



# CenturyLink® Data Center North American Facility User Guide



# NORTH AMERICAN FACILITY USER GUIDE



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## 1.0 - Welcome

Thank you for choosing the CenturyLink Data Center Services. To simplify your move to our colocation facility and protect the security of all personnel and equipment, this guide is provided to explain our Data Center requirements and processes in accordance with the Master Service Agreement and Data Center Service Schedule, which are part of your signed Customer Order (“Agreement”). If you have questions or concerns, do not hesitate to call your sales representative or our Customer Service and Support Team at 877.453.8353.

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

### 1.1 - CenturyLink Data Center Facility Classifications

CenturyLink has three Data Center facility types to meet your immediate and evolving needs. These facilities offer various feature attributes.

KEY ATTRIBUTES	PREMIER ELITE	PREMIER SELECT	PREMIER
Cabinets, Racks, Suites	✓	✓	▶
N+1 UPS AC Power	✓	▶	✗
DC Power	▶	✓	✓
N+1 HVAC	✓	▶	▶
Access 24 x 7, 365 days a year	✓	✓	✓
NOC monitoring	✓	✓	✓
Dual Authentication Access	✓	▶	▶
24 x 7 Remote Hands Tech Services	✓	✓	✓

✓ = All sites ▶ = Some sites ✗ = Typically not available

## 2.0 - Security Policies

### 2.1 - Authorizing Your Access

To obtain security access to the facility, you will need to identify at least one (1) employee from your company to be a Badge Administrator (Authorized Contact). Your CenturyLink Sales Representative will help you register your Badge Administrator (Authorized Contact). The Authorized Contact serves as CenturyLink’s single point of contact on all security matters related to your data center services.

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

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In most sites, permanent badges will be issued; however, some locations require escorted access at all times. All permanent badges are good for 12 months from date of issue. You need to request Badge Access for each data center in which you are collocated. A single badge may not work for all locations. It is the responsibility of the Authorized Contact to manage all badges issued on behalf of your company. It is the Authorized Contact's responsibility to notify [sos@level3.com](mailto:sos@level3.com) of any changes to a badge holder's status. Any changes to the Authorized Contact list can be made through your CenturyLink Sales Representative. CenturyLink reserves the right to limit the number of Authorized Contacts, and/or to deny any individual or group on this list if it foresees a potential risk to our customers and/or network.

**Please note: At CenturyLink's discretion, badges may be permanently removed for non-use after 12 months of inactivity.**

## 2.2 - Requesting Access

You will receive notification from your CenturyLink account manager once the Data Center Services order is complete; at this point, you can request access to the facility. All requests for access must be submitted by an Authorized Contact. Requests can be made via email at [sos@level3.com](mailto:sos@level3.com), or by phone: 877.453.8353, Option 1, Option 2, Option 5, Option 3 The Security Operations Services (SOS) group will process your request and provide appropriate access.

**You must notify CenturyLink immediately if any employee/vendor with badge access to a CenturyLink data center facility is no longer employed by you or is no longer your vendor by calling Global Security Operations Services at 877.453.8353, Option 1, Option 2, Option 5, Option 3 CenturyLink 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.**

For sites with biometric access, please plan your first visit to the site during normal business hours (Monday – Friday 7-5 MTN). This ensures the biometric authentication process can be completed following instructions posted within the site.

## 2.3 - Customer Vendor Badges

All badges issued to your vendors will be issued under your company name. It is your Authorized Contact's responsibility to manage badges and badge holders. Make sure all vendors given access receive a copy of this document (Facility User's Guide) and follow all CenturyLink policies. You are responsible for any and all actions of your vendors.

## 2.4 - Reseller Badges

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

## 2.5 - Escorting Visitors

Customer personnel will open an FTS (section 5.1) ticket to schedule a CenturyLink escorted visit. CenturyLink 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 log book
- ✓ Issue a visitor badge and collect the badge when the visitor leaves the facility

Customer personnel are responsible for their own visitors if a CenturyLink escort is not requested. Customers will:

- ✓ Ensure the visitor signs into the visitor log book
- ✓ Escort visitors at all times
- ✓ Comply with all requirements in the Data Center Facility User Guide

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

## 2.6 - Security Requirements and Standards

### Badge Holder and Visitor Guidelines:

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

Attempts to bypass the security measures CenturyLink has in place for access to any area of the facility may result in an FTS (section 5.1) ticket charge to your company. Repeat violations may result in temporary or permanent suspension of access. CenturyLink site doors are alarmed and remotely monitored. Doors will alarm if propped or held open beyond a short interval of time.

- 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.
- No “tailgating” is allowed — each individual entering the facility must have a valid access badge or be escorted by someone with a valid access badge.
- You will be issued an initial CenturyLink badge. It is your responsibility to immediately report lost or stolen badges. You may be charged for lost badges. If your badge is stolen, you may be required to provide details of the incident or a police report reference to our Investigations Group. (Service Assurance: 877-877-7758)
- Photography is prohibited within all CenturyLink facilities, unless explicitly approved by Site Management and Security.
- Possession of weapons, firearms, illegal drugs, or alcoholic beverages is prohibited within CenturyLink facilities. If you are found with such or related items, individual access will be terminated.
- Any badge holder engaged in wrongful or criminal activity, intentional eavesdropping or intelligence gathering will have their access terminated immediately.
- Persons engaging in any wrongful activity or in possession of noted contraband items are subject to immediate eviction from the facility.
- Security doors and fire exits must not be left open and must remain free of materials and equipment at all times.
- Use of non-CenturyLink security access measures, such as locks, cameras, and video equipment, must have the express written approval of Security. Such 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.

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## 2.7 - Access Hours

All sites have 24 x 7 access. 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 refer to the unescorted access policy.

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

Non-badge access to CenturyLink sites outside of normal business hours is a chargeable event via the CenturyLink Field Tech service. Access to any facility that requires CenturyLink Tech assistance will require an FTS (section 5.1) escort ticket, regardless of time-of-day. Escorted access, which is when a CenturyLink Technician accompanies the customer or customer's vendor for the duration of the visit, in any CL facility, also requires an FTS escort ticket.

## 2.8 - Security Incidents

CenturyLink 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 Security through a local CenturyLink Technician and/or your CenturyLink Account team. CenturyLink Security will work with you and if needed, open an investigation into the incident or allegation.

## 2.9 - Security Products and Service Offerings

CenturyLink offers a host of tailored security product and services, including s. 24/7 monitored suites, dedicated cameras on customer racks and space, customer access history reporting and retrieval. Contact your CenturyLink Account team for details and pricing.

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## 3.0 - Facility Policies

### 3.1 - Evacuation Policy

CenturyLink Communications is committed to safety. Therefore, anyone accessing a CenturyLink facility must comply with CenturyLink's evacuation policy.

- **Emergency Planning**
  - Make sure your badge administrator's contact information is updated at all times.
  - Contact the local CenturyLink Field Operations personnel for any questions about site-specific evacuation procedures, routes and meeting points.
- **Communication during an Emergency**
  - Listen for any announcements and follow instructions.
  - Evacuate immediately if you hear or see any alarms.
  - Notify CenturyLink if there is any change to your point of contact and contact details.
  - Call 877.877.7758 to get an update on the status of an emergency.

- **Access Management**
  - In all circumstances, CenturyLink, at its sole discretion, reserves the right to make the final determination about when it is safe to re-access the facility.
  - CenturyLink 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. CenturyLink will not be liable for anyone who refuses to adhere to CenturyLink's evacuation policy.

### 3.2 - Proof of Insurance

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

### 3.3 - Equipment Criteria

Each customer's equipment must comply with the following criteria:

- It will be a type of equipment that mounts within a rack or cabinet.
- Equipment size will fit within the customer space provided while allowing proper access.
- Spare equipment will be kept within the confines of the customer space.
- AC and DC power distribution to the customer space will be handled by CenturyLink.
- 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. Also, see Section 3.14.
- 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.

### 3.4 – Maintenance

CenturyLink maintenance responsibilities include:

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

Your maintenance responsibilities as a customer include:

- Maintaining the colocation space in an orderly and safe condition in accordance with nationally published OSHA standards
- Ensuring the perforated cooling tiles are not blocked
- Keeping the aisle ways free and clean of obstruction
- Returning the colocation space to CenturyLink at the conclusion of the Service Term set forth in the Customer Order in the same condition (reasonable wear and tear excepted), except as expressly stated in your Customer Order
- CenturyLink may contact you to address If you are not maintaining the space to our standards, CenturyLink may send a notification of non-compliance. In the event you are contacted, you have five (5) days to remedy the situation.

### 3.5 - Trash Removal

- Large equipment boxes should be placed in the appropriate bin as dictated by CenturyLink's local personnel
- CenturyLink does not permit the storage of cardboard within the facility.
- CenturyLink does not clean for you, it is your responsibility to help maintain cleanliness and order in the data center facilities.
- For a large suite or cabinet build-out, you must contact [fts@level3.com](mailto:fts@level3.com) to request CenturyLink Tech assistance in arranging for dumpster and/or freight elevator usage. Trash removal logistics vary at each data center facility.
- It is critical that you communicate with local Data Center Operations personnel regarding the specific trash removal policy at your site.

### 3.6 - Assignment/Resale

- You may only assign, transfer or resell data center space in accordance with the terms of the Agreement.
- All requests for service from your "end users" should be handled through you. The Technical Customer Account Manager (TCAM) and Service Management Specialist (SMS) do not handle service calls from "end users."

### 3.7 - Temporary Workspace Areas

Where available, CenturyLink 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.
- CenturyLink does not offer private conference rooms or break rooms in every facility.
- Cubicles are equipped with analog lines that allow for local calls, 800 calls, operator calls, calling cards and dial-up modem capabilities.
- CenturyLink 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 CenturyLink sales representative.

### 3.8 - Smoking Area

Smoking is not allowed in the colocation areas. If you want to smoke, you must adhere to local laws, which can be explained by CenturyLink's local Operations personnel.

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### 3.9 - Mail Service

Please do not have mail delivered to any data center facility. CenturyLink does not provide customer mailboxes at data center facilities.

### 3.10 - Approved Vendors

In order to have construction performed in your suite by someone other than CenturyLink, you must use an approved vendor. The approved vendor list varies by facility; please contact the director of the specific facility to obtain the list for your facility.

### 3.11 - Bringing Your Equipment to The Facility

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

### 3.12 - Equipment Prior To Space Acceptance

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

- Ensure that CenturyLink has your contract for colocation space on file.
- Schedule the delivery of the equipment at the receiving dock by calling CenturyLink Customer Service and Support at 877.453.8353 and opening a Field Tech Service dispatch case at contracted hourly rates.
- The docks are open from 8 a.m. to 4 p.m. local time, Monday through Friday.
- Each data center facility may have different shipping logistics depending on building location, building type, building management, freight elevator access, union rules, etc. These will be communicated when you schedule the appointment.
- When we receive your equipment, it will be stored in a secured location if applicable for 45 days. CenturyLink is not responsible for lost or stolen equipment.
- If you do not retrieve stored equipment within the 45-day interval, CenturyLink may have to return your equipment at your expense. CenturyLink will give you three days prior notice if we need to return your equipment.
- If you need the equipment stored longer than 45 days, contact CenturyLink Customer Service and Support at 877.453.8353 as soon as possible so that special arrangements can be made.
- Equipment removed by customers cannot be stored on-site.
- See section 4.3 below for shipping and storage details as well as section 5.3 below for opening a ticket to accept equipment.

### 3.13 - Installing Your Equipment

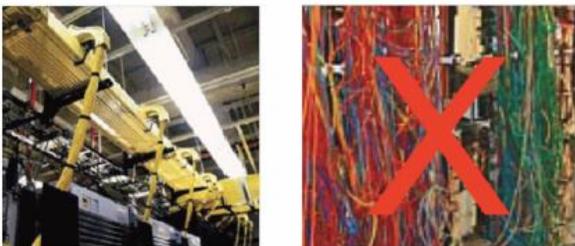
In some data center facilities, cubicles are provided for temporary use. You must vacate the workspace at the end of each day and must dispose of your office trash in designated wastebaskets before departing.

- Do not run cable in CenturyLink signal and power trays or on top of cabinets.
- Return chairs to the desks before you leave the facility.
- 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 the equipment you can install in one day.
- Please notify a CenturyLink staff person in your facility if your equipment needs to be secured overnight.

- Customer Service and Support is the single point of contact for all questions and issues. If you need a CenturyLink staff person, contact Customer Service and Support.
- It is your responsibility to provide all installation materials for your equipment and to include items such as fuses, wire, tie wraps, and labels.
- CenturyLink is not responsible for any equipment or other personal property left in the workspace area.

### 3.14 - Workmanship Standards and Requirements

CenturyLink expects our customers to be good facility citizens by adopting best practices when it comes to managing their colocation space. In accordance with cooling best practices, CenturyLink requires customers to adopt the following mandatory standards:

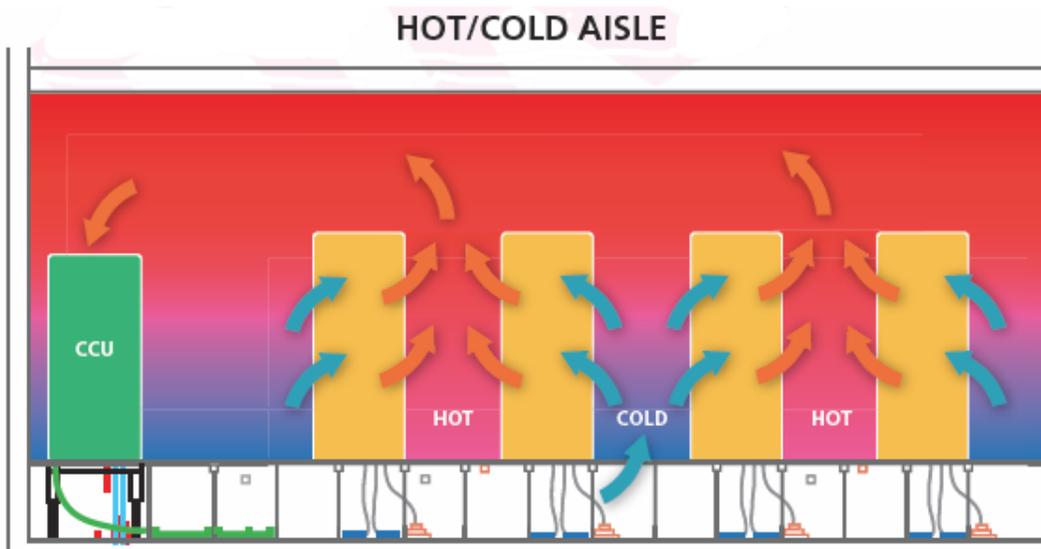


**Good Cable Management:** Ensure all cables are tied down, organized in an orderly fashion and are configured to maximize air-flow. CenturyLink is not responsible for any damage from excessive heat caused by poor cable management.

#### Cable Management Examples

- Hot/Cold Aisle Configuration: Hot/cold aisle is a technique of cooling equipment in data center facilities in which every aisle between rows of racks/cabinets is separated by exclusively hot-air exhausts or exclusively cool-air intakes. CenturyLink requires that data center customers install equipment in racks/cabinet rows with hot/cold aisle orientation. Hot/cold aisle setup requires that equipment intake draw from the cold aisle and equipment exhaust be directed into the hot aisle.

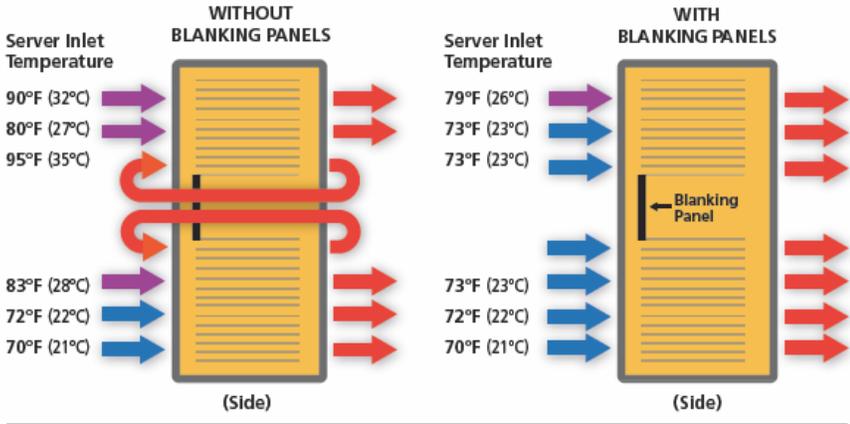
**Neglecting the above-mentioned standards may void the environmental SLA and/or be a breach of the Agreement.**



**In addition, CenturyLink requires the following:**

**Blanking Panels:** Blanking panels help improve cooling efficiencies by isolating cool intake air from hot exhaust. CenturyLink prefers metal blanking panels to plastic to minimize the risk of fire. Blanking panel/s are required in all CenturyLink facilities.

**BLANKING PANEL EXAMPLE**



**3.15 - Power**

CenturyLink manages customer power density on a draw basis. Power density varies by facility as noted in the CenturyLink Data Center Service Schedule and shown below:

MAXIMUM POWER DENSITY FOR PRIVATE SUITES		
SITE TYPE	MAXIMUM WATTS PER SF / METER <sup>(1)</sup>	MAXIMUM KILOWATTS PER RACK / CABINET within a Private Suite <sup>(2)</sup>
Premier Elite Data Center	150-200 psf	10-12 kW
Premier Select Data Center	50-75 psf	3-5 kW
Premier Data Center	40 psf	3 kW

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

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

MAXIMUM POWER DENSITY FOR CABINETS, CAGED RACKS AND RACKS		
SITE TYPE	STANDARD KILOWATTS PER STANDALONE	MAX KILOWATTS PER STANDALONE CABINET OR RACK
<b>CABINET OR RACK<sup>(1)</sup></b>		
Premier Elite Data Center	5 kW	10 kW
Premier Select Data Center	2.4 kW	5 kW <sup>(2)</sup>
Premier Data Center	2.4 kW	3 kW

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

2. CenturyLink has some locations where the maximum Kilowatts per Cabinet are 5 kW rather than the standard 2.4 kW. If the design elements for the 5 kW cabinets are not used properly, the standard power SLA for those cabinets will not apply.

**CenturyLink requires our customers to abide by the above-mentioned power density thresholds. In addition, CenturyLink requires its customers to:**

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

***If desired, you may opt to have CenturyLink monitor electric use via our Technical Field Services, a chargeable service. Please contact your Account Manager for more information on this service.***

If you exceed the applicable maximum supportable power density level for one or more consecutive hours, and do not reduce (and thereafter continually maintain) its power consumption at a level below the maximum supportable power density within five days of written notice by CenturyLink, then CenturyLink may, at its discretion, increase the monthly recurring charges payable by you for the affected colocation space (to a rate determined by CenturyLink) or immediately terminate the customer's use of the colocation space.

### 3.16 - Keys and Locks

- CenturyLink data center cabinets, ICCs, and suites are individually secured with either combination or keyed locks.
- If a key lock is used, CenturyLink will provide two sets of keys at no charge.
- You may make additional copies.
- You are solely responsible for locking and/or activating this device.
- Key storage is available in the event that you do not want to remove the keys from the facility.
- You should receive your keys/combination during your first visit.
- If a combination lock is provided, you can simply provide the combination to anyone you deem appropriate to enter your suite.

- If you or another employee needs to obtain a combination, your Authorized Contact or badge administrator should contact the Badge Access group 877.453.8353, Options 1, 2, 5, 3 or email: sos@level3.com) during regular business hours to request the combination. Badge Access will process the request and authorize the data center technicians to provide the combination to you during regular business hours. Local staff cannot authorize the issuance of combinations or send combinations to customers. To obtain combinations after hours, please contact a CenturyLink Technical Customer Account Manager (TCAM) by calling 877.453.8353, Option 2.
- Customers with key locks on their suites can change their locking device to a combination device for a nominal installation fee.

### 3.17 - Service from Others

CenturyLink is a carrier-neutral data center provider when alternative providers are available in our facility. 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 CenturyLink to make the cross-connection (Non-recurring and monthly recurring cross-connect fees may apply.)

### 3.18 - Circuit Delivery and Demarcation

CenturyLink 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 data center. This demarcation gives us a clear point to provide 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 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, CenturyLink will deliver the circuit to this panel.
- If you desire for CenturyLink to connect the circuit from your equipment or panel to the demarcation panel, you will be required to create an FTS (section 5.1) ticket for tracking and billing purposes. There will be a fee associated with making this cross-connect.
- CenturyLink's standard termination types (connectors) are listed below. If your equipment has a different type of connector and you are requesting that CenturyLink make the connection from your equipment to the demarcation panel, please indicate the type of connector in your FTS (section 5.1) 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 CenturyLink panel connection removals require a disconnect order. Refer to section 6.0

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## 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 data center facility or secured in the provided storage area with the escort and assistance of the CenturyLink data center staff person.
- CenturyLink is not responsible for any equipment left in the staging area. Do not leave unsecured equipment in the data center facility staging area.

### 4.2 - Signage

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

### 4.3 - Receiving and Storage

#### *Shipping to a Facility*

- Customer is responsible for ensuring that all shipments are clearly labeled with the company name/identifier. Unidentified packages will be rejected.

#### *Packages or equipment delivered to the facility must be addressed as follows:*

- **“Your Company Name”**
- **“Your Project Manager’s Name”**
- **c/o CenturyLink**
- **“Street Address of Data Center Facility” “City, State Zip”**

#### *Staffed Facilities*

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

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

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**Stored equipment may be kept in the CenturyLink storage area for up to 45 days, - after which time the local customer contact may be contacted by CenturyLink to remove their equipment.**

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

### ***Non-Staffed Facilities***

Collocated customer equipment that needs to be shipped to an unmanned facility must be coordinated through the TCAM/SMS, who will then contact the local Field Technician to facilitate a delivery.

*Customer equipment that is to be shipped to an unmanned CenturyLink facility generally follows one of two processes:*

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

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

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

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## 5.0 - Additional Services Available

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

### 5.1 - Field Tech Services (FTS)

Field Tech Services (FTS), aka 3Tech, are on-site technician services, which may include unscheduled basic on-site, on demand maintenance and support, including power cycling, troubleshooting and escorts, or scheduled support, maintenance, installation and removal of equipment, cabling and other related support services.

All FTS service requests are dispatched through our 3Tech Service Desk, 24/7. They are responsible for accurately and efficiently managing the customer service request from initiation to closure. Each request will be logged as an FTS (3Tech) ticket coordinated by a field tech associate to notify and schedule a field technician to perform the FTS services requested.

#### Service Request

Requesting a field tech is easy, with three options available to you:

- By customer portal (preferred), submit and monitor tickets at <https://MyLevel3.net>
- By phone, 877.453.8353, Option 1, Option 2, Option 4
- By email, [FTS@Level3.com](mailto:FTS@Level3.com)

All three options put you in contact with our 3Tech Service Desk dedicated to collecting your scope requirements and scheduling a field technician dispatched with an understanding your specific request(s) Please Note: If you are a new Professional Services/FTS customer, please contact your sales representative to assist you with setting up your billing account number (BAN) for proper invoicing

#### Service Deployment

- The 3Tech Service Desk associate will coordinate with one of our field technician to respond to your ticket whether it is an on-demand request or a scheduled request (made 72-hours in advance)
- A CenturyLink field technician will receive notification of the pending ticket and will perform the services requested based on the ticket information and/or Method of Procedure (MOP) provided by you to ensure accurate service delivery
- You will be required to coordinate with the field tech associate or field technician if you need your own on-site personnel available while the service is being delivered, i.e. escort, testing, installation, etc.

#### Pricing and Invoicing

- You will be billed in 15-minute increments based on an hourly scheduled rate that is dependent upon the facility (Premier Elite, Premier Select, Premier), the type of request (on-demand or scheduled) service and the time service is rendered (business hours or after hours/holidays). Please Note: Monthly Retainer fees may apply to approved Premier, off-net and third-party locations
- Business hours are defined as Monday - Friday 8:00 a.m. – 5:00 p.m. local time
- After hours are defined as Monday - Friday 5:01 p.m. – 7:59 a.m. local time, Saturdays, Sundays and CenturyLink Holidays
- Once the FTS ticket is closed by a field tech associate it will be used to calculate the applicable billing that will appear on your invoice based on the BAN used to open the ticket

## 5.2 - Consulting and Implementation Services

Provides customized solutions that can support customers through all phases of the network lifecycle and is also an effective tool for enabling customers to grow their networks by filling customer resource gaps. Customers leverage CenturyLink's experience for baseline network design, equipment and vendor recommendations, and implementation support to solve our customers' various network requirements, from nationwide optical deployments and network migrations to technology conversions. This service is considered a project-based solution that typically includes a subset of the following activities:

- Program/Project Management
- Network Design and Engineering
- Network Implementation and/or Migration services
- Equipment Selection and Procurement
- Staging Services
- Telecom Equipment Lab Testing Services
- Advanced Technical Support (link to page)/Staffing augmentation

## 5.3 - Network Monitoring and Management (NMM) Services

Provides an underlying network support function offered to CenturyLink customers who share common or unique network architecture and technologies. Focusing NMM services on common network and technologies helps our customers understand the success of their network operations is tightly linked to the success of our own network operations. NMM provides 24/7 proactive monitoring and management of customer networks using our Professional Services Control Center (PSCC), which is a – high-touch center for quicker and more detailed responses.

*NMM Services options:*

- 24/7 monitoring and management of approved Transport, Voice and IP devices
- Dedicated or shared resources
- Standard service assurance
- Fault notification, isolation and repair
- Monthly reporting and/or quarterly business reviews
- Troubleshooting
- Real-time performance management
- Inventory management
- Network augments, grooms and upgrades
- Capacity planning
- Dedicated lifecycle engineering and/or project management support

## 5.4 - Site Readiness - Inside Wiring (SRIW)

Inside Wiring provides a complete connection of all requested circuits from the MPOE into the Customer Location or Customer Premises or suite. Inside Wiring also includes all wire, cable, terminals, media converters, panels, etc. on the customer's side of the MPOE or Demarcation Point. If a backboard is required and is not already present, CenturyLink will install a backboard in the customer's suite to be included in the charges for Inside Wiring. In addition to materials, the labor to install the inside wiring is included in this product component.

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## 5.5 - Advanced Technical Services (ATS)

The purpose of Advanced Technical Services is to help ensure our customers' CenturyLink product implementation is seamless and successful. Our skilled resources guide you through a best practice activation and are available for ongoing support - providing expert technical assistance and minimize your burden of complexity.

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## 6.0 - Terminations and Disconnects

Disconnect requests must be submitted via the online form at <http://www.level3.com/disco/disco.html> — they cannot be accepted by your Account Team. CenturyLink requires 30 days prior notice.

**Note:** 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.