



Title: Lumen Data Center Facility Services User Guide

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LUMEN[®]

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1.0 Welcome

Thank you for choosing the Lumen Data Center Facility Services (“Services”). “Lumen” is defined as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities.

To simplify your move to our Facility, this user guide (“User Guide”) is provided to help clarify our Facility policies and walk you through some of our Facility processes.

In addition to the Master Service Agreement, and the Data Center Facility Services Service Schedule (“Service Schedule”) and the applicable Customer Order (collectively, “Agreement”) you agree to comply with the terms of this User Guide.

This User Guide provides basic rules and requirements for the Lumen Facilities defined in the Service Schedule. In the event of any conflicts between this User Guide, the Service Schedule and the Master Services Agreement, the Service Schedule will take precedence over this User Guide.

If you have questions or concerns about the agreements mentioned above, do not hesitate to call your sales representative/Customer Service Manager (“CSM”) or Support Team at 877-453-8353 option 2, option 2.

This User Guide does not apply to any third party colocation services resold by Lumen.

Certain request for onsite services may require Lumen Field Tech Services (“FTS”), which will be provided at a separate charge and subject to additional terms and conditions. FTS is more fully described in Section 6 below.

For additional information, contact Physical Security Operations Center (“PSOC”): +1-866-788-9888 option 1 or e-mail: PSOC-DL@Lumen.com

2.0 Security Access, Guidelines and Procedures

2.1 Physical Security Operations Center (PSOC)

The Physical Security Operations Center (PSOC) provides global, 24/7 support with remote monitoring, management, administration and maintenance of the access control systems and video management systems used throughout Lumen. PSOC also assists and directs local security officers in the response to critical alarms, physical security incidents and critical events involving law enforcement, fire or emergency medical personnel.

2.2 Admission to Lumen Facilities:

Lumen site doors are alarmed and remotely monitored. Doors will alarm if propped or held open beyond a short interval of time. Admission to Lumen Facilities is restricted to employees, contractors, vendors, colocation customers, third-party tenants, and visitors who are authorized by Lumen or Customer pursuant to the terms of the Service Schedule. Each person on Lumen Facilities must wear a Lumen issued identification card or have a visitor’s badge and be escorted. All individuals on Lumen property must follow all Lumen Physical Security procedures.

NOTE: Violations of Lumen Physical Security procedures and guidelines may result in temporary suspension of site access and/or termination of Services. Attempts to bypass the security measures for access to any area of the Facility may result in Escort only access and a Field Tech Services (“FTS”) ticket charge. Repeat violations may result in temporary or permanent suspension of access.

2.3 Internal Badge Holder / 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 (visible on or above the waist).
- No “tailgating” is allowed — everyone entering the Facility must have a valid access badge or have a visitor’s card and be escorted by someone with a valid access badge.
- You will be issued an initial Lumen badge at no charge. It is your responsibility to immediately report lost or stolen badges. You may be charged for lost badges.

- Photography or image capture, of the interior or exterior of any Lumen Facility is prohibited unless explicitly approved by Site Management and Security.
- Possession of weapons, firearms, illegal drugs, or alcoholic beverages is prohibited. 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 always remain free of materials, equipment and debris.
- Use of non-Lumen security access measures, such as locks, cameras, and video equipment, must have the express written approval of Security. Use of non-standard deployments 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.

2.4 Internal Visitor Procedure:

Customer may request access to a Facility by following the process located at: [Creating a request for access to a data center | Lumen](#). When visiting the Facility, Lumen security will follow our established internal visitor procedures, which include, but are not limited to:

- Check the government issued ID of the visitor
- Ensure the visitor signs into the visitor logbook
- Issue a visitor badge and collect the badge when the visitor leaves the Facility

Customer personnel are responsible for their own visitors if a Lumen escort is not requested from FTS. Customers must:

- Ensure the visitor signs into the visitor logbook
- Escort visitors at all times
- Comply with all requirements in this Colocation Facility User Guide

NOTE: The Hong Kong Facility ("HK2") has separate escorted visitor policies. For additional information contact Asia-Pacific - PSOC: +1-866-788-9888 option 1 or e-mail: PSOC-DL@Lumen.com.

2.5 Security Access to Lumen Facility

2.5.1 'Primary Contact' and/or 'Badge Admin'

Delegate a 'Primary Contact' and/or 'Badge Admin': To obtain security access to the Facility, you will need to identify and assign at least one (1) employee from your company to be a 'Primary Contact' and/or 'Badge Admin'. The authorized 'Primary Contact' or 'Badge Admin' serves as Lumen's single point of contact on all security matters related to your Colocation Services. They help make decisions for their company with Lumen; request permanent badges, make changes to current badges, deactivate/term badges, and request access reports for their company. These roles are required for Customer to manage their physical access and help prevent unauthorized access. Security Access Team also uses these authorized contacts to verify any access request. If a company does not have a 'Primary Contact' or 'Badge Admin' listed, their requests may be denied.

NOTE: Multiple 'Primary Contacts' or 'Badge Admins' are allowed. Lumen reserves the right to limit the number of authorized 'Primary Contacts' or 'Badge Admins', and/or to deny any individual or group if it foresees a potential risk to our customers and/or network.

Adding 'Primary Contact' and/or 'Badge Admin' to Lumen system: How to add an authorized 'Primary Contact' or 'Badge Admin' information can be found in Lumen's Standard Operating Procedure, Titled, "*Customers-Authorized Contact (Physical Access)*". For further assistance or additional information, please work with your account Client Support Manager ("CSM") or call the Facilities Access Team at 1-866 788 9888, option 2 for North America or +44-330-060-8462 for Europe. Your CCM/Sponsor will have access to the Operating Procedure and can help add your authorized 'Primary Contact' or 'Badge Admin' to Lumen's system called 'SalesForce'.

2.5.2 Access Requests

Work with your 'Primary Contact' or 'Badge Admin' to request access to the Facility. Requests can be made via <https://www.lumen.com/login/> (Click on Service Management -> Colocation Support.). It can take up to three (3) business days to process access requests. You will receive notification from Lumen once your Order is complete.

If immediate assistance is required or you need emergency access outside of normal business hours globally, please contact the Physical Security Operations Center (PSOC) team directly at 1-866-788-9888 option 1. Emergencies will be assessed on a case by case basis.

If you require immediate assistance during business hours, please contact:

- North America - Facility Access Team: 1-866-788-9888 option 2
- Europe - Facility Access Admin: +44-330-060-8462

2.5.3 Permanent Badge / Badge Access

A Permanent Badge is a physical access badge for a Customer's employee(s) or vendor(s) who will be visiting Lumen sites frequently. A single badge may not work for all locations; therefore, your 'Primary Contact' or 'Badge Admin' will need to request badge access for each facility in which you are collocated. It is the responsibility of the authorized 'Primary Contact' or 'Badge Admin' to manage all badges issued on behalf of your company. Please contact your 'Primary Contact' or 'Badge Admin' if you need badge access for more than one facility. All permanent badges are good for 12 months from date of issue but may be permanently removed for non-use after 12 months of inactivity at Lumen's discretion.

2.5.4 Changes to Badge Holder Status

It is the primary contact's responsibility to notify Lumen of any changes to a badge holder's status or any changes to the list of authorized 'Primary Contacts' or 'Badge Admin' by emailing Lumen at DL-SAS-accessmanagement@lumen.com or by calling the phone numbers below:

- Facility Access Team: 1-866-788-9888 option 2 for North America
- Facility Access Admin: +44-330-060-8462 or the PSOC: +1-866-788-9888 option 1 for Europe

You must notify Lumen immediately if any employee/vendor with badge access to a Lumen data center facility is no longer employed by you or is no longer your vendor by calling:

- Physical Security Operations Center (PSOC) at 1-866-788-9888 option 1.

NOTE: Lumen reserves the right to deny access privileges to any person and/or group if it foresees a potential risk to our customers and/or network.

2.5.5 Lost or Stolen Badge

If your badge is stolen, immediately report stolen badge to Physical Security Operations Center (PSOC) team directly at 1-866-788-9888 option 1. PSOC can also provide instructions on how to request replacement access badge.

2.5.6 Biometric Access (Digital Identification)

For Facilities with biometric access (e.g., fingerprints, voice activations, etc.), please plan your first visit to the site during normal business hours (Monday – Friday 8 am to 5 pm local time where work is being performed). This ensures the biometric authentication process can be completed following instructions posted within the site. For biometric access support in North America, contact Physical Security Operations Center (PSOC) at 1-866-788-9888 option 2 or for Europe, EMEA Facilities Access Team at +44-330-060-8462.

2.5.7 Customer Vendor / Sub-Lessor Badges

All badges issued to your vendors or third-party customers will be issued under the Customer name. It is your authorized 'Primary Contact' / 'Badge Admin's' responsibility to manage badges and badge holders; make sure all vendors / sub-lessor given access receive a copy of this Facility User Guide and follow all Lumen policies. You are responsible for all actions of your vendors.

2.5.8 Temporary Badge Access

Customers can request a temporary badge for a member of their staff. This badge will be valid for only 24 hours and must be returned to Lumen upon exiting the Facility. To arrange a temporary badge, work with your authorized 'Primary Contact' / 'Badge Admin' to request access to the Facility. Requests can be made via <https://www.lumen.com/login/> (Click on Service Management -> Colocation Support.). It can take up to three (3) business days to process access requests. You will receive notification from Lumen once your Order is complete.

In an emergency, a temporary badge can be requested but not guaranteed by calling PSOC 1-866-788-9888 option 1. You can also call FTS at 1-877-453-8353, options 1, 2, 3 to request escort access. Escorted visits are chargeable and will be billed at FTS current published standard rates.

2.5.9 Escorts in Unmanned Facilities / Escorting Visitors

In most sites, permanent badges will be issued; however, some locations always require escorted access. Escorted access is when a Customer opens a ticket with Lumen's FTS and dispatches a Lumen Technician to accompany the Customer or Customer's vendor for the duration of the visit, in any Facility.

Customer will need to engage FTS and once FTS receives the request; a ticket will be opened to schedule a Lumen escorted visit. Escorted visits are chargeable and will be billed at FTS current published standard rates.

2.5.10 Access Hours

- **24/7 Access:** All sites (other than sites requiring escorts) have 24/7 access for permanent badge holders; however, some areas inside the Facilities, such as receiving docks, storage areas, staging benches, etc., may not be accessible.
- **Where badge access is not available:** please call FTS to request an escort.
- **Access to manned facility:** Access to a customer's Space at a manned Facility is available at most locations from Monday through Friday between 8 a.m. and 5 p.m. local time, without incurring additional charges.
- **Non-badge access to Lumen sites** outside of normal business hours requires an escort and is a chargeable event via the Lumen FTS (Refer to FTS Escort in section 6.0).

2.5.11 Security Incidents / Investigative Assistance

Lumen offers investigative assistance services if you suspect you are the victim of a crime or wrongdoing involving employees, equipment, business operations, etc. In such an event, please notify PSOC during normal business hours at:

- 1-866-788-9888 option 2, in North America
- +44-330-060-8462 in Europe

Or

If you require immediate assistance, call PSOC team at 1-866-788-9888 option 1. Lumen Security will work with you and if needed, open an investigation into the incident or allegation.

3.0 Facility Policies

3.1 Safety

3.1.1 Evacuation Policy

Lumen is committed to safety; therefore, anyone accessing a Lumen Facility must comply with Lumen's Facility policies. To ensure the safety and reduce the risk of harm to anyone accessing Lumen Facilities please follow and adhere to the policies set forth below:

- **Emergency Planning**
 - Make sure your badge administrator's contact information is always updated.
 - Contact the local Lumen Field Operations personnel at the site for any questions about site-specific evacuation procedures, routes and meeting points. If no one is available, call PSOC team at 1-866-788-9888, option 2 in North America and +44-330-060-8462 in Europe.
- **Communication during an Emergency**
 - Listen for any announcements and follow instructions.
 - Evacuate immediately if you hear or see any alarms.
 - Notify Lumen by email or phone if there is any change to your point of contact and contact.
 - Call PSOC team at 1-866-788-9888, option 2 in North America and +44-330-060-8462 in Europe to get an update on the status of an emergency.
- **Access Management**
 - In all circumstances, Lumen, at its sole discretion, reserves the right to make the final determination about when it is safe to re-access the Facility.
 - Lumen 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. Lumen will not be liable for anyone who refuses to adhere to Lumen's evacuation policy.

3.1.2 Equipment Criteria

Customer Equipment, as defined in the Service Schedule must comply with the following criteria:

- Equipment will be the type that mounts within a rack or cabinet.
- Equipment size will fit within the Space provided while allowing proper access.
- Spare equipment will be kept within the confines of the Space.
- AC and DC power distribution to the Space will be handled by Lumen.
- 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.
- The 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 cable 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.
- 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 its 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.
- Customer shall ensure that Customer Equipment is physically segregated, in a manner satisfactory to Lumen, from equipment of Lumen and other customers of the Facility.
- Customer-owned video security cameras: Customers may provide and install video surveillance equipment within their co-location Space, but such systems must be approved by Lumen prior to installation and comply with certain restrictions, which are subject to change from time to time at Lumen's sole discretion. Customer-owned cameras must be positioned so that only their equipment is being monitored to protect the privacy and activities of other Lumen customers. Customer-provided video systems are subject to inspection and periodic unannounced audits to verify compliance.

3.1.3 Maintenance

Scheduled maintenance will not normally result in Service interruption. If scheduled maintenance requires Service interruption, Lumen will: (i) provide Customer 7 days' prior written notice, (ii) work with Customer to minimize such interruptions and (iii) use commercially reasonable efforts to perform such maintenance between midnight and 6:00 a.m. in the country where the work is being undertaken.

NOTE: Emergency maintenance, maintenance performed by a third party or situations out of Lumen's control is excluded

Lumen maintenance responsibilities include:

- Janitorial services for common areas
- Environmental systems maintenance
- Power plant maintenance
- Other actions that are reasonably required to maintain the Colocation Area.

In addition to your obligations in the Service Schedule, your maintenance responsibilities include but are not limited to:

- Maintaining the Colocation Area in an orderly and safe condition in accordance with local regulations
- Ensuring the perforated cooling tiles are not blocked
- Keeping the aisle ways free and clean of obstruction

Lumen may send a notification of non-compliance. If you are contacted, you have a reasonable time to remedy the situation, and in this case a reasonable time will be considered five (5) days unless Lumen deems noncompliance is an imminent threat, in which case it can exercise its rights in accordance with the Service Schedule.

3.1.4 Waste Removal

- Large equipment boxes should be placed in the appropriate bin as dictated by the local Operations personnel in the applicable Facility.
- Storage of cardboard is not permitted.
- You are solely responsible for cleaning and removing all waste per the applicable Facility guidelines.
- Lumen does not clean for you; it is your responsibility to help maintain cleanliness and order in the Facilities.
- For a large suite or cabinet build-out, you must contact fts@lumen.com to request Lumen FTS assistance in arranging for dumpster and/or freight elevator usage.
- Waste removal logistics vary at each Facility. It is critical that you communicate with local Data Center Operations personnel regarding the specific waste removal policy at your site.
- Hazardous waste removal/disposal, such as batteries,

3.2 Temporary Workspace Areas / Cubicles

Where available, Lumen offers open cubicles for customers to use temporarily on a first-come, first-served basis.

Guidelines for use are as follows:

- Computers are not provided.
- Cubicles are available for your use, but you are not permitted to drill, solder or saw in these areas.
- Cubicles do not come with lockable cabinets, faxing, photocopying or secretarial support.
- Cubicles are equipped with analog lines that allow for local calls, 800 calls, operator calls, calling cards and dial-up modem capabilities.
- Lumen does not offer private conference rooms or break rooms in every Facility. Charges may apply.
- If a permanent workspace solution is needed, please contact your Lumen sales representative/CCM.
- You must vacate the workspace at the end of each day and must dispose of your office waste in designated wastebaskets before departing.
- Lumen is not responsible for any equipment or other personal property left in the workspace area.

3.3 Smoking Area

The consumption of tobacco products emitting smoke, vapor and fume, including e-cigarettes and other artificial substances which emit vapor is not permitted in any Facility. External designated locations (smoking area), if any, will be identified and made available by local operations personnel

3.4 Mail Service

Please do not have mail delivered to any Facility. Lumen does not provide customer mailboxes at any Facility.

3.5 Approved Vendors

In order to have construction performed in your Space by someone other than Lumen or its vendors, you must use an approved vendor.

3.6 – Bringing Your Equipment to the Facility

Once you have obtained your security badge, you may deliver your equipment to your Colocation Space.

3.7 Equipment Storage & Shipment

3.7.1 Storage Prior to Installation

Storage is provided for Customer Equipment received prior to the installation date in select Facilities. Stored equipment may be kept in the Lumen storage area for up to 45 days (or shorter period for certain Facilities). Lumen may exercise available remedies under the Service Schedule for equipment stored longer than permitted, including contacting customer for immediate removal.

3.7.2 Temporary Storage

Temporary Storage: Lumen may offer Customer temporary equipment storage when and where available, subject to the terms of the Service Schedule. If the applicable Facility permits storage, follow these steps:

- Schedule the delivery of the equipment at the receiving dock by opening a FTS dispatch case at contracted hourly rates (Note: not all locations have a loading dock, some locations may require inside delivery or lift gate).
- Where available, the docks are open from 8 a.m. to 5 p.m. local time, Monday through Friday.
- Each Facility may have different shipping logistics depending on building location, building type, building management, freight elevator access, union rules, etc. These will be communicated to you when you schedule the appointment.
- Equipment will be stored in a secured location, if applicable, for up to 45 days unless a shorter time frame is required for certain Facilities that offer storage.
- If you do not retrieve stored equipment within the storage interval identified above, Lumen may exercise all available remedies identified in the Service Schedule, including returning your equipment at your expense. Lumen will give you three (3) days prior notice if we need to return your equipment.
- If you need the equipment stored longer than 45 days, contact FTS as soon as possible so that special arrangements can be made.
- Equipment removed by customers cannot be stored on-site.

3.7.3 Shipping to a Facility – General Information

- 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 Lumen
 - “Street Address of Facility” “City, State Zip”

3.7.4 Shipping / Storage - Staffed / Manned Facilities

Coordinate Shipping: In most Facilities, Customer Equipment that needs to be shipped to a manned Lumen Facility must be coordinated and scheduled through the FTS (i.e., Shipping Vendor, Waybill/Tracking Number, Ship-by Date, Address, Expected Arrival Date, etc.).

Shipment Receiving: Once the shipment arrives, it will be received by Lumen. The FTS Technician will note the details on the ticket to confirm shipment arrival (including any visible physical damage to the package). Equipment will be cross-referenced with the shipping vendor’s paperwork (i.e., 4 of 4 received), logged onto a log sheet, and moved from the shipping/ receiving area to the secured Materials Management storage area or the customer cage. FTS will then relay the

information to you via phone call or email. If the equipment does not arrive on the due date of the ticket, the FTS Technician will note it on the ticket.

Inspection/Inventory: Lumen will not open and inspect or inventory the contents of any packages prior to or after moving it into the storage area unless requested by the customer.

Moving Equipment from Storage Area: Moving customer equipment from the Material Management storage area directly to the customer colocation area requires a billable FTS ticket.

Oversized / Non-standard Equipment: Any oversized, non-standard equipment (i.e., may require more than one person to move) being shipped to a manned Lumen facility should be coordinated and scheduled through FTS.

Tracking Shipment: Unless otherwise noted in the Agreement, the tracking of customer equipment shipped to a manned Lumen facility is your responsibility; however, if you would like verification when a shipment arrives at a Lumen Facility and is signed for by a Lumen Technician, you can coordinate this through the PSOC.

NOTE: Non-colocation customer equipment shipped to a manned Lumen Facility will be refused in compliance with security guidelines.

3.7.5 Non-Staffed Unmanned Facilities

Customer Equipment that needs to be shipped to an unmanned Facility must be coordinated through FTS.

Customer equipment that is to be shipped to an unmanned Facility generally follows one of two (2) processes:

1. You meet the equipment shipment at the unmanned site with no Lumen escort. If you are unable to accept the shipment or require assistance with the shipment or installation of the equipment, you can request the presence of a Technician by engaging FTS. NOTE: 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 engage FTS if you need Lumen to move the equipment to the unmanned site.

NOTE: For EMEA unmanned locations deliveries must be met by the Customer on site. Options 1 and 2 above are applicable to only North America.

You are responsible for having a representative on-site to accept the shipment. Engaging FTS is required, if you require an escort or field confirmation of equipment receipt at an unmanned Facility. If the equipment does not arrive on the due date of the ticket, you will be notified by Lumen 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 FTS Technician has been requested to be on-site to accept delivery, FTS charges will apply for the Technician's time.

3.8 Installing Your Equipment

- Do not run cable in Lumen signal and power trays or on top of cabinets.
- Do not move floor tiles or attempt to penetrate the tile under cabinet(s).
- Secure your own equipment before and during installation.
- We recommend that you only check out only the equipment you can install in one day.
- Please notify a Lumen staff person in your Facility if your equipment needs to be secured overnight.
- It is your responsibility to provide all installation materials for your equipment and to include items such as fuses, wire, tie wraps, and labels.
- Lumen is not responsible for any equipment or other personal property left in the workspace area.

3.9 Workmanship Standards and Requirements

Lumen expects our customers to be good facility citizens by adopting best practices when it comes to managing their Space. In accordance with cooling best practices, Lumen 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 air- flow. Lumen is not responsible for any damage from excessive heat caused by poor cable

management (see cable management examples below).



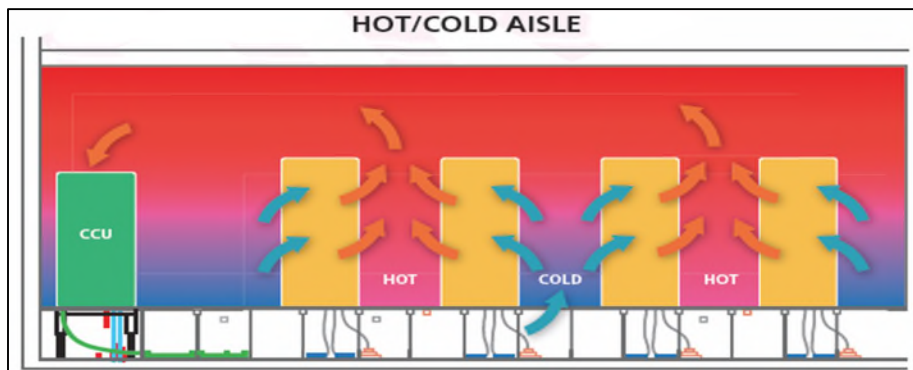
Good example of cable management



Bad example of cable management

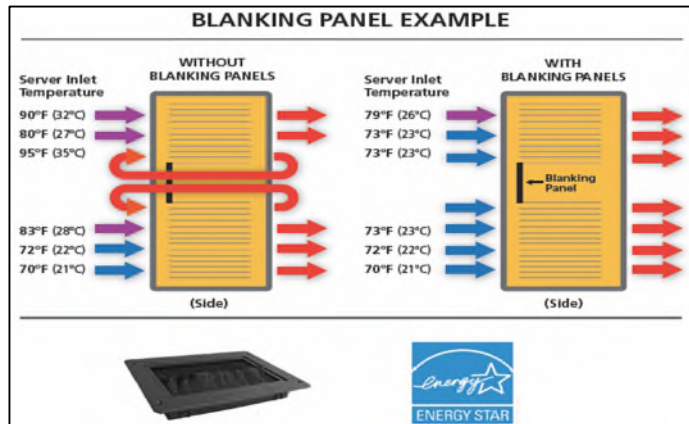
- Hot/Cold Aisle Configuration:** Hot/Cold Aisle is a technique of cooling equipment in data center facilities in which every aisle between rows of racks/cabinets is separated by exclusively hot-air exhausts or exclusively cool-air intakes. Customers are required to install equipment in racks/cabinet 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.

Note: Failure to comply with required hot/cold requirements/standards may void applicable SLAs. Lumen reserves the right to pursue all applicable remedies set forth in the Service Schedule regarding non-compliance.



In addition, Lumen requires the following best practices when it comes to managing your Colocation Space:

- **Blanking Panels:** Blanking panels help improve cooling efficiencies by isolating cool intake air from hot exhaust. Lumen prefers metal blanking panels to plastic to minimize the risk of fire. Blanking panel/s are required in all Lumen Facilities. (See blanking panel example below.)



- **Power:** Power density is managed on a draw basis and varies by Facility. Customer allowable power density is identified within the Order. Customers must operate within this allotted power. If Customer usage exceeds this amount of power, Customer must remedy the usage as defined in the Service Schedule.

3.10 Keys, Key Locks/Combination

Lumen's Facility cabinets, ICCs, and suites are individually secured with either combination or keyed locks. You should receive your keys/combination during your first visit.

If a key lock is used, Lumen will provide two sets of keys at no charge (you may make additional copies). Key storage is available if you do not want to remove the keys from the Facility, but you are solely responsible for locking and/or activating all locking devices.

If a combination lock is provided, you are responsible for keeping your combination and can provide the combination to anyone you deem appropriate to enter your suite including your Badge Admin. Should you lose or forget your combination, contact your Primary Contact/Badge Admin or the field may be able to reset it for you. For field assistance, please open a ticket with Field Tech Services by email, phone or portal. Local staff cannot authorize the issuance of combinations or send combinations to Customers. Customers with key locks on their suites can change their locking device to a combination device for a nominal installation fee.

3.11 Cross-connect / Service from other Providers

Lumen is a carrier-neutral data center provider when alternative providers are available in Lumen Facilities. If you would like to interconnect 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 Lumen to make the cross-connection (Non-recurring and monthly recurring cross-connect fees may apply.)

3.12 Circuit Delivery and Demarcation

Lumen or its applicable vendor will install a demarcation panel at the top of one or more racks used to deliver your circuits or connect with other customers in the Facility. This demarcation gives us a clear point to provide Circuit 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 1-5 Rack Units ("RU's") (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 cross-connect, Lumen will deliver the circuit to this panel.
- If you desire for Lumen to connect the circuit from your equipment or panel to the demarcation panel, you will be required to engage FTS for tracking and billing purposes.
- Lumen’s standard termination types (connectors) are listed below. If your equipment has a different type of connector and you are requesting that Lumen make the connection from your equipment to the demarcation panel, please indicate the type of connector in your FTS ticket.
 - Fiber = “SC”
 - DS3 = Coaxial (BNC Connectors)
 - Fast-E = Cat 5E or Cat 6 with an RJ-45 connector. FastE can also be delivered via SM fiber; please provide these details when ordering.
 - All Lumen panel connection removals require a disconnect order. Refer to section [5.0](#).

4.0 Working in The Facility

4.1 Facility Staging Area

Facility staging area is the area between the loading dock and the equipment’s final installed destination. Equipment coming from the receiving or shipping area, on its way to or from the data center will typically be processed in the staging area.

- Do not leave unsecured equipment in the Facility staging area.
- Remove any equipment or debris from the staging area at the end of each business day (5 p.m. local time, Monday through Friday).
- Lumen is not responsible for any equipment left in the staging area.
- Equipment must be removed from the Facility or secured in the provided storage area with an escort and/or assistance of the Lumen staff person.

4.2 Signage

All Facilities permit the display of signage in accordance with the Service Schedule.

4.3 Equipment Removal / Relocation

Asset removal from premises: The Authorized contact must inform their intention of physically removing technological material from the Facility by filling out the appropriate equipment entry and exit form. The request will be analyzed by Lumen’s technical teams and, once authorized, the removal of equipment may be conducted during all days and hours of the week. Scheduling will effectively occur only after approval. This authorization is valid for one week; in case this doesn’t occur within this deadline, the ticket will be closed, and Customer will need to open another request.

Customers are responsible for correct removal of all their equipment which also applies to the disposal of any electrical equipment. Customers are not allowed to dispose any electrical equipment, (e.g., computers, monitors, keyboards, etc.) using the Lumen normal waste containers. For small disposals, some Lumen Facilities may have a recycling bin on site to dispose of small amounts of electrical equipment. For any large equipment disposals, the Customer will need to use an official recycling firm to remove the equipment in an environmentally safe manner.

IMPORTANT: Customer will be responsible for managing (receipt, transport, moving, etc.) of equipment (complete or parts thereof), parcels, mail, etc., belonging to them.

Work Material: Local Facility personnel will review/register work material, such as, laptops, brought by Customer and verify them when customer leaves the building.

NOTE: See the Service Schedule for additional information about ‘Removal of Equipment’ following the expiration or termination of the Service Term for any space.

5.0 Terminations and Disconnects

Disconnect requests must be submitted via the online form at <https://www.lumen.com/help/en-us/control-center/orders/disconnecting-lumen-services-online.html> they cannot be accepted by your Account Team. Lumen requires 30 days prior notice.

This 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.

6.0 Field Tech Services

6.1 Smart Hands / On-site Network Support for Lumen Facilities

FTS partners with Lumen's Colocation team and is also a supplement to other Lumen products who need smart hands, FTS will provide customer initiated on-site technical support and On-Demand or Scheduled Maintenance support to Lumen Facilities 24/7/365 days a year.

FTS activities include, but are not limited to, site escorts, troubleshooting, power-cycling; testing; visual verification; preventative/basic maintenance and backup functions.

Whether you need support maintenance of equipment, 'hands and eyes' or equipment installation, as a customer, you can call FTS directly. A Field Service Associate ("FSA") will verify support availability, open a ticket and dispatch a technician.

6.2 How to Engage FTS:

There are 3 ways to engage FTS to request escorted access:

- 1) By emailing FTS@Lumen.com
- 2) Customer Portal
- 3) Phone:
 - Call 1-877-453-8353, options 1,2,3 for North America
 - Call +44-207-904-4998, options 1, 2, 3 for EMEA

For additional information about FTS and to request a copy of the Service Guide, please call 1-877-453-8353, options 1, 2, 3 or contact your CSM).