Cologix Policies & Procedures

Facility User Guide

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

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 Customer Portal is the most efficient and accurate way to manage your account including the following initiatives:

Inventory View	Cross Connect Ordering	Case Management
Order Status	Maintenance Monitoring	Shipping/Receiving cases and Package Tracking
Power Reports (Amps, kW, kWh)	Invoice Views	
Compliance Reports (SOC, PCI, HIPAA, ISO27001)	User Access, Notification & Permission Management	Access Market Place: Manage Ports & Connections

Ask your Customer Care Manager for more detailed information about the Customer Portal features and how to use it to manage your account.

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
Ashburn	ASH1: 21745 Beaumeade Circle		+1.855.449.4357
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 11th Avenue South – Suite 100	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 2: 511 11th Avenue South – Suite 400	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 3: 511 11th Avenue South – Suite 200	+1.612.333.1925	+1.855.449.4357
Minneapolis	MIN 4: 511 11th 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

![cologix where networks connect]

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
Silicon Valley	SV 1: 2050 Martin Avenue, Santa Clara	+1.408.914.7333	+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 – 5th floor	+1.416.479.8882	+1.855.449.4357
Toronto	TOR 3: 905 King Street West – 4th floor	+1.416.479.8882	+1.855.449.4357
Toronto	TOR4: 105 Clegg Road		+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
Vancouver	VAN 4: 175 W Cordova Street		+1.855.449.4357

- The Billing team can be reached by calling +1.855.492.4557 or emailing billing@cologix.com.
- The Sales team can be reached by calling +1.855.497.2537 or emailing sales@cologix.com.

2.0   SECURITY POLICIES

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 (CXM) designated to you during the Customer Welcome process. If you do not know what CXM has been assigned to your account, you can request this information by calling our Cologix Live Support (CLS) Center at 1.855.449.4357 or by emailing support@cologix.com.

The Portal Administrator can add all Company Users that will interface with Cologix into the Customer Portal and provide them with 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.

No animals will be allowed access inside the Cologix Data Center Lobby, Customer Break Area, or Secured Areas unless they are designated service animals.

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 (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 not 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 with 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 (i.e., 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 data within the customer portal. 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 all actions of your vendors and/or customers. 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. Where badge access is not available, please contact the local operations staff.

2.5 ESCORTING VISITORS

All visitors must sign in at the security desk. Visitors must show a valid government issued photo ID at the security desk and be accompanied by a badge holder at all times. Any person found without a badge who is not accompanied by 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 Cologix facilities, unless explicitly approved by the local operations staff

- Possession of weapons, illegal drugs, and alcoholic beverages is prohibited within Cologix facilities. Access to the facility will be terminated if an individual is in possession of such items

- 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

- 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 always kept free of materials and equipment

- Use of non-Cologix security access measures (i.e., 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. Customers will be notified of any breech of Security that impacts their colocation space.

3.0   FACILITY POLICIES

3.1   EVACUATION POLICY

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

Emergency Planning

- Make sure your Authorized Contact information is up to date at all times to help facilitate any emergency procedures.

- 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 as needed

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 the 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
- *Ensuring 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
- Keeping the Customer cage or suite free of all disconnected or unused equipment. If you fail to remove your disconnected or unused equipment, Cologix is authorized to, without prior notice to you, remove it on your behalf and you may be subject to Remote Hands and/or Storage fees
- 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 is authorized to, without prior notice to you, remove your trash and you may be subject to Remote Hands fees

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 COL2, JAX2, LAK1, NNJ4, and SV1 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 1.855.449-4357. 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. At designated smoking areas, 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. 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.

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, over weight and/or size limits. Packages will be moved to a secure storage area at no charge to the customer for up to 3 days (see Storage below for additional information).

Receiving

- All shipments must be entered into our customer portal prior to delivery. The following information is required:
    - Package type
    - Carrier (please note: brokerage fees are your responsibility - shipments sent COD will be refused)
    - Tracking number and 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
John Doe (i.e., Customer's contact's name) **Customer Name (including cage/suite)** **c/o Cologix Toronto 151 Front Street West** **Toronto, Ontario M5J 2N1**

- Packages are limited in size to 50 pounds (22kg) and 3' x 3' x 3' (91cm3) unless prior written approval is received

- Each customer is to conform to facility specific requirements before shipment. Customer must inform their carrier of site-specific restrictions

- 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 3 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 any shipment that is received by Cologix

- 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

- The Customer accepts responsibility of the package/contents

Shipping

- Request for outbound shipping can be placed in the Customer Portal
  - Shipping will be at the Customers expense
  - Customer must schedule pick up of shipment with carrier during business hours
  - Customer will be billed Remote Hand fees for this service

- Cologix is not responsible for any loss, damage or costs associated with shipment, including quality of packing of shipment

- Customer must provide all shipping paperwork, including shipping labels, customs forms, and waybills

- Customer must provide shipping materials for packing and shipping their equipment

- Cologix will inform Customer when the shipment is ready for pick-up

Storage

- Customer storage is subject to availability

- Cologix is not responsible for any shipment that is stored by Cologix

- Upon equipment retrieval, Customer will uncrate/unbox equipment in accordance with facility requirements

- No cardboard is allowed to be stored in Customer cages or suites

- Depending on storage availability at any given site, a customer may store equipment in one of the two following scenarios:
- Package(s) received may be stored for up to 3 calendar days, space permitting, at no charge
- Space permitting, Customers requiring long-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
ASH1	21745 Beaumeade Circle, Ashburn, Virginia		Y
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 11th 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		
SV1	2050 Martin Avenue, Santa Clara CA 95050		
TOR1	151 Front Street, Toronto, Ontario, CAN M5J 2N1		Y
TOR2, TOR3	905 King Street West, Toronto, Ontario, CAN M7A 2A0		
TOR4	105 Clegg Road, Markham, Ontario, CAN L6G 1B9		
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		
VAN4	175 West Cordova Street, Vancouver, British Columbia CAN V6B 2N3		Y

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
ASH 1: 21745 Beaumeade Circle	2,500 lbs	150 lbs/sqf
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 11th Ave South - Suite 100	3,000 lbs	225 lbs/sqf
MIN 2: 511 11th Ave South - Suite 400	1,750 lbs	125 lbs/sqf
MIN 3: 511 11th Ave South - Suite 200	3,000 lbs	225 lbs/sqf
MIN 4: 511 11th 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
SV1: 9050 Martin Avenue	3,000 lbs	225 lbs/sqf
TOR 1: 151 Front Street West	1,750 lbs	125 lbs/sqf
TOR 2: 905 King Street – 5th floor	1,500 lbs	150 lbs/sqf
TOR 3: 905 King Street – 4th floor	1,500 lbs	150 lbs/sqf
TOR 4: 105 Clegg Road	2,100 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
VAN 4: 175 West Cordova Street	2,100 lbs	150 lbs/sqf

- 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

- To ensure proper cooling is provided for non-network deployments (servers, VM's, SAN's, etc.), Customers must utilize fully enclosed and approved cabinets. Customers may use 2 Post or 4 Post racks for network equipment or inter-connectivity systems such as fiber or ethernet panels. However, the layout and configuration must be approved by the local operations staff to ensure proper cooling can be maintained

- 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

- If installation spans multiple days or at any time will be left unattended, please ensure your space is cleaned up and secured prior to exiting the data center

- 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

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:

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 Example**

Cabinet Configuration

- Cologix requires specific equipment alignment in racks and/or cabinets with hot/cold aisle configuration. Contact the local operations staff if you have any questions about which direction to install your equipment

- All customer equipment must be oriented to exhaust to the hot aisle, no exceptions allowed. Cologix requires blanking panels in any empty RMU spaces in the rack. Customers who violate this policy will void any performance or SLA commitments, if any, set forth in customer's agreement, in the event of a heat related incident

- Desktop PCs in the cabinet should be placed horizontally, so they cover maximum shelf space and block airflow

- Empty shelf units with miscellaneous unmounted equipment; laptops, monitors, keyboards, telephones, external disk drives, etc., must be facing the Hot Aisle and blocked with a blanking panel when not in use

Hot/Cold Aisle Diagram

CRAC / HVAC   Cool Air Aisle   Hot Air Aisle
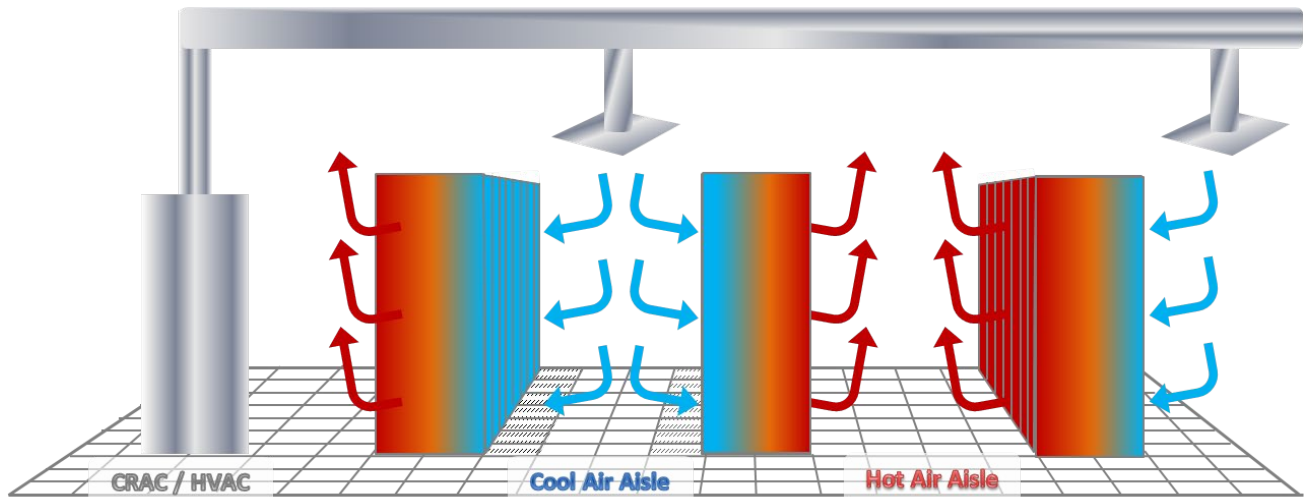
- Cologix requires blanking panels in any empty RMU spaces in the rack. Blanking panels help improve cooling efficiency by isolating cool intake air from hot exhaust air. Blanking panels can be provided for a nominal charge

Blanking Panel Example

Side   Side

Blanking Panel
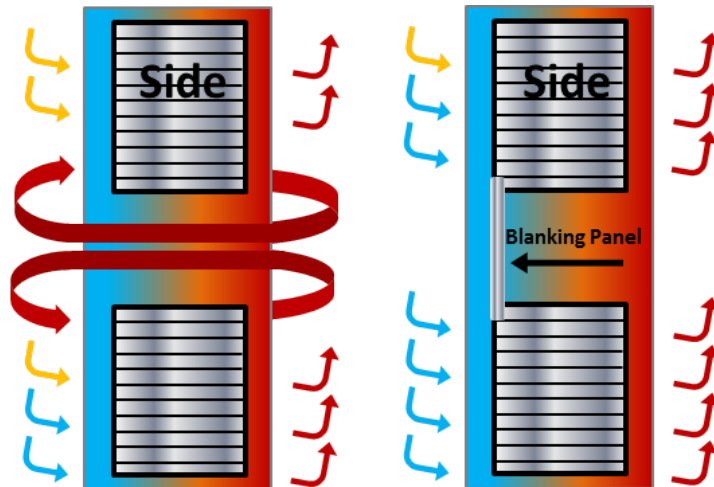
Equipment Cooling Performance

- To ensure Cologix's power SLA can be met, customers must deploy non-network equipment in high density environments. High density deployments are considered to be any service where greater than 10kW can be expected from a power delivery standpoint. Equipment should perform to the following parameters:

  - 10kW = 26.6 DF

cologix
where networks connect

- 15kW = 33.3 DF
- 20kW = 40.0 DF

3.14   POWER, INCLUDING "80% Maximum Power Utilization" Rule

Cologix manages customer power density on an available draw basis, either on a kilowatt 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
ASH 1: 21745 Beaumeade Circle	Up to 15 kW	400w/sqf
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 11th Ave South - Suite 100	2.5 kW	100w/sqf
MIN 2: 511 11th Ave South - Suite 400	3 kW	120w/sqf
MIN 3: 511 11th Ave South - Suite 200	5 kW	100w/sqf
MIN 4: 511 11th 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 20 kW	400w/sqf
MTL 10: 530 Rue Beriault, Longueuil	Up to 20 kW	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 20 kW	400w/sqf
NNJ 3: 200 Webro Rd.	Up to 20 kW	400w/sqf
SV1: 2050 Martin Avenue, Santa Clara	5 kW	100w/sqf
TOR 1: 151 Front Street, West	3.8kW	120w/sqf
TOR 2: 905 King Street – 5th floor	3 kW	100w/sqf
TOR 3: 905 King Street – 4th floor	Up to 8 kW	150w/sqf
TOR 4: 105 Clegg Road	Up to 12 kW	400w/sqf
VAN 1: 555 West Hastings	2.8 kW	90w/sqf
VAN 2: 1050 West Pender	3 kW	150w/sqf
VAN 3: 2828 Natal Street	Up to 20 kW	400w/sqf
VAN 4: 175 West Cordova Street	Up to 20 kW	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
- Ensure power strips are UL rated
- Do not Daisy chain power strips

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") with 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 for an additional charge, a non-standard A+B that includes fully diverse paths to diverse generators.

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.

No power cabling activity is permitted on an energized power circuit:

Any power cabling activity within your cabinet must be approved by the local Operations Manager before any work is performed. All cabling to a cabinet PDU strip must be performed in a de-energized state for the safety of our Customers and the protection of the electrical distribution system.

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 procure 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
- 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 Wi-Fi 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

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

5.1 REMOTE HANDS SERVICES

Remote Hands Services from Cologix supports our customers with troubleshooting or rapid response to an emergency and installation support. Cologix's Remote Hands Service minimizes the risk of downtime and disruptions for our customers.

Cologix technicians are available to deliver the following responsive, on-demand or scheduled remote-hands services.

On-Demand Remote Hands services are for requests that can usually be accomplished in 1-2 hours, with the exception of emergency troubleshooting.

On Demand Remote Hand services includes:

- On-site technical assistance
- Visual verification to assist remote troubleshooting efforts
- 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 several cables
- Taking digital photos for reference, design, or planning
- Diagnostic and signal testing for cross-connect circuits (T-1, DS-3, OC-N)

Scheduled Remote Hands services require coordination with your Operations team to determine the Scope of Work, estimated work hours required to complete and scheduling an agreed timeline to perform and complete the work.

Scheduled Remote Hands services includes:

- Racking-and-stacking new equipment
- Wiring services such as moving, securing or terminating cables to new equipment
- Labeling new equipment and cabling
- Ladder rack build-outs, cable management designs, and deployment

Technical Remote Hands Services at certain Cologix sites CAN:

- Console into a Customers switch, router, fire wall, etc.
  - Using a console cable and software such as Putty; our local Data Center Technicians can assist with establishing a console session, joining a meeting (Cologix devices can only join Cologix approved meeting platforms), sharing their screen, and giving the Customer remote control of the console session to perform the work
- Connect a crash cart (monitor, keyboard, mouse) to Customers server to provide remote eyes on the server

Cologix's Technical Remote Hands Service CAN NOT:

- Connect a Cologix owned device to Customers network
- Configure an IP address on the Customers network on a Cologix owned device and plug into their network for testing purposes
- Plug in any USB stick or other external storage device to a Cologix owned device i.e., creating bootable USB drives to load an ISO on Customers equipment, or using a USB drive to download logs or files

To continue to safeguard 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

Disconnect requests must be submitted to billing@cologix.com using the Cologix Disconnect Form. Please reference your MSA for your specific termination terms.

- All Cross Connects (XC's) within your Customer Space need to be disconnected prior to the processing of your disconnect request. If any XC's remain active, your disconnect request will be held and you will be notified of any bi-directional traffic identified by Local Operations. Operations will not disconnect without Customer confirmation that all bi-directional traffic has stopped, and Customer will continue to be billed
- Following the termination of the Agreement, Customer shall remove all equipment and other personal property per the terms of the Customer's MSA