

The background of the cover features a blue-tinted image of a business meeting. In the upper portion, three men in suits are gathered around a table, looking at documents. In the lower portion, two hands are shown shaking in a firm grip, symbolizing a business agreement. The entire scene is overlaid with a semi-transparent blue filter and large, abstract geometric shapes in various shades of blue.

TELX CUSTOMER RESOURCE GUIDE

www.telx.com

telx

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WELCOME FROM OUR PRESIDENT and CFO

On behalf of our entire team, it is my pleasure to welcome you into the Telx community. It's our goal at Telx to not only meet your expectations, but to exceed them. We are confident you will be very pleased with the services we offer.

Enclosed you will find the Telx Resource Guide. The guide is designed to help make the most of our services and will assist you in successfully navigating through many important areas. Highlighted below are some of those key and important areas of information:

- **Customer Portal Program Overview & Requirements:** Requesting access, log-in information.
- **Ordering Services:** Procedures for ordering Cross Connects, Power, and other services.
- **Facility Access Information:** Information on accessing Telx's interconnection and colocation facilities for your employees and contractors.
- **Shipping and Delivery Policies:** Procedures for getting your equipment to Telx for installation.
- **Insurance Information:** For your contractors and vendors.
- **Technical Support & Problem Resolution:** Trouble ticketing system, escalation procedures and important contact information for Telx Operations

As your business continues to grow and evolve with Telx, please lean on our dedicated team to help guide your growth by offering services that will assist in achieving your company goals.

In addition, you can always access this information on-line via the Telx customer portal. Details for accessing the portal are enclosed. If you have questions, comments or other feedback, please do not hesitate to contact us at 877.321.TELX or always feel free to reach out to me directly at cdownie@telx.com.

Again thank you for choosing Telx. We appreciate your business and look forward to working with you.

Chris Downie

President and CFO

BEFORE YOU MOVE IN

Customer Kick-off Call Checklist

To ensure that your installation goes as smoothly as possible and that we have project timelines and expectations, Telx requires a “customer kick-off call.” Telx has compiled a list of requirements to go over during this call; these documents must be received from your company before authorization is given to move equipment into a Telx facility:

Please see required documentation below:

- Signed Service Order
- Fully Executed Master Service Agreement
- Payment for Security Deposit and Initial Payment set forth on Service Order.
- Comprehensive General Insurance Liability “Certificate of Liability (COI).”
- Certificate of Insurance (Contractor/Vendor)
- Authorized Access List for Your Employees who require access to your cabinet or cage within a Telx facility, place orders on the portal or request remote hands.
- Contact Information Sheet including your company’s personnel responsible for Billing/Payables, Engineering, Operations, Marketing, and Provisioning. (Please see document in Appendix Section VI).

TELX CUSTOMER PORTAL

Telx Customer Portal Overview

The Telx Online Customer Portal features an enhanced user friendly environment that provides customers the convenience to place and review orders, request support, manage inventory, review invoices and update access rights.

If you have any question, concerns or technical issues with the Telx Online Customer Portal, please email clientservicesmgmt@telx.com.

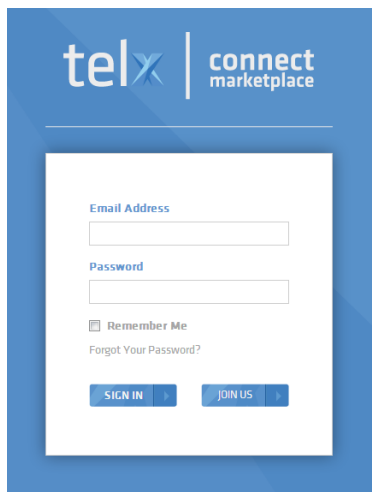
Browser Requirements

The customer portal is compatible with the following browsers:

- Mozilla Firefox v3.5 and up
- IE 8 and up
- Google Chrome
- Safari 5 and up

1. Standard Login: Please follow the instructions below to log into the portal.

- Type the url <http://connected.telx.com>
- Specify your email address and temporary password and click on the “Sign In” button



2. First Time Users:

- You will be taken to the “Terms of Use” page. Please read the terms. Upon agreement click on the “I Agree” button at the bottom of the page.
- You will be asked for the password reminder question. If you wish to create your own reminder question, select Write my own question. Once completed, click Save.

- After providing the answer to the password reminder question, you will land on the Dashboard page.

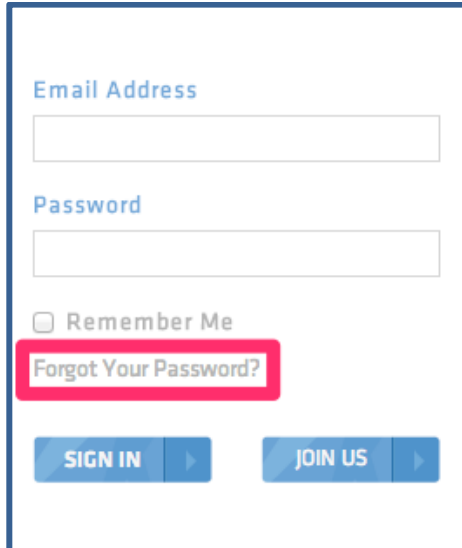
3. Changing Password:

- Click your name located at the very top-right of your screen. Once the page opens, click on the Password tab on the right side under User Information. Enter a unique password and re-type it in the spaces provided.
- Click Save.

*A password must be a minimum of 6 characters and can only contain alphanumeric characters.

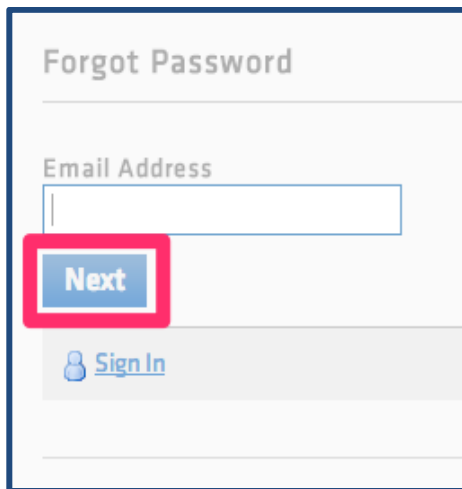
4. Forgot Password - To reset your password follow the steps below:

Step 1: Go to the login page and click on the Forgot Password link



The screenshot shows a login form with the following elements: an "Email Address" input field, a "Password" input field, a "Remember Me" checkbox, a "Forgot Your Password?" link highlighted with a red box, and two buttons labeled "SIGN IN" and "JOIN US".

Step 2: Enter in your email address and click next.




The screenshot shows the "Forgot Password" page with the following elements: a title "Forgot Password", an "Email Address" input field, a "Next" button highlighted with a red box, and a "Sign In" link with a user icon.

Step 3: You will be asked to type a text verification code and the answer to your reminder question if you have created one. Click Send Password Reset Link and an email will be sent with a link to update your password.

Forgot Password

💡 A new password will be sent to telxuser@gmail.com if you can correctly answer the following question.

What was your first phone number?



Text Verification

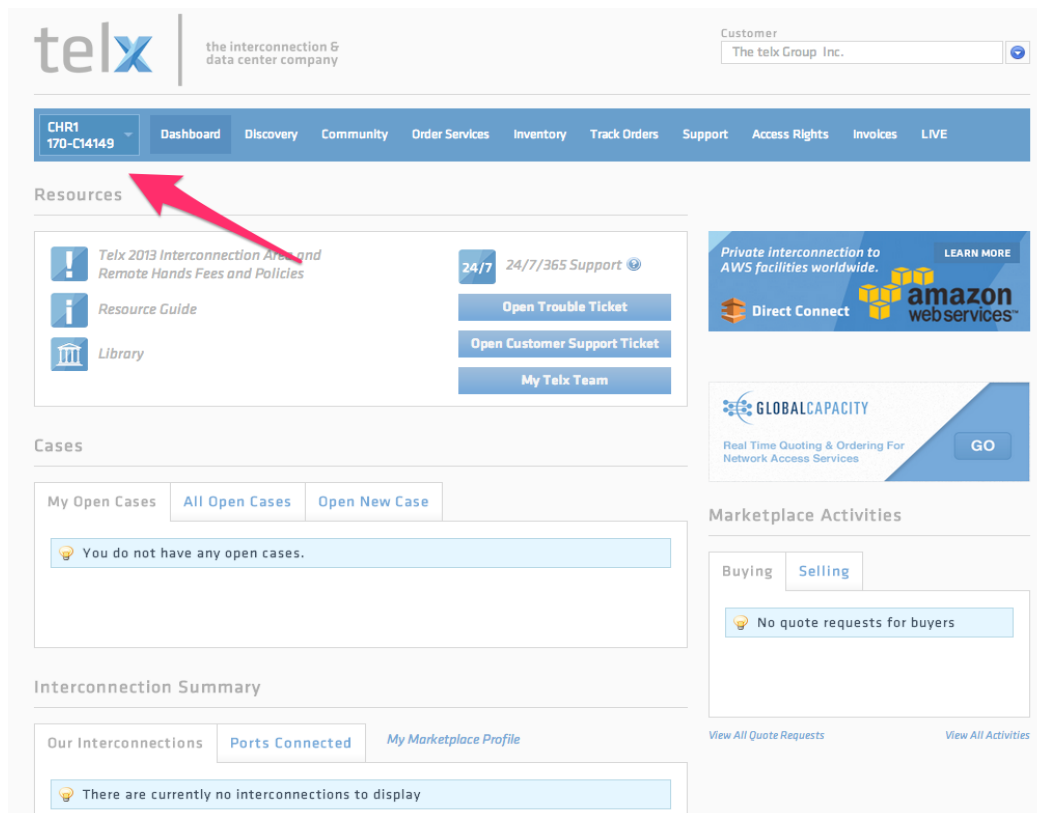
Send Password Reset Link

[Sign In](#)

*You can change your temporary password any time after logging in. Refer to the Changing Password section above.

How to Navigate the Portal

Your information in the portal is organized by Telx facility. To select another location click on the customer code at the lower left hand side of the screen and a dialog box will appear with more facilities to choose from.



telx | the interconnection & data center company

Customer: The telx Group Inc.

CHR1 170-C14149 | Dashboard | Discovery | Community | Order Services | Inventory | Track Orders | Support | Access Rights | Invoices | LIVE

Resources

- Telx 2013 Interconnection Area and Remote Hands Fees and Policies (24/7 24/7/365 Support)
- Resource Guide (Open Trouble Ticket)
- Library (Open Customer Support Ticket, My Telx Team)

Cases

My Open Cases | All Open Cases | Open New Case

You do not have any open cases.

Marketplace Activities

Buying | Selling

No quote requests for buyers

Interconnection Summary

Our Interconnections | Ports Connected | My Marketplace Profile

There are currently no interconnections to display

Dashboard (Home Screen)

The page displays the following customer information.

Resources Section:

- The Telx Customer Resource Guide
- Interconnection and Remote Hands pricing
- Library contains additional documents about the portal, The Telx Marketplace and more
- My Telx Team - List of your Telx customer representatives and sales representatives
- Trouble Tickets/Customer Support Tickets - Open electronic tickets to Technical Support or to Customer Service. Tickets may be opened for customer service inquiries or technical support requests

Cases Section:

- My Open Cases - Shows a status of all quotes requested through the Telx Marketplace.
- All Open Cases - Shows a list of all Open Cases created by [you] the user and all users for the selected facility.
- Open New Case- You can click on the Quick links to place a New Cross Connect, Support/TST or Ethernet Exchange (OVC/ENNI) order.

* To view more options for ordering, please click on the Order Services tab.

Interconnection Summary Section:

- Provides a summary of connected ports for the selected facility.

Market Place Activities:

- Shows a status of all quotes requested through the Telx Marketplace.

* Click on the Discovery tab to learn more.

The screenshot displays the Telx Customer Resource Guide dashboard. The 'Resources' section includes links to 'Telx 2013 Interconnection Area and Remote Hands Fees and Policies', 'Resource Guide', and 'Library', along with a '24/7 24/7/365 Support' widget and buttons for 'Open Trouble Ticket', 'Open Customer Support Ticket', and 'My Telx Team'. The 'Cases' section has tabs for 'My Open Cases', 'All Open Cases', and 'Open New Case', with sub-links for 'Cross Connect', 'Ethernet Exchange', and 'Support'. The 'Interconnection Summary' section shows 'Our Interconnections', 'Ports Connected', and 'My Marketplace Profile', with a message: 'There are currently no interconnections to display'. The 'Marketplace Activities' section includes 'Buying' and 'Selling' tabs, a message: 'No quote requests for buyers', and links for 'View All Quote Requests' and 'View All Activities'. Promotional banners for 'Direct Connect', 'amazon web services', and 'GLOBALCAPACITY' are also visible.






Telx Connect Marketplace

The Telx Connect Marketplace is a one-stop shop for Telx customers to buy and sell goods, manage connections, and drive more value to your business.


The Marketplace can assist in:

- Extending your reach by finding Telx customers in all Telx locations
- Targeting your key markets and search industry segments and industry products

Click on the Discovery and Community tabs to find out more!

				
Carrier Xchange	Cloud Xchange	Enterprise Xchange	Financial Xchange	Media Xchange
Telx Carrier Xchange is a members-only community that creates a global network of network providers ...	Telx Cloud Xchange is a members-only community that creates a global network of providers and users ...	Telx Enterprise Xchange is a members-only community where businesses can connect with partners and c...	The Financial Xchange is a members-only community that facilitates interaction between vendors, part...	Telx Media Xchange is a members-only dynamic community where you are just a simple cross connect awa...

Discovery

 Search > Select Product or Supplier > Request Quote

Welcome to Discovery! Reach new customers and develop new business partnerships. Search the 1,000+ customer rich Telx ecosystem and retrieve quotes for services that include private lines, cloud services, proximity services, managed services, security services, software solutions, and much more!

Search for Product, Service or Supplier

Search Type

/

If you like more information, we also created a self-guided tutorial for your reference. Simply, follow this [link to access our video](#).

Order Services

Please choose one of the categories that pertain to the type of order you want to place. Each Category gives you a list of choices to place the following orders:

Interconnection

InterConnection
Colocation
Value Added Services
Support

InterConnection refers to Physical connection between Telx customers in the same facility or where available within Telx's Metro Network footprint.

- Physical connections are configured as a one-to-one direct connectivity circuit between two customers.
- Virtual connections are configured as a one-to-one or one-to-many connectivity circuit between two or more customers.

To proceed with this Order type, choose One of the following options below:

<p>Cross Connect</p> <ul style="list-style-type: none"> • Click here if you would like to order a Cross Connect • Click here if you would like to order a Disconnect • Click here if you would like to order a Cross Connect Pack 	<p>Ethernet Exchange</p> <ul style="list-style-type: none"> • Create New OVC Order • Create New ENNI Order • Disconnect OVC or ENNI
---	---



Can't place an order for Ethernet Exchange? To find out how to be a part of our Ethernet Exchange please email clientservicesmgmt@telx.com

Colocation

InterConnection
Colocation
Value Added Services
Support

Colocation refers to the Space and Power you need to locate your Equipment in a Telx Facility. Telx's colocation facilities feature customizable space and power to accommodate your unique requirements. Space is sold as Cabinet or Cages. Power is offered in Alternating Current (AC) and Direct Current (DC) power.

- Click here if you would like to order [Space](#)
- Click here if you would like to order [Power](#)

On This Page You Can-

- Request additional cage/cabinet colocation space
- Request additional AC/DC power

Value Added Services

InterConnection

Colocation

Value Added Services

Support

Value Added Services are services those are not just physical interconnections. These are services that will connect you between Telx facilities in the same Metro area.

- [Click here if you would like to order a Riser Fiber](#)

Riser Fiber refers to the direct fiber intra building connectivity. In addition, Telx customers located in any of Telx's 350 E Cermak suites can be directly connected to customers and networks located in Equinix's 5th and 6th floor suites in the same building. Intra-Building connectivity is available at the 111 8th Ave to the SFTI pop as well as our Weehawken facility to the Savvis facility within the same building.

- [Click here if you would like to order a DIA](#)

DIA (Dedicated Internet Access) provides a reliable dedicated Internet connection for your business. Telx provide customer with IP addresses based on need. A Telx DIA Provisioning Document must be completed before IP addresses can be given out.

- [Click here if you would like to order a Metro Cross Connect](#)

Metro Cross Connect refers to the connection between 2 Telx facilities or other key facilities in the same metro area. Metro Cross Connect Service demarcates the Telx interconnection area to Telx interconnection area within Telx-operated suites. As such, it is a requirement that each customer has physical cabling (fiber packs, etc) between their cabinet/cage and the interconnection area.

- [Click here if you would like to order a Virtual Exchange \(VX\)](#)

The Telx Virtual Xchange provides:

- Muxes and demuxes circuits: The platform takes low speed circuits and muxes them into higher speed circuits or demuxes a high speed circuits into lower speed circuits.
- Converts one type of circuit into another (e.g., SDH to Sonet)
- Provides virtual software cross connects from one provider to another
- Maps Ethernet to Sonet circuits

Customer pays for the ports and virtual connection

- [Click here if you would like to order a Remote Hands Package](#)

Telx provides Remote Eyes and Hands Packages based on commitment levels at discounted hourly rates starting in two hour bundles.

- Platinum includes 10 hours of On-Call support
- Gold includes 5 hours of On-Call support
- Silver includes 2 hours of On-Call support
- Standard: no commitments

On This Page You Can-

- Request Interconnection service such as IP services, Cross Connect services or Virtual Exchange services
- Request Remote Hand prepaid packages

Support

InterConnection | Colocation | Value Added Services | **Support**

Telx offers 24*7*365 technical support to Customers located within our facilities. Telx's technical support allows our customers to receive assistance in emergency situations as well as outsource support and maintenance. The Telx support team is able to access equipment more quickly, minimizing the cost associated with dispatching a technician and more rapidly addressing the hands-on service where speed is of the essence. All technical support is provided for a non-recurring fee, and is billed in 15 minutes increments(1 hour minimum) for all services rendered, irrespective of the level of complexity.

- Click here if you would like to open a ticket with [Technical Support](#)
- Click here if you would like to open a ticket with [Customer Service](#)

On This Page You Can-

- Request support for troubleshooting circuits and other service effecting issues
- Place requests for billing inquiries, access/portal requests and other account related questions

Inventory

Displays the Inventory data for the customer at the selected facility.

November 26, 2012 • DIA • TIE • The telx Group Inc. • My StoreFront • My Page • Karen Bowen • Sign Out • Help • Intranet

Customer: The telx Group Inc.

150-A | Dashboard | Discovery | Community | Order Services | **Inventory** | Track Orders | Support | Access Rights | Invoices

Interconnection Inventory

Cross Connects: DIA

Graphic Display | List Display | Summary

Click on any port to see the details of the connection

Purchased and available
 Occupied
 Reserved

ETHERNET 024.13.05.04

Space Inventory

Download

Show 10 entries Search...

Type	ID	Square Foot	Build Status
CABINET	024.15.11		Built-Used
CABINET	024.16.06		Built-Used
CABINET	024.08.016		Built-Used
CABINET	024.16.12		Built-Used
CABINET	024.15.12		Built-Used
CABINET	024.16.11		Built-Used
CABINET	650.C1.01		Built-Used
CABINET	700.C1.01		Built-Reserved

Showing 1 to 8 of 8 entries

Power Inventory

Download

Show 10 entries Search...

Circuit	Amps	Volts
024.08.016 to RPP_ELV SEC 3_1	20	110.0
024.08.016 to RPP_ELV SEC 3_13	20	110.0
024.16.11 to BDFB_#7 SIDE-A_17	100	48.0
024.16.11 to BDFB_#7 SIDE-B_17	100	48.0
BDFB_#7 SIDE-A_1	100	48.0
BDFB_#7 SIDE-A_2	50	48.0
BDFB_#7 SIDE-B_1	100	48.0
BDFB_#7 SIDE-B_2	50	48.0
RPP_LIA Panel # 2_15	20	110.0
RPP_LIA Panel # 2_21	20	110.0

Showing 1 to 10 of 13 entries

Interconnection Inventory- Displays the following:

- Graphical Display - Graphical representation of the Interconnection Area (demarc) panels with their ports for the current facility. Green represents purchased and available ports, Red represents connected/occupied ports and Orange represents reserved ports. Clicking on a port gives more connection detail.
- List Display - List view summary of all panels for the selected facility. This information can be downloaded by clicking on the Excel icon.
- Summary Display - Summary of each panel with the number of available ports. It also gives the connection summary for each panel with respect to the Accepting party and the Media type. This information can be downloaded by clicking on the Excel icon.
- Space Inventory: Displays the cabinets or cages occupied or reserved in the selected facility with the square foot size (for cages). This information can be downloaded by clicking on the Excel icon.
- Power Inventory: A list of your power circuits at the selected Telx facility. This information can be downloaded by clicking on the Excel icon.

DIA Interface Management - Dedicated Internet Access - For Customers with DIA service you can now track your connections in our customer portal. Click on the DIA section under Inventory to display:

- Interfaces
- Reverse DNS
- Usage history
- Looking Glass graph of IP traffic

The screenshot shows the Telx customer portal interface. At the top, there is a navigation bar with the Telx logo and the tagline 'the interconnection & data center company'. Below this is a customer selection dropdown menu showing 'The telx Group Inc.'. A secondary navigation bar contains various menu items: 020-C14171, Dashboard, Discovery, Community, Order Services, Inventory, Track Orders, Support, Access Rights, and Invoices. The main content area is titled 'Interconnection Inventory' and has tabs for 'Cross Connects' and 'DIA'. Under the 'DIA' tab, there are three sub-sections: 'Interfaces', 'rDNS', and 'Usage History'. The 'Interfaces' section is active, showing 'Interface Management' for circuit ID 'TELXWBS0156MA3C'. The circuit details include: Switch: diaatl-sw1, Port: GigabitEthernet 0/2, and a 'show details' link. To the right of the details is a 'Graph' section showing a traffic graph for the same circuit over a 24-hour period. The graph plots traffic in Mbps, with a current value of 1.17Mbps and a maximum of 16.31Mbps. Below the graph, there are statistics for Ingress (IN) and Egress (OUT) traffic, including current, average, and maximum values, as well as 95th percentiles for the current and last month.

Track Orders

Displays a list of all the Interconnection, Colocation, Ethernet Exchange and Value Added Services orders for the selected facility.

Clicking on the Case Number link takes the customer to the detail of the case. While viewing the case details, you can add any comments or upload attachments.

To disconnect a completed Ethernet Exchange order, click on the *disconnect icon* in the **Actions** column.

Track Orders

Show entries Search...

Order Date	Case Number	Actions	Contact	Product Type	Order Type	Status	Subject
02/22/2012	00110249		Satchin Haripersad	Cross Connect	New Service: Non-Cross Connect	Open	IP address for Field...
07/27/2011	00087571		Yahel Uribe	Cross Connect	New Service: Cross Connect	Completed	***Internal***HOTCUT...
07/25/2008	00016202		Kevin Strasheim		Non-Cross Connect		TEST,, Power install

Showing 1 to 3 of 3 entries < >

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* You can search for a particular case number in the search box or navigate through the pages to locate a case by clicking on the highlighted purple left/right arrow at the bottom-right of the page.

Support

Displays a list of all Tech Support Tickets (TSTs) and Customer Support Cases for the selected facility.

Clicking on the Case Number link takes the customer to the detail of the case. While viewing the case details, you can add any comments or upload attachments.

In addition, you can also open a **Technical Support Ticket ("TST")** or **Customer Service** case by clicking on the link in the Resources section.



Click on the information icon to find out more about each type of order.

Resources

 [Telx 2012 Interconnection Area and Remote Hands Fees and Policies](#)

 [Resource Guide](#)

 [Library](#)

24/7 24/7/365 Support 

[Open Trouble Ticket](#)

[Open Customer Support Ticket](#)

[My Telx Team](#)

Support Cases

Technical Support **Customer Support**

Show entries

Search... 

Ticket Open Date	Case Number	Contact	Status	Subject
10/11/2012	00137585	Christine Currie	Completed	Reliance Globalcom (...)
04/23/2012	00117534	Kathy Morris	Completed	Finexo Inventory Sp...
03/09/2012	00112217	Karen K Bowen	Completed	Take Picture of Brea...
03/08/2012	00112131	Satchin Haripersad	Completed	Fieldview Sensors In...
03/07/2012	00111887	James Daly	Completed	Regrooming and Lacin...
02/21/2012	00110041	Sherwin Llorente	Completed	Transport Bay Rack E...
01/24/2012	00106848	Rafael Valdes	Completed	Ip address for SAN F...
01/19/2012	00106236	Manuel Inga	Completed	Site 300Blvd - OPSLA...
01/04/2012	00104122	Ricardo montes	Completed	Weehawken Year end i...
12/19/2011	00102757	Karen K Bowen	Completed	Check Power Usage - ...

Showing 1 to 10 of 33 entries

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1 State Street, 21st Floor, New York, 10004 NY

* You can search for a particular TST or customer support case number in the search box or navigate through the pages to locate a case by clicking on the highlighted purple left/right arrow at the bottom-right of the page.

Facility Access Rights

Displays individuals' access rights for the selected facility.


- **Access Rights:** Displays the facility access list
 1. A **Green Check mark** indicates an assigned access right.
 2. A **blank** indicates that an access right is **not** assigned.
 3. Access rights and contacts can be edited and added by **List Administrators***

Please Note: List Admin rights cannot be assigned or removed through the portal. Send an email to access@telx.com

4. To **edit** access rights, click on Edit in the **Update** column next each contact's name
 5. To **add** a new contact to the list, click on Add Contact to Access List.
 6. Clicking on the contact name displays their current contact information
 7. You can download the access list by clicking on the Excel icon on the right above the table.
- **Access Rights Removed:** Shows a list of individuals that have been removed from the access list.
 1. List Admins have the option to reassign access rights by clicking the Edit link in the Update column.

Facility Access Rights

Access Rights | **Access Rights Removed**

Show entries Download 

Search...

Contact Name	Escalation Level	List Admin	Access Facility	Request Support	Place Orders	Accept Interconnection	Review Invoices
Afken Matthews			✓				
Anthony Diaz			✓	✓	✓		
Dave Timmes		✓	✓	✓	✓		
Helen Graham			✓	✓			
IT Team		✓	✓	✓	✓		✓
John Bonczek			✓	✓			
Kevin Strasheim			✓	✓			
Lenora Avila			✓	✓			
Pat Delprete			✓	✓			
Telx Guest							

Showing 1 to 10 of 10 entries < >

* You can search for a particular contact name in the search box or navigate through the pages by clicking on the highlighted purple left/right arrow at the bottom-right of the page.

To add a brand new contact, select Add Contact to Access List.

For **Available Contacts** select “Other”

Input the **First, Last Name** and if available a phone number. If this person needs portal access, you must enter their **email address**.

To set up their portal account, select Active as the **Portal Role**. This will automatically send the contact a temporary password to the portal once you save the changes.

Position and **Government ID** are optional fields.

If physical access is temporary, choose an access **expiration date**.

Click the box to select an access right:

1. Access the Facility: Employee can have physical access to the facility
2. Place Orders: Employee is authorized by your company to order additional services (i.e. cross connects, power upgrades, etc.)
3. Request Technical Support: Employee is authorized by your company to order technical support services (i.e. emergency reboot, troubleshooting, etc.)
4. Accept Interconnect: This contact is permitted to sign Letter of Authorization (LOA) documents for this location to authorize a cross connect.

Once you are done, click Save Changes and that contact will be added to the list.

If you need to remove access, click Edit next to their name and click on the Remove Access Rights box and save the changes.

If you need to edit access, click Edit. Once you make the desired changes save the changes.

Invoices

Displays customer invoices for the selected facility. Clicking on the invoice number provides the detail of the invoice. Invoices can be downloaded and printed by clicking on the **PDF icon** in the View PDF column.


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The telx Group Inc. ▾

180-C23 | Dashboard | Discovery | Community | Order Services | Inventory | Track Orders | Support | Access Rights | Invoices

Invoices

Items/Page: 10 ▾ Search Invoice Number:

Invoice Number	Invoice Date	Due Date	Amount	Balance Due	Invoice Status	View PDF
276201	11/30/2010	12/30/2010	0.0	0.0	Closed	

Showing 1 to 10 of 1 entries 1

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* You can search for a particular invoice number in the search box or navigate through the pages by clicking the highlighted purple left/right arrow at the bottom-right of the page.

SERVICE DELIVERY INSTALLATION MATRIX

General Guidelines and Credit Policy

Telx will deliver contracted services within the installation intervals set below. The interval for measuring the fulfillment of a service request begins when Telx has all required information to begin an installation as evidenced by the issuance of a Firm Order Confirmation (“FOC”) or other such notification indicating all preliminary requirements have been fulfilled. Telx will manage the installation interval based on the Service Delivery Installation Matrix or such other period as may be mutually agreed to, in writing, by the parties.

Changes to an accepted work order, Customer-initiated delays and any Customer credit approval issues will place the installation interval on hold. The interval concludes with the availability of the contracted service and the establishment of billing. The service delivery install intervals apply only to the availability of the Telx contracted service. They do not apply to CPE, 3rd party elements contracted for by Customer or by Telx on behalf of Customer or any other Customer provided infrastructure.

Telx offers non-proactive service credits for deviations from the installation timelines offered here or negotiated timelines developed prior to provisioning. Credit is determined and calculated on a per-install basis. The processing of any Customer credit will be done by Telx, who will apply the credit parameters in accordance with the Telx Service Level Agreement, Exhibit B of the Telx Master Service Agreement.

Type of Credit: Non-Proactive
Amount of Credit: 100% of standard installation fees

<u>Product Category</u>	<u>Interval Commitment</u>
Colocation	
Cage - >/= 100 sq ft	ICB
Cage - < 100 sq ft	20 Business Days
Cabinet >/= 40sq ft	20 Business Days
Cabinet < 40sq ft	ICB
AC Power	
>/= 4 individual feeds	ICB
< 4 individual feeds	15 Business Days
DC Power	
< 100 Amps – No BDFB	15 Business Days
< 100 Amps – with BDFB	30 Business Days
>100 Amps	ICB
Interconnection	
Riser Fiber	15 Business Days
Single Cross Connect	2 Business Days
Cross Connect PACK - </= 12 Pack	10 Business Days
Data Center Connect	10 Business Days
Metro Connect	15 Business Days
Amazon Direct Connect	15 Business Days
IP Transit	
DIA Standard	10 Business Days
DIA Premium	10 Business Days
Telx Internet Exchange (TIE)	10 Business Days
Ethernet Services	
EtherConnect	10 Business Days
CarrierConnect	10 Business Days

BEFORE YOU MOVE IN

Access Overview

Telx is a SSAE 16 certified organization committed to ensuring the highest possible levels of security in all interconnection and colocation facilities. As such, Telx has implemented security procedures designed to ensure that access to Telx facilities is tightly controlled. All customers and their representatives, agents and contractors will be required to adhere to certain rules in connection with collocating within the premises or otherwise performing any work or associated activities at any of Telx's facilities.

This section governs access rights of any individual associated with a Telx customer. This includes employees of Telx customers, their guests, and contractors or vendors operating on behalf of a Telx customer. Access rights include facility access as well as the ability to request billable services from Telx and access the Telx web portal.

PLEASE NOTE – All Visitors must provide valid government issued photo ID prior to gaining access to the facility.

The Customer Access List

At the heart of access management at Telx is the Customer Access List. Telx maintains an access list database of contacts for each customer with details specifying contact information and permissions. The purpose of this contact database is twofold:

1. To maintain customer contact information for notification and escalation purposes
2. To store access rights indicating the contact's permissions to enter Telx facilities and / or request billable services

Each contact in the access list database is recorded with the following information:

- ✓ Contact information (email, phone, title, etc.)
- ✓ Escalation level (if applicable, 1/2/3)
- ✓ Administrative user (if applicable)
- ✓ Facilities which the contact has access to enter
- ✓ Authorization to request billable services (place orders)
- ✓ Validity dates for the contact (relevant to contractors or guests)

For specific rules and regulations for each of our facilities, [Click here](#)

Thank you in advance for respecting the rules set forth for our facilities.

Establishing an Access List for your Employees

Both Telx and/or the building management have certain requirements for access. You may establish access rights for visitors to your space via the Telx Customer Portal (see the Facility Access Rights section of this document for more information). You may also gain access to space in a Telx facility by emailing the Telx Access Group. To set up access via email please follow the instructions below: **(Please note: Government issued photo identification is mandatory to enter a Telx facility.)**

- An authorized administrator to your access list must send an email to access@telx.com 24 hours in advance of required access.
- Include in the subject line: -“Request Authorized Access”.
- Telx facility location, names, email addresses, and phone numbers of the individuals who require access.
- Submit email.
- A response will be sent from Telx Access Group by close of business on the day the request was submitted to confirm access authorization.
- The names of the people needing access will be placed within the Telx Authorized Access List.
- Access request process is then complete.

Gaining Access for your Visitors/Contractors

- An authorized administrator to your access list must send an email to access@telx.com
- Include in the subject line: -“Temporary Authorized Access for Visitors/Contractors.”
- Include Telx facility location, names of visitors/contractors, email addresses, phone numbers and of the individuals who require access.
- Submit email.
- A response will be sent from Telx Access Group by the close of business on the day you submitted the request.
- The names of the people needing access will be placed within the Telx Authorized Access Database.

If emergency or immediate access is needed, please call Telx Technical Support at 1.888.835.9832.

Changes to the Access List

Changes to the customer access list may only be made by one of the customer’s administrative users on the access list of the same customer. Changes to the customer access list must be submitted via email to access@telx.com.

Changes include:

- Adding contacts to the list
- Modifying permissions of existing contacts
- Removing contacts from list

Terminating Access

To terminate access for an employee/contractor, it is imperative that an administrative user contact Telx by sending an email to telxtechsupport@telx.com and copy access@telx.com. We will immediately take them off of your company’s authorized access list within our database ensuring that they are denied access into a Telx facility upon arrival or if they request access via email.

FACILITY SPECIFIC ACCESS INFORMATION

HOURS	Shipping/Delivery Procedures	Facility Specific Information
NYC1 - 60 HUDSON STREET, NEW YORK, NY 10013		
<p>Normal Hours: Mon-Fri 8am-5pm</p> <p>After Hours: Mon-Fri, 5pm-8am Sat & Sun 24 hours</p> <p>Badge Pickup Hours: Mon & Thurs 1pm-3pm</p>	<p>Normal Hours: Monday-Friday 8am-4:45pm.</p> <p>Two Freight elevators</p> <p>One Loading dock.</p> <p>Special Requirements: Deliverer must have COI on file with GVA Williams.</p>	<p><u>Regular Hours and After Hours</u></p> <ul style="list-style-type: none"> - All Visitors then go up to 9th floor reception and get checked in against the access list. - Visitors should dial extension listed on phone outside door to speak with the Telx receptionist or Telx technician (after hours). - Telx personnel will collect government issued picture ID and verify that the visitor is on an authorized access list, and log the visit in the Telx access management system - Customer will then be escorted to their cabinet or cage. - Telx personnel will return photo ID to customer when leaving for the day.
NYC2 - 111 8th AVENUE, NEW YORK, NY 10011		
<p>Normal Hours: Mon-Fri 8am-4pm</p> <p>After Hours: Mon-Fri 4pm-8am Sat & Sun 24 hours</p> <p>Badge Pickup Hours: Building badges are produced on the 8th avenue side lobby on Monday and <u>Thursday from 1PM-3PM.</u></p> <p>Badges for Suite 634 are produced on the 2nd floor on the 8th avenue side of the building (Digital Reality Trust office) <u>Monday thru Friday from 8AM-5PM.</u></p>	<p>Normal Hours: Monday-Friday 8am-5pm.</p> <p>One Freight Elevator</p> <p>One Loading Dock</p> <p>Special Requirements: All trucking companies accessing the facility must have commercial plates and have a (COI) certificate of insurance on file with the building management. If you need to reserve the freight elevator after business hours or on weekends a charge of \$208.00 per hour for a minimum 4 hour use period.</p> <p>Boxes are stored in secured cages on each floor. Telx assists with a cart move.</p>	<p><u>Access during Normal Hours</u></p> <ul style="list-style-type: none"> - Visitors should dial extension listed on phone outside door to speak with a Telx technician or security personnel - Telx personnel will collect government issued photo ID and verify that the visitor is on an authorized access list, and log the visit in the Telx access management system - Customers will be provided with a key to access their cabinet or cage using the Morse Key Watchman system to secure their keys to cages or cabinets. Your listed administrator must authorize the onsite visitor to create a pin and password for the Morse System. - You also have the ability to enroll in the Bio Metric Scan system in order to access the Data Center Suites. Provided that the primary customer administrator authorizes the onsite visitor to create a pin for the system. - Upon completion of the visit and return of the cabinet/cage key, Telx personnel will return photo ID to customer <p><u>Access After Hours</u></p> <ul style="list-style-type: none"> - Proceed to Telx Suite 1515 (on the 15th floor), and dial extension outside the suite door - Telx personnel at suite 1515 will collect government issued picture ID and verify that the visitor is on an authorized access list and log the visit in the Telx access management system - Visitor will then be provided with a key to access their cabinet or cage. Keys must be returned to the 15th Floor when work is completed - Visitor proceeds to floor on which equipment is colocated and all extension listed on wall outside the suite - Telx security personnel in suite 1515 will remotely unlock suite door for visitor to access the facility - Upon returning cabinet/cage key, Telx personnel will return photo ID to visitor. <p style="text-align: right;"><i>Con't next page</i></p>

HOURS	Shipping/Delivery Procedures	Facility Specific Information
		<p><i>Please be advised the address for our customers to ship equipment to the suites: 524/Suite 1402 and Suite 634 are as follows:</i></p> <p><i>(Company Name) c/o Telx Attention: April Walker or Laryssa Ricker 76 9th Avenue (suite 524) if the customer is located on the 5th floor 76 9th Avenue (suite 1402) if the customer is located on the 14th floor 76 9th Avenue (suite 634) if the customer is located on the 6th floor New York, NY 10011</i></p>
NYC3 – 32 6th Ave (Ave of the Americas) New York, NY		
<p>Normal Hours: Mon-Fri 7am-7pm (excluding holidays)</p> <p>After Hours: Mon-Fri 7pm-7am Sat & Sun & Holidays 24 hours</p> <p>Badge Pickup Hours: Mon-Fri 8am-6pm (excluding holidays)</p>	<p>Normal Hours: Monday-Friday 8am-6pm (excluding holidays)</p> <p>One Freight Elevators One Loading Dock</p> <p>Special Requirements There is an associated fee for usage of the freight elevator. All customers are required to reserve the freight elevators for a minimum of 4 hour when reserving usage on Holidays, Saturday or Sunday.</p>	<p>Main Building Hours:</p> <ul style="list-style-type: none"> - Building is staffed by Lobby Security 24/7, 365. <p>Building Management Office Hours:</p> <ul style="list-style-type: none"> - Monday-Friday 9:00am-5:00pm, excluding Holidays. <p>Lobby/ Subway Entrance Normal Hours:</p> <ul style="list-style-type: none"> - Avenue of The Americas, Church Street Entrance and Subway Entrances are Open. <p>Lobby/ Subway Entrance After Hours:</p> <ul style="list-style-type: none"> - Avenue of The Americas Entrance Open - Church Street Entrance and Subway Entrances are Closed. - All companies performing delivery, moving and/or rigging services must have a Certificate of Insurance/ Indemnity Agreement on file and in effect and approved with the Building Managers Office prior to scheduling any work in the building. - Loading dock roll up gate must be closed at 10:00pm, No Exceptions. - Large shipments must be scheduled for afterhours delivery, monopolizing of the freight elevator during normal business hours is prohibited. - All deliveries are inside deliveries to demised Telx space; storage and/ or staging of materials in loading dock and or freight areas is prohibited.

HOURS	Shipping/Delivery Procedures	Facility Specific Information
NJR1 – 300 BOULEVARD EAST, WEEHAWKEN, NJ 07086		
<p>Normal Hours: Mon-Fri 7am-5pm</p> <p>After Hours: Mon-Fri 5pm-7am Sat & Sun 24 hours</p> <p>Badge Pickup Hours: 24x7</p>	<p>Normal Hours: Monday-Friday 7am-5pm</p> <p>One Freight Elevators</p> <p>One Loading Dock</p> <p>Special Requirements Self-service. Deliverer must have COI on file with Telx.</p>	<ul style="list-style-type: none"> - Send email to customerservice@digitalrealty.com - Include visitor name, the cabinet/cage location, and requested time/date of visit. Alternatively, the list administrator on the account may add visitors onto the access list through the Telx Customer Portal. <p><u>Regular and After Hours</u></p> <ul style="list-style-type: none"> - All visitors must present a valid government issued photo ID at the security desk in the lobby. - Building badges will be issued to those who are permanent customers; all others receive temporary badges which must be returned at the end of the day. <p><u>Delivery Notifications</u></p> <ul style="list-style-type: none"> - Inside delivery is required. Please send email 24 hours in advance to cliftontechs@telx.com and please specify the delivery company, the size of the shipment, and any special requirements (i.e. loading dock door must be opened). Please also include a copy of the COI
NJR2 – 100 DELAWANNA AVENUE, CLIFTON, NJ 07014		
<p>Normal Hours: Mon-Fri 8am-5pm</p> <p>After Hours: Mon-Fri 5pm-7am Sat & Sun 5pm-7am</p> <p>Badge Pickup Hours: 24/7</p>	<p>Normal Hours: Monday-Friday 8am-4:30pm.</p> <p>One Freight Elevators</p> <p>One Loading Dock</p> <p>Special Requirements Self-service. Deliverer must have COI on file with Telx.</p> <p>Inside delivery is required. Please send email 24 hours in advance to cliftontechs@telx.com and please specify the delivery company, the size of the shipment, and any special requirements (i.e. loading dock door must be opened). Please also include a copy of the COI</p>	<p><u>Regular and After Hours</u></p> <ul style="list-style-type: none"> - All visitors must present government issued photo ID to sign in with security on the 1st or 2nd floor, guards will instruct visitors to proceed to the 3rd floor reception area. - Once visitor arrives on the 3rd floor, you will be asked to leave your ID with reception. Visitors will then be set up in our biometric system. - Once your visit is complete, you will be given back your ID and your access will be disabled in the biometric system. - Upon your next visit your access will be enabled for the duration of your visit. - All customer cage/cabinet keys are stored in the Morse Key Watchman system. The list administrator on the account will provide a list of users who are granted access to the cage key. Each user will then be given an ID and PIN# for the Key Watchman. Each time you come to visit your cage; you will enter your ID, PIN, and Key# and will be able to access the key. Once the visit is complete, the visitor is required to return all keys. <p>All are required to sign out any equipment being removed from the building.</p> <p>Please be advised the address for our customers to ship equipment is as follows:</p> <p><i>(Company Name) c/o Telx 100 Delawanna Avenue 3rd floor Clifton, NJ 07014</i></p>

HOURS	Shipping/Delivery Procedures	Facility Specific Information
NJR3 – 100 DELAWANNA AVENUE, CLIFTON, NJ 07014		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Fri, Sat & Sun 5pm-7am Badge Pick-up Hours: 24x7</p>	<p>Normal Hours: Monday-Friday 8am-4:30pm</p> <p>One Freight Elevators One Loading Dock</p> <p>Special Requirements Self Service. Deliverer must have an approved COI on file with Telx. Inside delivery is required. Please send email 24 hours in advance to clifontechs@telx.com and please specify the delivery company, the size of the shipment, and any special requirements (i.e. loading dock door must be opened). Please also include a copy of the COI</p>	<p><u>Regular and After Hours</u></p> <ul style="list-style-type: none"> - All visitors must present a valid government issued photo ID at the guard shack and security office. - Iris scan and building badges will be issued to those who are permanent customers; all others receive temporary badges which must be returned at the end of the day. Temporary visitors are required to leave their ID with security. - All customer cage/cabinet keys are stored in the Morse Key Watchman system. The list administrator on the account will provide a list of users who are granted access to the cage key. Each user will then be given an ID and PIN# for the Key Watchman. Each time the customer comes to visit their cage; they will enter their ID, PIN, and Key# and will be able to access the key. Once the visit is complete, the visitor is required to return all keys. - All are required to sign out any equipment being removed from the building - Please be advised the address for our customers to ship equipment is as follows: <p><i>(Company name) c/o Telx 2 Peekay Drive Clifton, NJ 07014</i></p>
ATL1 – 56 MARIETTA STREET, ATLANTA, GA 30303		
<p>Normal Hours: Mon-Fri 8am-4pm After Hours: 4pm – 8am Badge Pickup Hours: 24/7</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>One Freight Elevator One Loading Dock</p> <p>Special Requirements:</p> <p>Please ship all packages to the following: C/O TelxTechsupport Telx Group Inc. ColoProperties 56 Marietta Street Atlanta, GA 30303</p>	<ul style="list-style-type: none"> - Elevator opens only on floor visitor has access and the 1st floor Security Station. - Visitor is required to log any equipment that is being removed with Security or Technical Staff. - All deliveries are made directly behind the facility located off of Farlie and Lower Wall Street. - All deliveries require Lift Gate. <p>Freight Elevator Information</p> <ul style="list-style-type: none"> - Capacity 3000 LBS - Primary Ceiling Height 8' - Secondary Ceiling Height 12' - Door Size Open 41.75" Wide by 81" Tall

HOURS	Shipping/Delivery Procedures	Facility Specific Information
CHI1 - 350 EAST CERMAK ROAD, CHICAGO, IL 60616		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Sun 5pm-8am Badge Pickup Hours: Mon-Fri 7am-4pm</p>	<p>Normal Hours: Monday-Friday 7am - 4pm</p> <p>Multiple Freight Elevators</p> <p>One Loading Dock</p> <p>Special Requirements 24hrs Notice - Inside delivery required on large items - Deliverer must have COI on file with Digital Realty Trust</p>	<ul style="list-style-type: none"> - Lobby guard prints out Identification badge. - Call on wall phone outside Telx Suite 255 for access. - Visitor signs in at the Telx Suite. - All visitors without badges are required to be escorted to Suite 255 by a Telx technician. - Visitor signs-out when leaving. <p>Frequent visitors to CHI1 or tenants may obtain a building access badge from the building security, Allied Barton, during normal business hours 8am - 3pm.</p> <ul style="list-style-type: none"> - Telx's Operation Manager's signature and authorization is required to get badge. - The access badge will only provide visitor base building access into 350 East Cermak Road. - It does not provide any Telx customers access into Telx's MMR in Suite 255.
CHI2 - 600 SOUTH FEDERAL ST, CHICAGO, IL 60605		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Fri 5pm-7am Sat & Sun 24 hours Badge Pickup Hours: Mon-Fri 7am-4pm</p>	<p>Normal Hours: Monday-Friday 7am-4pm</p> <p>One Passenger Elevator</p> <p>One Loading Dock</p> <p>Special Requirements Inside Delivery required on large items - Deliverer must have COI on file with Digital Realty Trust Building Management.</p>	<ul style="list-style-type: none"> - Pre-arrange visit with Telx Representative. - For frequent visitors: access badges are created by building security, Allied Barton, during normal business hours. This access badge will enable the tenant to access Suite 700.
DAL1 - 2323 BRYAN STREET, DALLAS, TX 75201, 24th FLOOR		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Sun 5pm-8am Badge Pickup Hours: Mon-Fri 8am-3pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>One Freight Elevator</p> <p>Two Loading Docks with walk up ramp</p> <p>Special Requirements 24 Hour notice via Technical Support Ticket Required</p>	<ul style="list-style-type: none"> - Building lobby security has Telx's access list. - Building security calls up to Telx technicians to open up facility. - Visitors sign-in Telx's log book and exchange their driver's license for an access badge to gain access to the Interconnection Area.

HOURS	Shipping/Delivery Procedures	Facility Specific Information
DAL2 - 8435 STEMMONS FWY, DALLAS, TX 75247, 1st & 2nd FLOORS		
<p>Normal Hours: Mon-Fri 7am-5pm</p> <p>After Hours: Mon-Fri 8pm-7am Sat & Sun 24 Hours</p> <p>Badge Pickup Hours: Mon-Fri 8am-4pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>One Freight Elevator</p> <p>One Loading Dock</p> <p>Special Requirements 24 Hour notice via Technical Support Ticket Required</p> <p>IMPORTANT - Building security will not sign for deliveries – Telx must be notified with time of shipment to have Telx rep on site to sign and deliver item to customer space</p> <p>Freight Elevator card controlled and serves Telx Data Center space only</p>	<ul style="list-style-type: none"> - Lobby security takes visitor’s authorized identification and checks it against access list. - Gives Visitor proxy card in exchange for approved authorized identification. - Proxy card allows Visitor to enter the floor needed. - Visitor gets Identification back when they return the proxy card.
CHR1 - 113 N. MYERS STREET, CHARLOTTE, NC 28202, 2nd FLOOR		
<p>Normal Hours: Mon-Fri 8am-5pm</p> <p>After Hours: None</p> <p>Badge Pickup Hours: Mon-Fri 8am-5pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>No Freight Elevators</p> <p>No Loading Dock</p> <p>Special Requirements Scheduled delivery- Someone must be on site to accept</p> <p>Building Security will turn away all shipments delivered without prior scheduling</p>	<ul style="list-style-type: none"> - All visits must be Pre-arranged with Telx - Send email to access@telx.com with facility name in subject line - Include requested time/date of visit -

HOURS	Shipping/Delivery Procedures	Facility Specific Information
LOS1 - 600 WEST 7th STREET, LOS ANGELES, CA 90017, 1st & 5th FLOORS		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Fri, Sat, Sun 8pm-8am Badge Pickup Hours: Mon-Fri 8am-5pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm One Freight Elevators No Loading Dock Special Requirements 24 Hour notice via Technical Support Ticket Required</p>	<p>For Temporary Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit. - Visitor checks-in/shows authorized identification to lobby security. - Security calls up to the Telx technicians. - Visitor is escorted up to facility. <p>For Permanent Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit to make permanent badge - Call 213-271-1260 to confirm badge appointment time. - At appointment, check-in with security and request Telx personnel. Authorized identification and paper work will be completed and customer will be given badge and biometric access. - Once badge has been created customer will have 24/7 access to facility and cage.
SFR1 - 200 PAUL AVENUE, SAN FRANCISCO, CA 94124 1st & 3rd FLOORS		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Fri, Sat, Sun 8pm - 7am Badge Pickup Hours: Mon-Fri 8am-3pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm One Freight Elevators One Loading Dock Special Requirements 24 Hour notice via Technical Support Ticket Required</p>	<p>For Temporary Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit. - Visitor checks-in/shows authorized identification to lobby security. - Security calls up to the Telx technicians. - Visitor is escorted up to facility. <p>For Permanent Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit to make permanent badge - Call 415-466-0553 to confirm badge appointment time. - At appointment, check-in with security and request Telx personnel. Authorized identification and paper work will be completed customer will be given badge and biometric access. - Once badge has been created customer will have 24/7 access to facility and cage.

HOURS	Shipping/Delivery Procedures	Facility Specific Information
SCL1 - 1100 SPACE PARK DRIVE, SANTA CLARA CA 95054		
<p>Normal Hours: Mon-Fri 8am-5pm After Hours: Mon-Sun 8pm -7am Badge Pickup Hours: 24x7</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>Multiple Freight Elevators</p> <p>One Loading Dock</p> <p>Special Requirements: 24 Hour notice via Technical Support Ticket Required</p>	<p>For Temporary Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit. - Visitor checks-in/shows authorized identification to lobby security. - Security calls up to the Telx technicians. - Visitor is escorted to facility. <p>For Permanent Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit to make permanent badge - Call 415-466-0553 to confirm badge appointment time. - At appointment, check-in with security and request Telx personnel. Authorized identification and paper work will be completed and customer will be given badge and biometric access. - Once badge has been created customer will have 24/7 access to facility and cage.
SCL2 - 2820 Northwestern Parkway Suite 100, SANTA CLARA CA 95054		
<p>Normal Hours: Mon-Fri 7am-6pm After Hours: Mon-Sun 6pm-7am Badge Pickup Hours: Mon-Sun 24 hours in V3 Building Lobby Mon-Fri 7am-6pm in V1 Building Lobby (Telx Suites)</p>	<p>Normal Hours: Monday-Friday 7am-6pm</p> <p>One freight elevator</p> <p>One loading dock</p> <p>Special Requirements: Deliverer must have COI on file.</p> <p>Send email to access@telx.com with facility name in subject line.</p> <p>Include requested time/date and floor of visit.</p>	<p>All Visitors must show government issued identification to lobby security.</p> <p>Vantage Security personnel will collect government issued picture ID and verify</p> <p>Local Ops verifies that customer is on the Telx access list, and log the visit if customer personnel will be granted a permanent badge(Salesforce)</p> <p>Customer will then be escorted to their cabinet or cage if temporary badge is provide (escorted or unescorted).</p>

HOURS	Shipping/Delivery Procedures	Facility Specific Information
MIA1 - 36 NORTH EAST 2nd STREET, MIAMI, FL 33132		
<p>Normal Hours: Mon-Fri 8am-5pm</p> <p>After Hours: Mon-Fri 8pm-8am Sat & Sun 24 hours</p> <p>Badge Pickup Hours: Mon-Fri 8am-5pm</p>	<p>Normal Hours: Monday-Friday 8am-5pm</p> <p>One Freight Elevator</p> <p>One Loading Dock</p> <p>Special Requirements: 72 hours' notice via Technical Support Ticket required for alley scheduling</p>	<ul style="list-style-type: none"> - Send email to access@telx.com with facility name in subject line. - Include requested time/date of visit. - Pre-arrange visit with Telx Representative. - Badging must be scheduled 24 hours in advance. - Call Nick Agostino 917-363-1741 for confirmation.
PHX1 - 120 EAST VAN BUREN STREET, PHOENIX, AZ 85004		
<p>Normal Hours: Mon-Fri 8am-5pm</p> <p>After Hours: Mon-Fri 8pm-8am</p> <p>Badge Pickup Hours: 24x7</p>	<p>Normal Hours: Monday-Friday 8am-5pm.</p> <p>One Freight Elevator</p> <p>One Loading Dock</p> <p>Special Requirements: 24 Hour notice via Technical Support Ticket Required</p>	<p>For Temporary Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit. - Visitor checks-in/shows authorized identification to lobby security. - Security calls up to the Telx technicians. To escort visitor to facility. <p>For Permanent Access</p> <ul style="list-style-type: none"> - Send email 24 hours in advance to access@telx.com with facility name in subject line. - Include requested time/date of visit to make permanent badge - Call 602-567-0102 to confirm badge appointment time. - At appointment, check-in with security and request Telx personnel. Authorized identification and paper work will be completed - customer will be given badge and biometric access
PRT1 - 3825 NW Aloclek Place, Hillsboro, OR		
<p>Normal Hours: Mon-Sun 8am-4pm</p> <p>After Hours: Mon-Sun 4pm-8am</p> <p>Badge Pickup Hours: Mon-Sun 24 hours</p>	<p>Normal Hours: Monday-Friday 8am- 4pm</p> <p>No Freight Elevators</p> <p>One Loading Dock</p> <p>Special Requirements Require 24 hour advance notice for shipments</p>	

HOURS	Shipping/Delivery Procedures	Facility Specific Information
SEA1 – 3433 South 120 Place, Tukwila, WA		
Normal Hours: Mon-Sun 8am-5pm After Hours: Mon-Sun 5pm-8am Badge Pickup Hours: Mon-Fri 9am-3pm	Normal Hours: Monday-Friday 8am-5pm No Freight Elevators One Loading Dock Special Requirements Minimum of 24 hours prior notice for delivery. 48 hours preferred.	

PLEASE NOTE – Usage of Freight Elevators must be coordinated a minimum of 72 hours prior to the time of usage – please email delivery@telx.com to make a reservation.

Standard Shipping and Removal of Equipment

Telx can accept packages/deliveries from any number of shipping companies (FedEx, UPS, DHL, USPS, etc.) on your behalf.

PLEASE NOTE: We do not receive, process or ship orders during the weekends or on Holidays

To better serve you, we ask that prior to sending your package to the facility, the following steps are completed:

- Send an email to delivery@telx.com with “Delivery for Company Name” in subject line.
- Include in the email the contact information, equipment type, number of packages and expected delivery date.

On all of your shipments, be sure to label accurately including all of the following information:

- The full address of the Telx facility.
- Print your full company name on all shipments.
- Place an "Attention" on all boxes along with e-mail (Attn. Telx c/o YOUR COMPANY NAME).
- Clearly indicate Cage/Cabinet # (if known).
- Specify "Inside Delivery"
- Once we receive the shipment Telx will send an email to you which will include a ticket number (Example: “TST 1234”), which is the number you will use to request the equipment once you arrive at the site.

Please note: Telx is not responsible for storing equipment that is sent to the facility 30-days or more in advance. Charges will incur if equipment is not picked up in a timely manner. If you would like to confirm receipt of your shipment, please send an email or call the local operations manager/ listed next to the facility on the Escalation Procedures chart provided in this Resource Guide.

Removing Equipment from a Telx Facility

- Send an email to removal@telx.com with “Request to Remove Equipment for Company Name” in subject line.
- Include in the email the equipment type, person(s) who will be removing the equipment, number of packages and expected removal date.
- Telx requires 24 hour advanced notice for removal of equipment.
- Removal of equipment from a Telx facility may only be performed by customer’s current on accounts receivable balances.
- Access requested by the customer to repair or perform maintenance on equipment is authorized regardless of unpaid accounts receivable balances. Customers with past due balances are restricted to replacement of equipment only. Customers with a past due balance with Telx are placed on an access hold list updated twice weekly. The Telx Finance Department must approve access and removal of equipment for all customers appearing on the access hold list.

International Shipments

Telx can accept packages/deliveries being shipped internationally to a domestic Telx facility. To better serve you, it is required that prior to sending your international shipment to the facility a United States Custom's Broker is obtained. The Custom's Broker will send you Power of Attorney documents, manage the payment of taxes and input the shipment information in the United States Customs Clearance System

The Custom's Broker will require the following:

- Power of Attorney (the POA must be signed by a corporate officer such as President, Vice President, Treasurer, or Controller.)
- Detailed description of your shipment (what is it, what it is made of and what it is going to be used for). If the shipment is parts, please mention what they are and the type of machinery it will be used in.
- Verify Country of Origin (where was it manufactured)
- International Air Bill

The Broker will also be able to manage the delivery of the equipment from Customs to the Telx facility.

If you need the name of a Custom's Broker, let us know and we can assist you with obtaining this information.

Insurance Requirements for Operating in a Telx Facility

The customer shall maintain, at its expense, commercial general liability insurance for each licensed area. The minimum limits of insurance shall not be less than a single limit of not less than \$1 million, an aggregate limit of not less than \$2 million and umbrella or excess liability insurance with a combined single limit of not less than \$3 million. The customer shall deliver a certificate of insurance (“COI”), prepared by its insurance broker, and deliver same as set forth below. The specific types of insurance coverage and coverage amounts and other specific requirements are set forth in the Master Service Agreement (“MSA”); section 13.0 **Insurance**.

Please note below the following:

- The certificate holder is named as the additional Insured-Landlord as follows:

**The Telx Group, Inc. and all its subsidiaries
1 State Street Plaza, 21st floor, New York, NY 10004**

- The COI is to be sent to clientservicemgmt@telx.com

Insurance Requirements for Vendors Working in Telx Facilities

Customer shall keep insurance for vendor performing and or delivering materials on behalf of the customer to a Telx site. The limits of insurance will not be less than:

General Liability	
Each Occurrence	\$5,000,000
General Aggregate Limit	\$5,000,000
Worker’s Compensation	\$1,000,000

Please scan in a PDF format to: access@telx.com and delivery@telx.com 48 hours prior to the work being performed.

To view sample Certificates of Insurance please go to the document included at the end of this Guide.

TELX TECHNICAL SUPPORT SERVICES

Summary of Telx Technical Support & Remote Hands Plans

A Technical Support or Remote Hands ticket can be created by opening a ticket via the Telx Customer Portal. If you do not have access to the portal, please call Telx Tech support at 1-888-TELXTECH (1.888.835.9832).

Telx Technical Support/Remote Hands Support

24x7x365 technical support is available to Telx customers at all of its Telx facilities with both on-site and on-call resources at the Customer's disposal.

Our technicians have a thorough knowledge of the Telx facilities and networks within each location. They are trained and experienced in supporting customers with a wide range of services.

Examples of the types of Telx Technical Support available via Tech Support/Remote Hands:

- | | | |
|---|---|---|
| - Installation | - Troubleshooting circuits, loops and fiber | - Locating hardware and circuits |
| - Provisioning Equipment & Infrastructure | - Optical light source metering | - Inventory management of ports in the Meet Me Area |
| - Custom Configurations and installations | - Troubleshooting hardware/software | - Assisting with other technical issues |
| - Equipment Rack and Stack | - Server Reboots | |
| - Structured Cabling | - Card Installations or exchanges | |
| - Power circuit installation | | |

How to Submit a Trouble Ticket for Technical Support

Additional information on opening or checking status on Technical Support or Remote Hands ticket can be found in the Telx Customer Portal section of this Guide.

Remote Hands - Package Options

In addition to hourly rates for Remote Hands services Telx provides packages based on commitment levels at discounted hourly rates starting in two-hour bundles. If you are interested in these services please contact your Account Executive or Sales Engineer.

Package options include the following:

- Platinum includes 10 hours of On-Call support
- Gold includes 5 hours of On-Call support
- Silver includes 2 hours of On-Call support

* Customers support status will be tracked by the online portal, please use Tech Support Ticket ("TST") number as reference for follow-up.

Escalation Procedures

Below is Telx's current escalation level contact listing for our Operations staff. When contacting Telx regarding an issue please be sure to have as much pertinent information available as possible (case #, work order #, facility location, etc) so that our Operations team can better address the issue at hand.

LEVEL/SITE LOCATION	NAME	PHONE	EMAIL
Level 1			
ALL LOCATIONS/ALL ISSUES	Telx Network Operations Center	888.TELX.TECH 888.835.9832	telxtechsupport@telx.com
Level 2			
New York Metro	Tech Support Manager, Dave Timmes Alternate – Eric Falk	D: 917.284.6432 C: 646.320.8222 D: 973.321.4102	dtimmes@telx.com
California	Technical Support Manager, Steve Jones Alternate – Jesse Munguia	D: 415.466.0567 C: 928.266.9700 D: 415.466.0564	sjones@telx.com
Pacific Northwest	Technical Support Manager, Kawika Kaholokula	D: 206.473.9938 C: 206.473.9938	kkaholokula@telx.com
Southeast	Tech Support Manager, Tim Brown Alternate – Bill McNutt	D: 404.260.1547 C: 404.644.9692 C: 404.518.7265	tbrown@telx.com
Phoenix	Tech Support Manager, Brad Heller Alternate – James Bennet	D: 214.245.1643 C: 469.222.3087 D: 602.567.0094	bheller@telx.com
Dallas	Tech Support Manager, Brad Heller Alternate – Steve Meyer	D: 214.245.1643 C: 469.222.3087 D: 214.245.1649	bheller@telx.com
Chicago	Operations Manager, Wyatt Robinson Alternate – Randall Simms	D: 312.453.0750 C: 312.590.7986 D: 312.714.0195	wrobinson@telx.com
NETWORK ISSUES ONLY	Network Engineer, Manny Inga	D: 917.284.6438	einga@telx.com
Level 3			
East Coast/Midwest	Director of Operations, Anthony Lindquist	D: 917.284.6411 C: 646.932.9016	alindquist@telx.com
West Coast/Southwest	Director of Operations, Paul Sidore	D: 415.467.2111 C: 415.786.1416	psidore@telx.com
NETWORK ISSUES ONLY	Manager of Transport Yahel Uribe Alternate – Stephen Holmes	D: 917.284.6438 C: 646.320.9918 D: 404.668.1337	yuribe@telx.com sholmes@telx.com
Level 4			
NETWORK ISSUES ONLY	Sr. Director Net. Engineering, Aqeel Asim	D: 212.804.7810 C: 917.921.3654	aasim@telx.com
Level 5			
ALL LOCATIONS	EVP, Engineering and Construction, Michael Terlizzi	D: 347.562.0204 C: 347.539.6913	michaelt@telx.com

GENERAL DEPARTMENT CONTACTS

Below is a list of general department contacts within Telx. Please feel free to call/email any of the Telx associates below with any questions you may have. If the associates noted below are unable to fulfill your request they will assist with connecting you to the correct Telx representative.

DEPARTMENT	PHONE	EMAIL
SALES		
Bill Kolman, Executive VP of Sales	(347) 562-0239	wkolman@telx.com
Anthony Rossabi, SVP of Service Providers	(347) 562-0224	arossabi@telx.com
John Bonczek, VP of Sales, Service Providers East	(347) 562-0205	johnb@telx.com
Anthony Verda, VP Sales, Enterprise East	(347) 562-0226	averda@telx.com
Kevin Hohman, VP Sales, Service Providers West	(312) 453-0751	khohman@telx.com
Eric Wick, VP of Sales West coast	(925) 998-6182	ewick@telx.com
Kirk Horton, VP Channel Partners	(415) 466-0554	khorton@telx.com
CUSTOMER RELATIONS		
Helen Graham, Director Client Service	(496) 879-6398	hgraham@telx.com
PRODUCT MANAGEMENT		
Ben Gonyea , VP of Product	(941) 893-5039	bgonyea@telx.com
MARKETING		
Jennifer Sauer, Director of Marketing	(347) 562-0218	jsauer@telx.com
SALES ENGINEERING		
Chad Norwood, Director, Solution Engineer	(404) 260-1548	cnorwood@telx.com
PROJECT MANAGEMENT		
Manny Pisana, Director Of Project Management	(347) 562-0229	episana@telx.com
ENGINEERING & PROVISIONING		
Vito Conenna, Director of Engineering	(347) 562-0257	vitoc@telx.com
Kevin Strasheim, Director of Provisioning	(347) 562-0227	kstrasheim@telx.com
OPERATIONS		
Michael Terlizzi, Executive VP, Engineering and Construction	(347) 562-0204	michaelt@telx.com
ACCOUNTS PAYABLE		
Maria Lungu, Billing Manager	(347) 562-0213	mlungu@telx.com
James Haagen, Manager of Credit and Collections	(917) 284-6409	Jhaagen@telx.com

APPENDIX

TELX FAQ'S

Q. If I need to ship parts to and from a Telx site for installation what is the process?

*A. Please send an email to delivery@telx.com 24-hours before shipping. Please include the equipment type, number of packages and expected delivery dates within your email. ****Please note all sites must be "inside delivery"**. (See the Standard Shipping and Removal section of this Guide for more information).*

Q. What are the terms for the loading docks and are they available at all Telx facilities, and is there a fee?

*A. Yes, building freight elevators are available for Telx customers but require reservations; since the hours of operations vary by building, Telx must coordinate all freight reservations. As a result, we require 72 hours advance notice to guarantee freight elevator reservations. Please email delivery@telx.com letting us know what date, and time span you need the freight reserved. *** Note - additional fees may be charged for use of the freight elevators.***

Q. How do I remove my equipment from a Telx facility?

*A. Customers must send an email to removal@telx.com letting Telx know date of removal, facility removing from, equipment being removed and person(s) authorized to take out your equipment. Alternatively customers can create a TST through the Telx portal. Telx requires 24-hour notice when requesting equipment removal. ***Note: In order to remove equipment customer must be current with accounts receivable.***

Q. What is the process for advising customers on scheduled maintenance which includes: quality initiatives, general proactive maintenance, and emergency?

A. An Operations Manager and/or other authorized Telx representative will contact all impacted customers. The contact is made via email to the operations contact on the account. Upon notification we will update customers periodically on the status of the maintenance and estimated time of completion.

Q. If I need to have a vendor visit the site - what is the process for providing access?

A. Please send the vendor listing to access@telx.com. Please include: name/company/cell phone number/work to be done and the dates the vendor will require access to the site. A Certificate of Insurance (COI) is required for all vendors. (See the Gaining Access for Visitors/Contractors section of this Guide for more information)

Q. If one of my employees has been terminated from my organization how do I ensure that they cannot contact Telx and request work with our equipment or access into the site.

A. Please send an email to telxtechsupport@telx.com and CC access@telx.com ASAP. Telx will restrict access as soon as informed of termination.

Q. Can anyone order services under my account in the Telx Customer Portal?

A. For security purposes and to protect our customers, Telx does not auto-enable authorization for ordering services within the customer portal. Each company has a primary contact that authorizes ordering capabilities. Telx Client Management updates and maintains specific authorizations for specific functions within the Telx Customer Portal. The portal access list can be updated by the primary customer contact by emailing clientservicesmgmt@telx.com.

Q. How do I check the status of my Cross Connect order?

A. You can check the status of your Cross Connect 24/7/365 by logging into the Telx Customer Portal. By using the Case # associated with your order you will be able to view the status of your order. If you still have questions you can either email telxtechsupport@telx.com or call/email your project manager directly.

Q. How do I expedite a cross connect? Is there a charge associated with that?

A. Only cross connects can be expedited and that can be done when you first order it via the portal; There is a box that says "if you want an expedite click here." Yes, there is a one-time fee for expediting a cross connect.

Q. How do I request a cross connect disconnect?

A. You may place cross connect disconnect request right through the Telx Customer Portal. Via the Portal will be able to open a case and in the type of order field choose request to disconnect a cross connect.

Q. Do you provide cables if needed? Phone lines, Ethernet, fiber jumpers, is there standard pricing?

A. We have some in stock; a request has to be initiated thru telxtechsupport@telx.com. One time fees may apply.

Q. How do I cancel my services with Telx?

A: Customers can submit these requests through the Telx Customer Portal or by contacting your account executive.

GLOSSARY OF TERMS

Cage – Secured 10 x 10 or larger space enclosed by steel caging. Customers must install their own racks within this space which will be secured by a lockable sliding door.

Cabinet – Free standing enclosure capable of supporting 19’ or 23’ wide equipment. Lockable front and rear doors are available. Doors are typically perforated or slatted for ventilation.

Case - A case describes the customer’s order for interconnections, space and power or other value added services offered by Telx. Customers use cases to request technical support, inquiries for account management and billing questions.

Case Number - This is a unique identifier that all departments within Telx, as well as the ordering party use to track the progress of each installation. Customers receive their case numbers for initial service once they receive their customer portal username/password. Case numbers for additional service requests or service changes are provided after order acceptance by Telx.

Certificate of Insurance - It is a document issued by an insurance company/broker that is used to verify the existence of insurance coverage under specific conditions granted to the listed individual. The document lists the effective date of the policy, type of insurance coverage purchased and the types and dollar amount of the liability.

Cross Connection - a cross connection is the procedure of cabling between panels within the Interconnection Area/Meet Me Area. All cross connection requests must be accompanied by corresponding port assignments (noting panel identification) and corresponding Letters of Authorization (“LOA”).

Customer Facility Assignment (“CFA”) - is the actual demarcation point (“demark”) for a connection. The information is provided via a document and typically includes who issued the document, port and panel details, who the connecting parties are, and what specific facilities have been reserved for use by the new carrier. The document may include legal conditions that both parties agree to regarding cancellation, reciprocation of information or other issues.

Kick-off Call - The Kick-off-Call takes place after the customer has signed the Telx service order and MSA. Telx provides the conference bridge number for the call to take place. The objective of the call is to review the customer’s colocation, power and core interconnection order placed with Telx. During the call the customer order portal, delivery of equipment, insurance and the initial payment is discussed. The participants who attend the conference call are: primary customer contacts, Telx project management, account management, sales engineer and operations manager.

Letter of Authorization (“LOA”) - is the document issued by a Telecommunications carrier to another carrier giving them permission to use a specified facility assignment for interconnection.

Interconnection Area (“IA”) - The Telx IA is the location where Telx customers maintain a physical passive presence for the purpose of cross connecting to our Telx customers with a monthly recurring charge (“MRC”). All cross connections that occur between Telx customers in the IA are charged a one-time fee that covers labor and materials.

Monthly Recurring Charge (“MRC”) - The monthly recurring costs associated with your installation, which will be added to your monthly invoice.

Non-Recurring Charge (“NRC”) - The one-time costs associated with your installation.

Packs - Telx bundles their cross connect product into “Packs”. These are multiple cross connects combined into one package that offers the customers a volume discount. (i.e. 6 pack fiber, 24 pack coax, etc).

Service Order - The physical/legal document that is required to be signed by each customer when ordering services such as power, space and additional connectivity to the Interconnection Area or other value add services.

Rack Unit (“RU”) - Sometimes referred to simply as a U, a rack unit depicts a vertical unit of space (apx. 1.75 inches) within a standard 19” or 23” rack or cabinet. Rack Units are sold both in the Telx Customer Open Rack area (“COR”) or the Interconnection Area. Rack Units have an associated monthly recurring charge.

Portal - Telx’s online customer portal is available to order services 24x7x365. Customers may order cross connects, power and additional services at any time. There are two types of portal user authorizations permitted by Telx and assigned by your company’s primary contact person.

- Admin User: May only view orders/cases that they have created.

- Super User: May view every case for their company regardless of who entered the case.

TST - The TST or Technical Support Ticket assists technical support representatives to effectively manage and track the customer’s issues. The ticket is a tracking tool that can be transferred from one department to the next to bring resolution to a request. It is also the identifier for billing the customer.



CERTIFICATE OF INSURANCE - Contractor Sample

CERTIFICATE OF INSURANCE								
PRODUCER: NAME & ADDRESS OF COMPANY PROVIDING INSURANCE COVERAGE WITH NAME OF CONTACT			CERTIFICATE NUMBER: THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND, OR ALTER THE COVERAGE AFFORDED BY THE POLICIES LISTED HEREIN.					
COMPANIES AFFORDING COVERAGE								
INSURED: NAME OF VENDOR			COMPANY LETTER A					
			COMPANY LETTER B					
			COMPANY LETTER C					
			COMPANY LETTER D					
COVERAGE								
THIS IS TO CERTIFY THAT POLICIES OF INSURANCE LISTED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THE CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES LISTED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.								
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM,DD,YY)	POLICY EXPIRATION DATE (MM,DD,YY)	LIMITS			
<input type="checkbox"/> A	GENERAL LIABILITY	ABC9801011-02			EACH OCCURRENCE	\$5,000,000.00		
<input checked="" type="checkbox"/> X	COMMERCIAL GENERAL LIABILITY CLAIMS MADE							
<input checked="" type="checkbox"/> X	OCCUR.							
<input type="checkbox"/>	OWNER'S CONTRACTOR'S PROT.						GENERAL AGGREGATE	\$5,000,000.00
<input checked="" type="checkbox"/> X	AUTOMOBILE LIABILITY							
<input type="checkbox"/>	ANY AUTO							\$1,000,000.00
<input type="checkbox"/>	ALL OWNED AUTOS							
<input type="checkbox"/>	SCHEDULED AUTOS							
<input checked="" type="checkbox"/> X	HIRED AUTOS							
<input checked="" type="checkbox"/> X	NON-OWNED AUTOS							
<input type="checkbox"/>	GARAGE LIABILITY							
<input type="checkbox"/>	ANY AUTO							
<input type="checkbox"/>								
<input type="checkbox"/> A	EXCESS LIABILITY	CU 1863270-02	1/1/2003	12/31/2003				
<input checked="" type="checkbox"/> X	UMBRELLA FORM							
<input type="checkbox"/>	OTHER THAN UMBRELLA FORM							
<input type="checkbox"/>	WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY				STATUTORY LIMITS			
<input type="checkbox"/>					EACH INCIDENT	\$1,000,000.00		
<input type="checkbox"/>					DISEASE POLICY LIMIT	\$1,000,000.00		
<input type="checkbox"/>					DISEASE EACH EMPLOYEE	\$1,000,000.00		
<input type="checkbox"/>	OTHER							
DESCRIPTION OF OPERATIONS/LOCATIONS/SPECIAL ITEMS								
CERTIFICATE HOLDER			CANCELLATION SHOULD ANY OF THE POLICIES LISTED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES, OR THE ISSUER OF THIS CERTIFICATE.					
			NAME OF PRODUCER					
			BY: _____ Agent/Producer Signature					
			VALID AS OF: _____ DATE					

SAMPLE CERTIFICATE



CERTIFICATE OF INSURANCE - Customer Sample



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 08/21/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: Broker Name, Broker Address, Account Executive Name; CONTACT NAME: PHONE, FAX, E-MAIL ADDRESS; INSURER(S) AFFORDING COVERAGE: INSURER A-F, NAIC #; Insured Name, Insured Address

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER: THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL SUBR INSR, WVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include: GENERAL LIABILITY, AUTOMOBILE LIABILITY, UMBRELLA LIAB, EXCESS LIAB, WORKERS COMPENSATION AND EMPLOYERS' LIABILITY.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Location: The Certificate holder is named as the additional Insured-Landlord. This is a Sample Certificate of Insurance -- Not to be distributed to any Certificate Holder. All Certificate requests must be called into Agent.

CERTIFICATE HOLDER: The Telx Group, Inc. and all its subsidiaries, 1 State Street Plaza, 21st Floor, New York, NY 10004; CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

LETTER OF AUTHORIZATION

YOUR COMPANY LETTERHEAD

EXAMPLE OF REQUIRED LETTER OF AGENCY (LOA)

LETTER OF AGENCY/FACILITY RELEASE AUTHORIZATION

Date:

To Whom It May Concern:

This letter hereby grants that **(the Party providing LOA goes here)** authorizes **(the Party receiving LOA goes here)** to act as their own agent to arrange for use of our Entrance Facility. This authority is limited to the provisions for the initial installation, rearrangement or subsequent removal of such services.

Facilities Located at: **(FACILITY ADDRESS goes here/ CITY, STATE goes here)**

Circuit Type: **(MEDIA TYPE goes here)**

Circuit Quantity: **(NUMBER OF CIRCUITS goes here)**

CIRCUIT CFA LOCATION: **(MMA PANEL LOCATION AND PORT/SLOT goes here)**

This authorization will remain in effect until otherwise notified
Please call if you have any questions.

Sincerely,

YOUR NAME

YOUR COMPANY

YOUR COMPANY ADDRESS

YOUR PHONE NUMBER