3.10 BRINGING YOUR EQUIPMENT TO THE FACILITY

Once you have obtained your access badge, you may deliver your equipment to your Customer Space. Contact the local operations staff for large deliveries that cannot be brought through the front door.

ONLY law enforcement (City, State, and Federal) are allowed to carry firearms into Cologix's facilities. Private armed security and individuals with concealed weapons permits are not allowed to carry firearms into any of Cologix's facilities.

### 3.11 RECEIVING, SHIPPING AND STORAGE

Cologix will accept, with prior written approval and at its convenience, packages from outside vendors as well as but not limited to intercompany shipments. All packages must be properly identified (see below). Cologix, in its discretion, may reject any packages it deems personal, damaged, not properly addressed or over weight and/or size limits. Storage for approved uses is available for a limited time without charge and is subject to availability. Beyond the initial storage period, customers must either retrieve their equipment or pay a storage fee.

#### Receiving

- All shipments must be entered into our customer portal prior to delivery. The following information will be requested
  - Package type
  - Carrier (please note: brokerage fees are your responsibility - shipments sent COD will be refused) Tracking number Expected date of delivery
  - Company recipient
  - Special delivery instructions
- Packages must be delivered Monday through Friday between the hours of 9am and 4pm local time Packages must be shipped for Inside Delivery Packages must be properly labeled, which means they must include the Customer's name, contact, cage or suite number. Packages not properly labeled will not be accepted by Cologix. The following is an example of a properly labeled package

Toronto 151 Front Street West
<p><b>John Doe (i.e. Customer's contact's name)</b> <b>Customer Name (including cage/suite)</b> <b>c/o Cologix Toronto 151 Front Street West</b> <b>Toronto, Ontario M5J 2N1</b></p>

- Packages are generally limited in size to 50 pounds (22kg) and 3'X3'X3' (91cm<sup>3</sup>) unless prior written approval is received from Customer Care
- Specifically: Each customer is to conform to facility specific requirements before shipment. Customer must inform their carrier of site-specific restrictions, as provided to you by Customer Care.
- Equipment will be cross-referenced with the shipping vendor's paperwork (i.e. 4 of 4 received), scanned in, and moved to the appropriate area. Note: any visible physical damage to the package will also be noted.
- Customer will receive notification via email when delivery is received.
- Equipment received by Cologix, pursuant to the procedures outlined above, will be moved to a secure storage area at no charge to the customer for up to 2 days (see Storage below for additional information). For security and safety purposes shipments/packages will not be stored within your (customer) cabinets, cages or suites.
- Cologix will not open, inspect or inventory the contents of any packages prior to or after moving equipment to appropriate area.
- Cologix is not responsible for packages lost or damaged.
- The following items will not be accepted by Cologix:
  - Personal Items
  - Food deliveries
  - Radioactive materials
  - Hazardous materials
- Cologix does not take responsibility for "Importer of Record (IOR)" for any packages shipped by a Customer to our data centers. Cologix will take responsibility of the package when it is received on our dock and stored in a Cologix Staging area. Once the package is provided to the Customer, or the contents are delivered to the Customer's cage, the Customer accepts responsibility of the package/contents.

## Shipping

- On a request basis, and at the convenience of Cologix, Cologix will ship equipment on a Customer's behalf at Customer's expense. Requests for shipping can be sent to Customer Care with a minimum of 3 business days advance notice.
- Cologix will not be responsible for any loss, damage or costs associated with shipment, including quality of packing of shipment.
- Customer must provide all shipping paperwork, including, without limitation, shipping labels, customs forms and waybills.
- Customer must provide shipping materials for packing and shipping their equipment.
- Cologix is not responsible for damage to the equipment during shipping.
- Cologix will inform Customer when the shipment is ready for pick-up.
- Customer must arrange for pick-up of its shipment Monday-Friday 9:00am to 4:00pm and inform Cologix of the date and time of Record (IOR)" on any packages shipped by Cologix for a Customer (with Remote Hands Cologix assistance) from our data centers.

## Storage

- Customer storage is subject to availability.
- With prior written approval from Customer Care, a customer may store equipment in one of the two following scenarios :
  - Customer may request storage for up to 2 calendar days, space permitting, at no charge.

- Customers requiring longer-term storage will be charged based on the package size and weight guidelines below::

Package Size	Package Dimensions and Weight Guidelines	Facility Daily Storage Rate After Grace Period	Interconnection Facility Daily Storage Rate After Grace Period
Envelopes and Small Packages	Up to 16" x 10" x 10" deep. Less than 10 pounds	\$ 7.00	\$9.10
Medium Package	18" x 14" x 12" deep, 11-35 pounds	\$15.00	\$18.75
Large Package	> 20" x 20" x 15" deep, 36 - 50lbs/	\$25.00	\$32.50
Pallet	Per pallet	\$50.00	\$65.00

## Cologix Facility Site Mailing Addresses

Below you'll find mailing addresses to ship packages for delivery to Cologix facilities across North America:

Facility	Facility Address	Have Packages Shipped to This Address, if Different Than Facility Address	Interconnection Site
COL1	535 Scherers Ct, Columbus, OH	COL3 - 585 Scherers Ct. Columbus, OH 43085	Y
COL2	555 Scherers Ct, Columbus, OH	COL3 - 585 Scherers Ct. Columbus, OH 43085	Y
COL3	585 Scherers Ct. Columbus, OH		Y
DAL1, DAL2, DAL3	1950 N Stemmons Freeway, Suite 1032, Dallas, TX 75207		Y
JAX1	421 West Church Street, #400, Jacksonville, FL 32202		Y
JAX2	4800 Spring Park Road, Jacksonville, FL 32207		
LAK1	2850 Interstate Drive, Lakeland, FL 33805		
MIN1, MIN2, MIN3, MIN4	511 11 <sup>th</sup> Avenue, Ste 200, Minneapolis, MN 55415		Y
MTL1	625 Blvd Rene Levesque, Montreal, Quebec, CAN H3B 1R2		Y
MTL2	3000 Rene Levesque Blvd, #260, Montreal, Quebec H3E 1T9		
MTL3	1250 Blvd Rene Levesque, Montreal, Quebec, CAN H3B 4W8		Y
MTL4	7171 Jean-Talon East, Montreal, Quebec, CAN H1M 3N2		

MTL5	2351 Alfred Nobel, Montreal, Quebec, CAN H4S 2A9		
MTL6	2341 Alfred Nobel, Montreal, Quebec, CAN H4S 2A9		
MTL7	1155 Robert Bourassa, Montreal, Quebec, CAN H3B 3A7		Y
MTL8	7350 Rue Frederick Banting, Saint-Laurent, CAN		
MTL9	2525 Canadian Street, Drummondville, Quebec, CAN J2C 7W2		
MTL10	530 Beriault Street, Longueuil, Quebec, CAN J4G 1S8		
NNJ2	9 Wing Drive, Cedar Knolls, NJ 07927		
NNJ3	200 Webro Road, Parsippany, NJ 07054		
TOR1	151 Front Street, Toronto, Ontario, CAN M5J 2N1		Y
TOR2, TOR3	905 King Street West, Toronto, Ontario, CAN M7A 2A0		
VAN1	555 West Hastings, Vancouver, British Columbia, CAN V6B 4N6	1050 West Pender, Vancouver, British Columbia CAN V6E 3S7	Y
VAN2	1050 West Pender, Vancouver, British Columbia CAN V6E 3S7CAN		Y
VAN3	2828 Natal Street, Vancouver, British Columbia CAN V5M 2H1		

- Retrieval of Customer equipment requires the following:
  - Request to Customer Care via email.
  - Minimum of 2 business days advance notice unless there is a customer impacting outage. If a customer impacting outage is in progress, Cologix will make every attempt to retrieve equipment within the same business day.
- Upon equipment retrieval – Customer will uncrate/unbox equipment in accordance with facility requirements. Customer Care for each facility will be able to advise of the specific requirements.
- No cardboard is allowed to be stored in Customer cages or suites.
- Equipment removed by customers cannot be stored on-site at a Cologix facility.

### 3.12 INSTALLING YOUR EQUIPMENT

Cabinet and cage floor loading cannot exceed the maximum ratings for each site. The floor loading density threshold varies by facility as defined below:

Data Center	Floor Load	
	Cabinet	Cage
COL 1: 555 Scherers Court	1,800 lbs	300 lbs/sqf
COL 2: 555 Scherers Court	1,800 lbs	925 lbs/sqf
COL 3: 585 Scherers Court	1,800 lbs	300 lbs/sqf

DAL 1: 1950 Stemmons Freeway – Suite 1032	3,000 lbs	225 lbs/sqf
DAL 2: 1950 Stemmons Freeway – Suite 2010	1,400 lbs	100 lbs/sqf
DAL 3: 1950 Stemmons Freeway – Suite 2004	1,400 lbs	100 lbs/sqf
JAX 1: 421 West Church Street	1,750 lbs	100 - 250 lbs/sqf
JAX 2: 4800 Spring Park	1,500 lbs	140 lbs/sqf
LAK 1: 2850 Interstate Dr	1,750 lbs	150 lbs/sqf
MIN 1: 511 11 <sup>th</sup> Ave South - Suite 100	3,000 lbs	225 lbs/sqf
MIN 2: 511 11 <sup>th</sup> Ave South - Suite 400	1,750 lbs	125 lbs/sqf
MIN 3: 511 11 <sup>th</sup> Ave South - Suite 200	3,000 lbs	225 lbs/sqf
MIN 4: 511 11 <sup>th</sup> Ave South - Suite 211	3,000 lbs	225 lbs/sqf
MTL 1: 625 Rene Levesque West	1,400 lbs	100 lbs/sqf
MTL 2: 3000 Rene Levesque (Nun’s Island)	1,400 lbs	100 lbs/sqf
MTL 3: 1250 Rene Levesque	1,400 lbs	100 lbs/sqf
MTL 4: 7171 Jean Talon East	1,400 lbs	100 lbs/sqf
MTL 5: 2351 Alfred Nobel	1,400 lbs	100 lbs/sqf
MTL 6: 2341 Alfred Nobel	1,400 lbs	100 lbs/sqf
MTL 7: 1155 University Street	1,750 lbs	150 lbs/sqf
MTL 9: 2525 Rue Canadien, Drummondville	3,000 lbs	340 lbs/sqf
MTL 10: 530 Rue Beriault, Longueuil	3,000 lbs	340 lbs/sqf
MTL 11: 875 St. Antoine West	3,000 lbs	340 lbs/sqf
NNJ 1: 1719 NJ Route 10 #111	1,400 lbs	100 lbs/sqf
NNJ 2: 9 Wing Drive	1,750 lbs	150 lbs/sqf
NNJ 3: 200 Webro Rd.	3,000 lbs	340 lbs/sqf
TOR 1: 151 Front Street West	1,750 lbs	125 lbs/sqf
TOR 2: 905 King Street – 5 <sup>th</sup> floor	1,500 lbs	150 lbs/sqf
TOR 3: 905 King Street – 4 <sup>th</sup> floor	1,500 lbs	150 lbs/sqf
VAN 1: 555 West Hastings	1,750 lbs	150 lbs/sqf
VAN 2: 1050 West Pender	1,750 lbs	125 lbs/sqf
VAN 3: 2828 Natal Street	2,100 lbs	150 lbs/sqf

- Do not run cable in Cologix signal and power trays or on top of cabinets unless approved by the local operations staff.
- Do not move floor tiles (where applicable) or attempt to penetrate the tile under cabinet(s).
- Secure your own equipment before and during installation.
- We recommend that you only check-out the equipment you can install in one day.
- Please notify your local operations staff, if your equipment needs to be secured overnight.
- It is your responsibility to provide all installation materials and tools for your equipment and to include items such as fuses, wire, tie wraps and labels.
- Cologix is not responsible for any equipment or other personal property left in an unsecured workspace area.
- You may not provide your own cabinets or racks without Cologix’s local operations staff’s prior written consent. Customer-provided cabinets or racks must be delivered to Cologix’s facility at least five (5) business days prior to scheduled installation. In addition, Customer must furnish a copy of the cabinet keys to Cologix’s operations staff. Cologix shall not be responsible for any liability or damage that may occur as a result of Customer’s noncompliance with the foregoing.

### 3.13 WORKMANSHIP STANDARDS & REQUIREMENTS

Cologix expects its customers to be good facility citizens by adopting best practices when it comes to managing their Customer Space. In accordance with cooling best practices, Cologix requires customers to adopt the following mandatory standards :

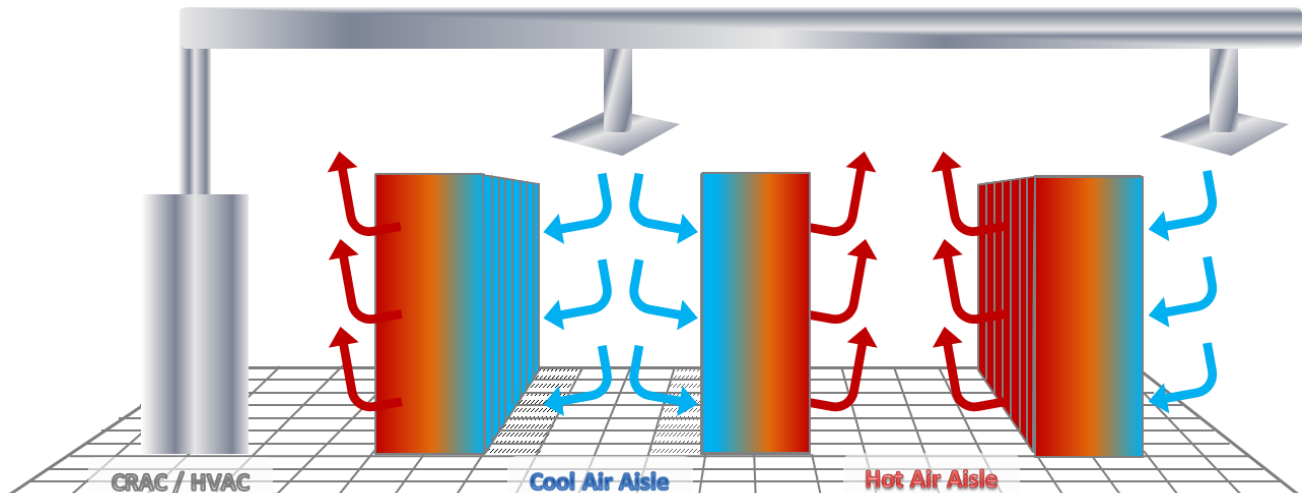
Good cable management – Ensure all cables are tied down, organized in an orderly fashion and are configured to maximize airflow. Cologix is not responsible for any damage from excessive heat caused by poor cable management.

#### Cable Management Examples



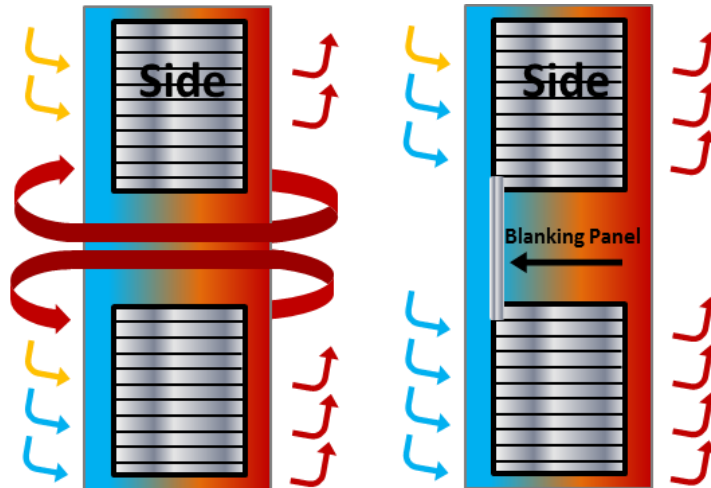
- Hot / cold aisle configuration – Hot/cold aisle is a technique of cooling equipment in colocation facilities in which every aisle between rows of racks/cabinets is separated by exclusively hot-air exhausts or exclusively cool-air intakes. Cologix requires that customers install equipment in racks/cabinets rows with hot/cold aisle configuration. Hot/cold aisle set-up requires that equipment intake draw from the cold aisle and equipment exhaust is directed into the hot aisle. Contact the local operations staff if you have any questions about which direction to install your equipment.

#### Hot/Cold Aisle Diagram



In addition, Cologix requires blanking panels in any empty RMU spaces in the rack. Blanking panels help improve cooling efficiency by isolating cool intake air from hot exhaust air. Blanking panels can be provided for a nominal charge.

### Blanking Panel Example



### 3.14 POWER, INCLUDING <<“80% Maximum Power Utilization” Rule>>

Cologix manages customer power density on an available draw basis, either on a kilowatts basis for cabinets or racks or on a watt per square foot basis for cages or private suites. The National Electric Code requires that continuous power consumption on any given power circuit shall not exceed 80% of the circuit’s rated capacity. There are no exceptions to this rule and any violation risks performance of such circuit. Power density maximums vary by facility and can be negotiated. The table below reflects the power density averages by facility:

Data Center/Centre de données	Power Density/Densité de puissance	
	Cabinet/Rack	Cage/Suite
COL 1: 555 Scherers Court	5 kW	100w/sqf
COL 2: 555 Scherers Court	5 kW	100w/sqf
COL 3: 585 Scherers Court	5 kW	100w/sqf
DAL 1: 1950 Stemmons Freeway – Suite 1032	2.5 kW	100w/sqf
DAL 2: 1950 Stemmons Freeway – Suite 2010	3 kW	100w/sqf
DAL 3: 1950 Stemmons Freeway – Suite 2004	3 kW	100w/sqf
JAX 1: 421 West Church Street	2.5 kW	100w/sqf
JAX 2: 4800 Spring Park	5 kW	100w/sqf
LAK 1: 2850 Interstate Dr	5 kW	100w/sqf
MIN 1: 511 11 <sup>th</sup> Ave South - Suite 100	2.5 kW	100w/sqf
MIN 2: 511 11 <sup>th</sup> Ave South - Suite 400	3 kW	120w/sqf
MIN 3: 511 11 <sup>th</sup> Ave South - Suite 200	5 kW	100w/sqf
MIN 4: 511 11 <sup>th</sup> Ave South - Suite 211	5 kW	100w/sqf
MTL 1: 625 Rene Levesque West	3 kW	100w/sqf
MTL 2: 3000 Rene Levesque (Nun’s Island)	4 kW	100w/sqf
MTL 3: 1250 Rene Levesque	4 kW	100w/sqf
MTL 4: 7171 Jean Talon East	4 kW	150w/sqf
MTL 5: 2351 Alfred Nobel	3 kW	100w/sqf
MTL 6: 2341 Alfred Nobel	3 kW	100w/sqf
MTL 7: 1155 University Street	3 kW	150w/sqf
MTL 9: 2525 Rue Canadien, Drummondville	Up to 20kW	400w/sqf
MTL 10: 530 Rue Beriault, Longueuil	Up to 20kW	400w/sqf
MTL 11: 875 St. Antoine West	3 kW	100w/sqf
NNJ 1: 1719 NJ Route 10 #111	3 kW	100w/sqf
NNJ 2: 9 Wing Drive	Up to 20kW	400w/sqf

NNJ 3: 200 Webro Rd.	Up to 20kW	400w/sqf
TOR 1: 151 Front Street, West	3.8kW	120w/sqf
TOR 2: 905 King Street – 5 <sup>th</sup> floor	3 kW	100w/sqf
TOR 3: 905 King Street – 4 <sup>th</sup> floor	Up to 8kW	150w/sqf
VAN 1: 555 West Hastings	2.8kW	90w/sqf
VAN 2: 1050 West Pender	3 kW	150w/sqf
VAN 3: 2828 Natal Street	Up to 20kW	400w/sqf

Cologix requires its customers to abide by the above-mentioned power density thresholds. Power utilization above these thresholds may result in additional charges.

In addition, Cologix requires its customers to:

- Adhere to the National Electric Code requires that continuous power consumption on any given power circuit shall not exceed 80% of the circuit’s rated capacity. There are no exceptions to this rule and any violation risks performance of such circuit.
- Monitor equipment power loads at the rack, cabinet or cage level.

Power can be ordered as Primary circuit only (A) or with Primary and Redundant (A+B) circuits. A+B Power is installed as two discrete feeds to a single rack, cabinet or cage routed through diverse power distribution units (“PDUs”) and diverse uninterruptable power supplies (“UPSs”) (no single point of failure on the UPS side) and backed up by a single generator. In facilities where dual generators are available, Cologix may offer a non-standard A+B that includes fully diverse paths to diverse generators for an additional charge.

When powering your equipment with primary only power, Cologix will deliver all power feeds from a single power distribution path. Customers are unable to order primary power feeds to be diversely routed, as it compromises failover scenarios and capacity planning. Any diversity or redundancy requirements must be handled through a redundant (A+B) power service.

When powering your equipment with A+B Power, it is important to ensure the A and B feeds remain diverse (power source A plugged into PDU strip A and power source B plugged into PDU strip B). The total rack, cabinet or cage load cannot exceed the 80% threshold of either power source, so in the event one side fails (A), the other side (B) can carry the full rack, cabinet or cage load.

### Examples for dual power supply equipment

- For two (2) 15A/120V redundant circuits (A+B), each circuit should not be loaded over 6A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 20A/120V redundant circuits (A+B), each circuit should not be loaded over 8A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 30A/120V redundant circuits (A+B), each circuit should not be loaded over 12A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 50A/120V redundant circuits (A+B), each circuit should not be loaded over 20A, which is 40% of each circuit (80% total cabinet load).

If you have single power supply equipment you must insure you have an ATS PDU strip plugged into the A and B power feeds..

### Examples for single power supply equipment :

- For two (2) 15A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 12A, which equals 80% of each circuit..
- For two (2) 20A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 16A, which equals 80% of each circuit..
- For two (2) 30A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 24A, which equals 80% of each circuit.



- For two (2) 50A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 40A, which equals 80% of each circuit.

### 3.15 INTERCONNECTION AND NETWORK CARRIERS

As more particularly set forth in the Cologix Connection Policy (a copy of which can be provided upon request) to which all Customers are subject, the following rules apply regarding connectivity services in Cologix's facilities:

- Customer must have ordered space and power from Cologix in order to request connectivity services;
- Customers shall not be permitted to operate meet-me-rooms within their space in a Cologix facility;
- All connectivity ordered by a Customer must traverse through the Cologix meet-me-room; and;
- Customers are not permitted to transport connections ordered within a Cologix facility to locations outside of a Cologix facility for the purpose of direct third party network resale or to transfer such connection to another party that is not already physically present within the Cologix facility.

A violation of the foregoing provisions relating to connectivity services provided by Cologix may subject Customer to additional charges as set forth in the Cologix Connection Policy.

- All connectivity services outside of a customer cabinet or cage must be managed by Cologix.
- Customers and Carriers in a Cologix facility shall not be permitted to connect with other Customers and/or other Carriers within the Cologix facility through the use of a wifi or cellular data network.

### 3.16 KEYS & LOCKS

- Cologix colocation cabinets and cages are individually secured with either combination or keyed locks. Biometrics or other locking devices may be available for an additional charge.
- Where applicable, Cologix will provide two sets of keys at no charge.
- You are solely responsible for locking and/or unlocking your cabinet or cage.
- Key storage is available in the event that you do not want to remove your keys from the facility.
- Where applicable, you should receive your keys and/or combination during your first Customer Space visit.

## 4.0 WORKING IN THE FACILITY

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### 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. local time, Monday through Friday).
- Equipment must be removed from the facility or secured in the provided storage area with the escort and assistance of Cologix's local operations staff.
- Cologix is not responsible for any equipment left in the staging area.

### 4.2 SIGNAGE

- You may display a single promotional sign with your name and/or logo on the outside of your Customer Space.
- The sign must not exceed 8 x 11 inches.
- All other signage is prohibited.

### 4.3 DRESS CODE

Cologix requires all person(s) who enter the data center to wear appropriate attire. This includes shirt, pants, skirts and shoes. **OPEN TOE SHOES** are not permitted. Persons wearing inappropriate attire will be asked to leave the data center.

## 5.0 ADDITIONAL SERVICES AVAILABLE

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### 5.1 REMOTE HANDS SERVICES

Pursuant to your Customer Order, Cologix technicians are available to deliver the following responsive, on-demand “remote-hands” services :

- On-site technical assistance.
- Visual verification to assist remote troubleshooting efforts.
- Racking-and-stacking new equipment.
- Ladder rack build-outs and cable management designs and deployment.
- Swapping removable media (tapes, CDs, DVDs, etc.).
- Pushing a button, toggling a switch or power cycling equipment.
- Relaying equipment status and typing commands onto a pre-installed console.
- Wiring services such as moving, securing or terminating cables..
- Labeling equipment or taking digital photos.
- Diagnostic and signal testing for cross-connect circuits (T-1, DS-3, OC-N).

Remote Hands services are available on a time and materials or fixed price basis.

**NOTE: To protect our Customers security, email requests for Remote Hands services will no longer be accepted. Remote Hands requests must be made through the Customer Portal or by calling 1-855-449-4357 and receiving positive Customer Authentication through our call-back procedure to your contact number on record.**

## 6.0 TERMINATIONS & DISCONNECTS

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Disconnect requests must be submitted to [billing@cologix.com](mailto:billing@cologix.com). No disconnects will be processed without written notification and submission of the following required information: date of requested disconnect, Customer name, work order/service order #, Circuit ID/tag #, name and contact information of requestor.

All circuits within your Customer Space need to be disconnected prior to the processing of your disconnect request. If any circuits remain, your disconnect request will be held and you will be notified of the Circuit IDs that remain active. All charges for your Customer Space will continue until the later to occur of: (i) the period set out in your MSA, or (ii) all circuits are removed; provided that Cologix requires 30 days’ notice prior to the start of the next term and does not disconnect for partial terms. Once a disconnect order is processed, you are responsible for removing any equipment as specified in your MSA. A non-recurring disconnect charge may apply.