



## NDC Customer Handbook

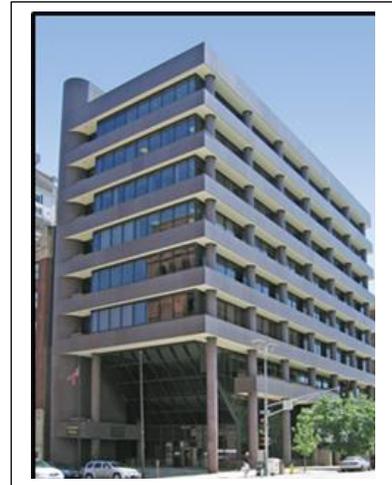
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Policies and Procedures often change as needs and technology advances. NDC maintains the right to add, modify or remove policy procedures as it deems necessary to operate an efficient data center environment. Refer to this online manual frequently to access the latest version.

## DATA CENTER DIRECTIONS / PARKING INSTRUCTIONS

### Omaha Location:

1623 Farnam Street  
Suite 860 (8<sup>th</sup> Floor)  
Omaha, NE 68102  
402 342-2656



### Farnam Plaza Building:



### Parking Information - Several parking options exist:

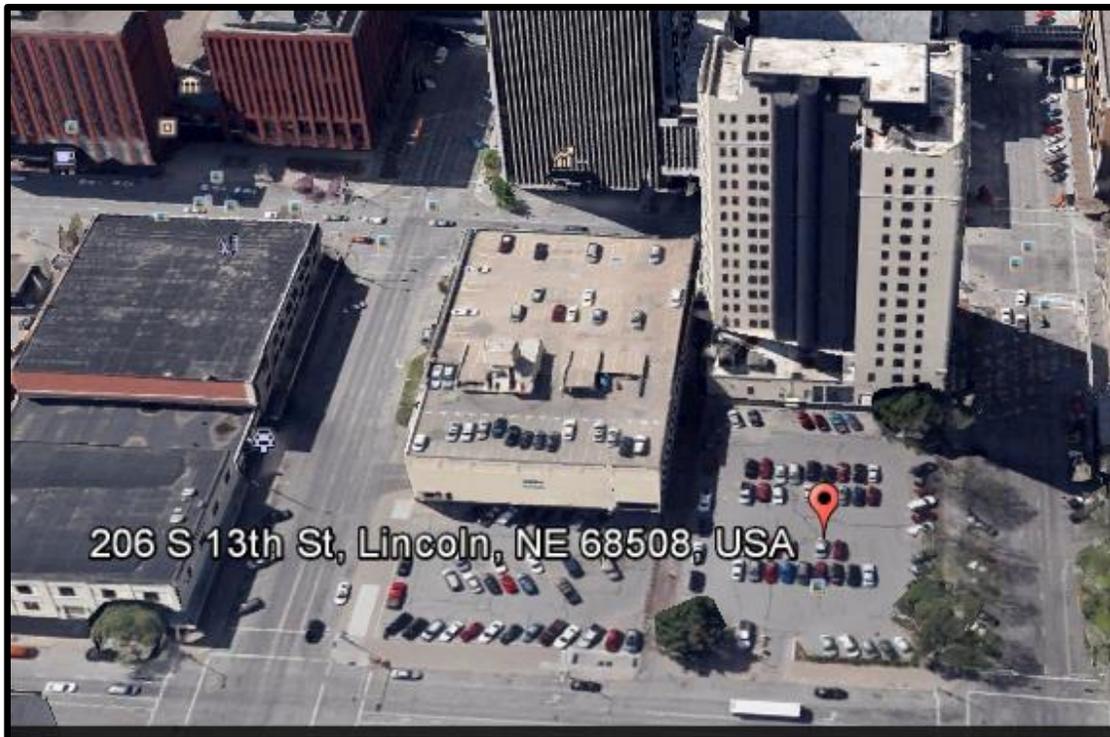
1. Park at any parking meter in the vicinity. The meters offer up to 2 hours of parking and take coin and credit/debit cards.
2. Free parking is available in the Farnam Plaza parking lot immediately south of the building. Enter the alley way south of Farnam Street either from 16<sup>th</sup> or 17<sup>th</sup> Streets. Park in any of the spaces reserved for NDC or "Farnam Plaza" visitors, and walk west up the alley to the building entry on the corner of 17<sup>th</sup> and Farnam Streets.
3. 17th Street Parking Garage - BrandeisBuilding, Cash only for hourly rates.  
1705 Douglas Street  
Omaha, NE 68102

## Lincoln Location:

206 South 13<sup>th</sup> Street  
Suite 601 (6<sup>th</sup> Floor)  
Lincoln, NE 68508  
402 342-2656



## The Sharp Annex Parking Lot:



## Parking Information - Several parking options exist:

1. NCC has free parking available for customers and visitors directly behind (East of) the building. Enter from 14<sup>th</sup> street between M and N Streets and park in any open stall.
2. There is meter parking provided by the city surrounding the building. Meters have a 2 hour limit and accept both coins and credit / debit cards.
3. 1318 M Street Parking Garage: A covered parking garage that is accessed via "M" street between 13<sup>th</sup> and 14<sup>th</sup>. Parking is by the hour with a daily rate of \$6.00. Cash only.

## PHYSICAL SPACE OVERVIEW

### General Data Center Policies

To preserve the facility and facilitate a well-organized and efficient data center environment, NDC asks that all customer adhere to the following general policies as it relates to these general guidelines.

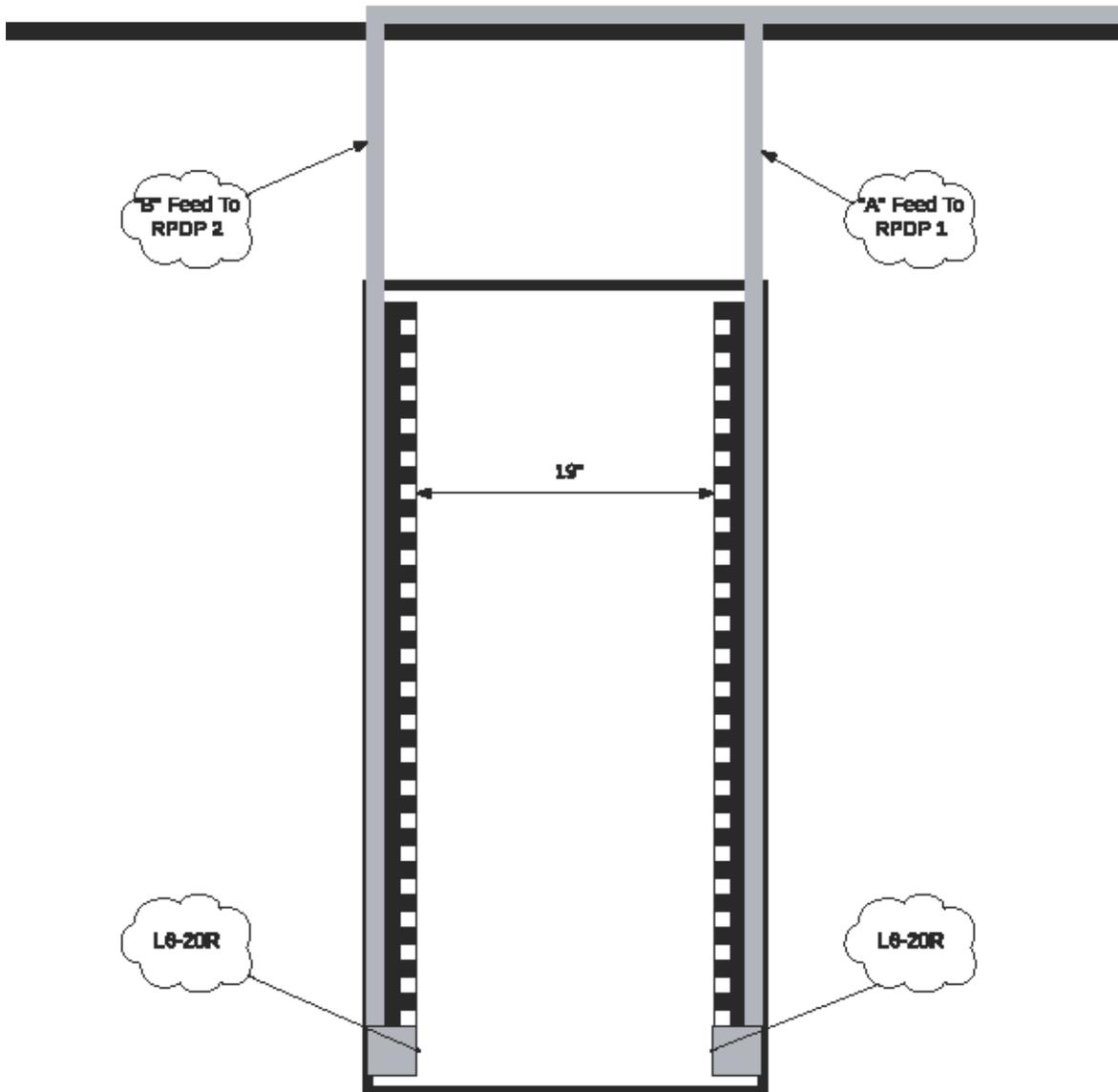
- Customer space shall, at all times, be clean, neat and orderly. Customer space shall not pose any danger or hazard to customer or employees, (including subcontractors) that may be requested or required to enter to perform a service.
- Customers must take all necessary precautions to ensure the physical security of property contained within their customer location(s). Cage and cabinet doors must be secured at all times when a Customer is not physically present.
- NDC must always have access to any customer cabinet, cage, or suite for emergency purposes.
- Should the locks or doors not function properly, Customer should contact the on-site Operations Manager for assistance. Please do not try to pry, bend, or force the doors open. Customer shall be responsible for any repair charges associated with any damage to doors caused by Customer.
- No combustible material, i.e. cardboard, foam, or paper may be stored in Customer cabinet or cage. Staging Areas are provided outside of the Data Center floor. Customers must remove all refuse materials from the Customer and Common Areas the same day as the work was performed. Materials must be placed in designated disposal.
- The creation of “office space” within the Customer Area on the Data Center Floor is prohibited. The NDC conference room is available with prior approval and office space is available for monthly lease; contact the NDC Account Representative for additional information.
- All furniture items within the data centers, including chairs, table, and server cabinets are the property of NDC. Furniture items may not be added, removed or relocated without NDC’s approval.
- Equipment must be installed and mounted so that the intake is facing the front of the rack, and the exhaust is facing the rear. Customers should contact the Operations Manager for assistance prior to racking equipment to ensure the Hot/Cold aisle configuration is maintained. Failure to adhere to this policy will result in request to restack equipment.
- All unused rack unit space on the front/cold aisle side of the cabinet shall have blanking panels installed.
- All spare equipment shall be stored in a cabinet and must be kept in approved plastic or metal containers.
- “Unracked” operating equipment outside of cabinets or racks, is strictly prohibited
- Customer may not hang or mount anything on the cage or cabinets unless authorized by the NDC Operations Manager for storage purposes.
- The tops of cabinets or ladder rack may not be used for physical storage.
- Unsecured cabling across aisles or on the floor is strictly prohibited. All devices must be installed in a cabinet. Ladder racking must support all cabling between cabinets and rows.
- Customer may not make physical alterations or modifications to the space, without prior written permission from the NDC Operations Manager.
- All telecommunications cabling in the overhead conveyance system shall be run by NDC staff or their contractors. No other cabling may be run in the cable tray without the prior approval of the Operations Manager **and only under supervision by NDC staff.**

- All decommissioned communications cabling – including voice, data and fiber cabling in overhead conveyance system must be removed by NDC personnel. Decommissioned cables are defined as cables that are abandoned or no longer to be used in the data center.
- Inspections will determine if the installation is compliant with this document and possible other required compliances such as building code, electrical code and structural integrity. NDC staff has the final approval for all installations and all discrepancies will be repaired or replaced in a timely manner.

**Standard Cabinet Setup – Rear View**

During the NDC “Welcome Meeting” which is scheduled shortly after the agreement is signed, NDC will review the cabinet installation setup. Unless requested otherwise, the cabinet will be installed according to the following configuration:

**300C-R4-C8**



## Standard Tumble Lock Instructions

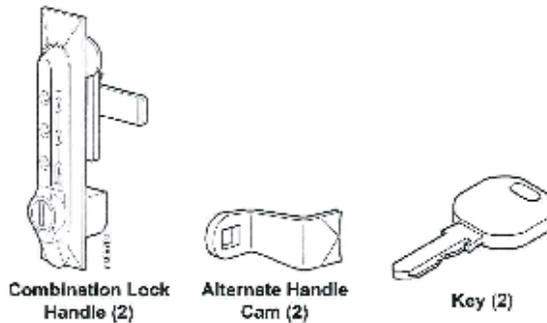
NDC standard cabinet locking system is a combination three digit tumble lock. Other options are available upon request for an additional charge. To set your personal combination, follow the procedures below:



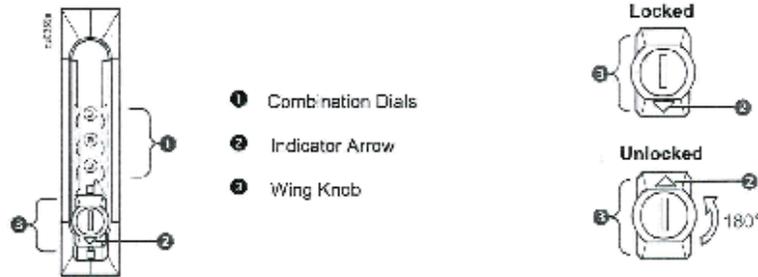
# Combination Door Lock Handles for NetShelter™ Cabinets

AR8132A

Inventory



### Parts Identification



#### Unlock using the Dials:

1. Dial the combination **1** (factory default = "000").
  2. Turn the wing knob **3** until the arrow **2** points up (unlocked position).
- NOTE:** The use of the provided key will override the combination.

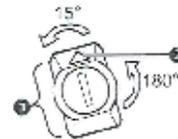
#### Lock using the Dials:

1. Turn the wing knob **3** until the arrow **2** points down (locked position).
2. Turn the dials **1** to randomize dials and clear the combination.

#### Changing the Combination:

**NOTE:** To change the combination, the existing combination must be known.

1. Dial the combination **1** (factory default = "000").
2. Turn the wing knob **3** until the arrow **2** points up (unlocked position). Turn it counterclockwise an additional 15°, and enter desired new combination.
3. Turn the wing knob clockwise 15° back to the unlocked position. The new combination is set.



## PHYSICAL SECURITY AND ACCESS CONTROL POLICIES

### **Physical Security**

Nebraska Data Centers takes security as a vital component of our data center services. The procedures as outlined in this document have been developed to establish policies to maintain a secure Data Center environment. It is important that all employees, vendors, customers, contractors and authorized visitors of NDC comply with these policies.

The security within our facilities involves multiple layers of access while also providing the convenience of 24/7/365 access to our authorized customers. Our security involves the following features:

1. Building Perimeter Monitoring – with video cameras on doors and surrounding areas
2. Guard Station – with ID verification, and login policies for building guests and vendors
3. Indoor Monitoring – 24/7 video of all indoor spaces and suites
4. Proxy Card Building Access – Secured doors require proxy card to enter
5. Elevator Proxy – Floor access is controlled through the proxy to restrict inside access
6. Man Trap Proxy – Access to the data center hallways requires another layer of approval
7. Dual Factor (Proxy and Fingerprint) required for data center suite access
8. Cabinet / Cage Access – Combination lock or better

### **Access Control Policy and Procedures**

***Any violation of the policies as outlined in this document by customers, employees, contractors and vendors may result in temporary and/or permanent suspension of access privileges or, when appropriate, legal action. For vendors and contractors, violation of security procedures is grounds for contract termination and immediate dismissal from the property.***

**Primary Guidelines** - The “**Data Center**” is a restricted area requiring a much greater level of control than typical spaces. Only those individuals who are expressly authorized to do so by NDC may enter the area. Access privileges will only be granted to individuals who have a legitimate business need to be in data center.

All customers sharing the Data Center will familiarize themselves thoroughly with this document. Any questions regarding policies and procedures should be addressed to NDC Operations by calling 402-342-2656 or emailing [noc@nebraskadatacenters.com](mailto:noc@nebraskadatacenters.com).

The only exception allowed to the Data Center Security Policies and Practices is the temporary suspension of established rules if it becomes necessary to provide emergency access to medical, fire and/or police officials, etc.

**Levels of Access into the Data Center** - There are multiple “Levels of Access” to the Data Center – Controlled Access, Escorted Access and Temporary Access.

**Controlled Access** is given to individuals who have access authority into the Facility, into the elevator and into the authorized Data Center space. Controlled Access is granted to the individual whose job responsibilities require that they have access to the specific designated areas within the facility.

A person provided Controlled Access will have access into the facility, elevator and the data center on a 24/7 basis. These individuals will be registered in the NDC security system, the building security system and will be provided Customer Badges that will be uniquely assigned to them. The controlled access begins with entrance doors as well as the elevators. During normal business hours, these Customers will be allowed to enter the front door and back doors. If they enter the front door of the Omaha facility, the Security Officer may ask for them to provide identification and badges.

**Escorted Access** is closely monitored accesses given to people who have a legitimate business need for infrequent access to the Data Center. "Infrequent access" is generally defined as access required less than 4 times a year. Individuals with Escorted Access will *not* be issued badge access via NDC Operations.

A person provided Escort Access is required to sign in and out under the direct supervision of an NDC Operations employee. The individual must provide positive identification upon demand and must leave area when requested to do so NDC Operations Authorized Access List.

A person with Escorted Access to the area must not allow any other person to enter or leave the area.

**Meet Me Room (MMR) Access** is only available via Escorted Access. All request to enter the MMR must be done by emailing the NDC NOC at [NOC@nebraskadatacenters.com](mailto:NOC@nebraskadatacenters.com). All requests must be received 48 hours in advance of required access

**Temporary Access** It is policy of NDC Operations not to issue access cards to the Data Center for temporary access purposes. Request for exceptions to this policy will be considered on a discretionary, case-by-case basis. If NDC Operations issues an access card to an individual, the individual may not share, loan or copy the access card. Only those granted Controlling Access can request and be issued an access card which only will be granted on a limited, justifiable basis.

NDC Operations performs the actual physical management of badges and access cards for the Data Center Areas.

## **Access List Management**

**Managing Access to the Data Center** - Customers with equipment in the Data Centers may request access to the Data Center. The individuals designated by the requesting customer shall be granted access once NDC completes the authorization process. To initiate authorization for access, customers should submit the "Access List Management" form (Appendix B) to the NCD NOC at [noc@nebraskadatacenters.com](mailto:noc@nebraskadatacenters.com).

Upon receipt of the notification to request access approval, NDC Operations will schedule an appointment with the individual requesting access. During this onsite visit, the individual or individuals will review the NDC Data Center Access Policies and be asked to sign a "Data Center Access Agreement" (see Appendix A). A copy of the completed Agreement will be given to the requestor for proof of authorization and the original document will be maintained on file at NDC. Once the agreement is signed, NDC Operations will administer the access process by securing a unique proximity card and fingerprinting the individual for biometric access.

If for any reason, individuals who have been granted *Controlled Access* no longer needs or warrants access,

**Termination of Access** It is the responsibility of the Technical Contact as noted in the NDC MSA and or primary contacts contractor to notify NDC as soon as possible of the change in access status by submitting the "Access List Management" form. NDC will then terminate access privileges for that individual until further notice. This is extremely important in cases where the employee was terminated for cause.

Additionally, periodic (at least annually) reviews will be performed with any level of access to the Data Center by NDC Operations. As part of that audit, customers will receive a list of all individuals with approved access. If an individual no longer requires Data Center Access it will be revoked at this time.

**Access Control Log** The Data Center Access Control Log is managed by NDC Operations staff and kept in the NOC. All individuals with *Controlled Access* to the Data Center are responsible for ensuring that they have contacted NDC when providing Escorted Access. The following procedures must be followed.

- ◆ Each time an individual with Escorted Access to the Data Center is admitted to the area, he must properly log in on the Access Control Log at the time of entrance. The person admitting the visitor must countersign and fill out the appropriate section of the form.
- ◆ Each time an individual with Escort Access leaves the area, he must properly log out on the Access Control Log at the time they leave (even for a short time). The person with Controlled Access to the area who allows the visitor to leave must make sure to fill out the log when the Escort leaves the facility.

**Exception Reporting** All infractions of the Data Center Physical Security Policies and Procedures shall be reported to NDC Operations as soon as possible.

Should an unauthorized individual be found in the Data Center it must be reported immediately to a member of NDC Operations. If this occurs after business hours, the Operations Manager should be contacted at 402-342-2656. The unauthorized individual will be escorted from the Data Center immediately.

Any forcible or improper entry into the Data Center should be immediately reported to NDC Operations, which shall deal with the situation expeditiously.

Individuals with *Controlled Access* should monitor the area and report any individuals who appear to be compromising either the security of the area, the activities, or disrupting the operations. It is particularly important that individuals with *Controlled Access* show initiative in monitoring and maintaining security of the Data Center.

## **General Data Center Operations Policies for Customers**

All authorized personnel must adhere to the latest version of Nebraska Data Center's Security and Access Policy and Procedures document.

Customers are restricted to authorized areas only, including the lobby, conference rooms, common areas and customer space on the data center floor.

Security controls include elevator proxy cards, bio metric entrance doors, cabinet locks, sign-in procedures for all ingress and egress, managed key and access card plans and managed access permissions and access request methods.

Closed-circuit television (CCTV) cameras are used to monitor all areas of the facility's including lobbies, common areas, data center floor space, admin areas and engineering plant critical infrastructure areas for your safety. All CCTV cameras are monitored and images are retained. Violations noted by camera will be addressed promptly.

Tampering with, or in any manner adversely affecting, security and/or safety systems within NDC is strictly prohibited.

Doors may not be propped open. These access doors are monitored and alarmed.

NDC reserves the right to access any part of the data center at any time for safety and security reasons.

All persons entering the Data Center must:

1. Possess a valid government issued photo ID
  - a. This includes a driver's license, state-issued identification card, passport, or military identification card.
  - b. Identification cards issued by employers (company ID) are not acceptable
  - c. Other forms of identification that are not issued by government agencies, such as a credit card, are not acceptable.
2. Have authorization to access the facility via their respective companies Access List

## CUSTOMER CONDUCT

Nebraska Data Centers provides a safe and secure environment for our customers to maintain mission critical infrastructure that is vital to the success of their business. It is therefore expected that all customers, their representatives, and or contractors conduct themselves in a professional manner that is appropriate in such environment. Therefore the following conduct rules apply with no exceptions.

- All customers and customer vendors shall conduct themselves in a courteous professional manner while visiting NDC Facilities. Customers shall refrain from using any profanity or offensive language.
- Customers may not tamper with, or in any manner adversely affect, security, infrastructure monitoring, and or safety systems within NDC.
- Alcohol, controlled substances, firearms and explosives are not permitted on the NDC property. Smoking, including electronic versions, drinking, and eating are strictly prohibited within the NDC facilities. A smoking section is provide at the rear of the building or within the parking lot area.
- Persons under 18 years of age or requiring adult supervision are not permitted within NDC without the express written permission of NDC.
- All visitors to NDC should wear appropriate footwear and attire.
- Unless otherwise expressly permitted by NDC in writing, storage of combustible materials (e.g. wood, cardboard and corrugated paper, plastic or foam packing materials, flammable liquids or solvents) is prohibited within the NDC.
- Customers are expected to be familiar with and adhere to all OSHA standards associated with work in a computer room environment.
- Skateboards, skates, scooters, bicycles or other types of vehicles are prohibited in the Data Center.
- Sharing of NDC proprietary information, without the express written permission of NDC is strictly prohibited.
- All hand-carry containers, boxes, bags, laptops, purses, backpacks, or equipment carried into or out of the Data Center are subject to inspection by NDC staff and/or Security.
- Customers must cooperate and obey all reasonable requests of NDC personnel while within the data center, including immediately addressing any violation of rules when brought to Customers' attention.
- Any use of cameras, video and other photographic equipment are prohibited within the Data Center without the express written permission of NDC. No person, other than NDC personnel, shall be permitted to take photos or record videos within the Data Center. If pictures or video are required for insurance or marketing purposes, contact your NDC account representative.

## POWER USAGE GUIDELINES

NDC offers a comprehensive power infrastructure designed to maintain \_\_\_\_\_ availability. Building power, provided by the local utilities is backed up by uninterrupted power source (UPS) and diesel generators is delivered to your cabinet, cage or suite according to the requirements provided within each agreement. It is the responsibility of the customer to apply and use that power as intended and within all proper codes.

- All Customers are required to utilize the power delivered to their space in accordance with NFPA 70: National Electric Code.
- All power feeds will include at least one (1) "A" and one (1) "B" feed.
- It is the Customer's responsibility to provide Power Distribution Units (PDU) inside the cabinet or rack level.
- It is the Customer's responsibility to maintain appropriate power usage levels on each "A" and each associated "B" feed. Failure to do so could result in complete power loss to the space in the event of planned maintenance or unexpected power failure to either power feed.
- Appropriate power usage level is considered to be less than 50% of the circuit breaker's trip rating.
- Random audits will be performed to check for violations of these guidelines. If it is found that a Customer is utilizing power circuits above appropriate usage levels, the **Customer will be notified and required to make immediate adjustments and or contract for additional power at the cabinet.**

Please direct any power related concerns to the NDC Network Operations Center (NOC).

## NDC SUPPORT – CONTACT PROCEDURES

Nebraska Data Centers' standard business hours are from 7:30 am to 5:00 pm – Monday thru Friday. However, we understand that the nature of your needs are 24-7. Therefore, we have implemented a comprehensive security protocol that offers our customers full access to their proprietary equipment and network infrastructure. The following information provides a guideline for those instances where you need NDC support.

### **General Operational Support**

The Network Operations Center provides general operational support and customer service. For any operational questions, helping hands requests, issues related to your cabinet, cage or suite, contact the NOC at:

#### **Network Operating Center (NOC)**

**Phone: (402) 342-2656**

**Email: [NOC@nebraskadatecenters.com](mailto:NOC@nebraskadatecenters.com)**

*Note: For **urgent** after hour support, dial the NOC number and press 4 (Omaha) or 5 (Lincoln) for emergency support. Your message will be broadcast to on call staff who will respond promptly. Please leave a clear message including the phone number you can be reached.*

### **Cross Connections**

To order cross connections, send the completed cross connect form and the "Letter of Authorization" (LOA) from the selected carrier to:

Email: [CrossConnect@nebraskadatecenters.com](mailto:CrossConnect@nebraskadatecenters.com)

*Note: NDC executes cross connections in the order the completed forms are received at this email address. Sending the forms to individuals or other departmental contact email addresses could result in a delay in completion.*

### **NDC Security Authorizations**

Only the *Primary Customer Contact*, as noted in the NDC Master Services Agreement, has authority to request additions and deletions from the list of Authorized Customer Representatives (ACR). To request changes, send an email to the address listed below with the name(s) of the individual(s) that are affected and the desired action. For additions, NDC will reply to the request and attach the latest version of the *Access Control Policies*. The policies should be reviewed by the new ACR and the last page signed and returned to NDC. The ACR can then contact the NOC to schedule a time/day to get credentials issued, which requires an onsite visit for fingerprinting. The signature page must be submitted before authorization can be granted.

Email: [Security@nebraskadatecenters.com](mailto:Security@nebraskadatecenters.com)

## **Shipping / Receiving**

At times, it may be more convenient to have equipment and materials delivered directly to NDC facilities. In these cases, NDC will store your deliveries in a secure place for up to 30 days at no charge. However, we do ask that you notify us in advance so we know to expect and accept the delivery. To notify NDC of a pending delivery, send an email to:

Email: [Shipping@nebraskadatecenters.com](mailto:Shipping@nebraskadatecenters.com)

### **Shipping Address:**

#### **Omaha**

Nebraska Data Centers  
1623 Farnam Street  
Suite 860  
Omaha, NE 68102  
(402) 342-2656

#### **Lincoln**

Nebraska Data Centers  
203 S. 13<sup>th</sup> Street  
Suite 601  
Lincoln, NE 68508  
(402) 342-2656

*Note: To assure that our customers are not held liable for payment of unordered equipment, NDC will refuse packages for any deliveries that are not scheduled. To avoid delays, or possibly additional shipping costs, please make every effort to notify us of any equipment shipped direct to NDC.*

## **NDC Billing**

Invoicing and Accounts Receivable services are provided within the NDC corporate office in Hollywood, CA. Unless otherwise noted, all invoices are sent through email 30 days in advance of the due date. Questions related to your invoice should be directed to:

Phone: (323) 957-8628

Email: [Billing@nebraskadatecenters.com](mailto:Billing@nebraskadatecenters.com)

### **NDC Staff Contact List**

For ongoing operational support, it is important to contact NDC through the channels listed previously in this document. However, should you need to reach specific individuals within NDC, the following is a list of key contacts.

<b>NAME</b>	<b>TITLE</b>	<b>EMAIL</b>	<b>PHONE</b>	<b>CELL</b>
Todd Cushing	President	tcushing@nebraskadatacenters.com	(402) 625-0380	(402) 510-4048
Mike Friend	Director, Sales	mfriender@nebraskadatacenters.com	(402) 625-0382	(402) 980-5670
Eric Flock	Operations MGR	eflock@nebraskadatacenters.com	(402) 625-0379	(402) 510-4048
Howard Kauk	VP, Administration	hkauk@nebraskadatacenters.com	(402) 625-0381	(402) 332-8155
Don Phares	VP, Technical Svcs	dphares@nebraskadatacenters.com	(402) 625-0386	(402) 802-4766
Roger Willey	VP, Sales & Mktg	rwilley@nebraskadatacenters.com	(402) 625-0383	(402) 415-7755

## NDC SUPPORT POLICIES AND PROCEDURES

**Trouble Ticket** – Should you have an issue that requires urgent NDC attention, follow these procedures:

- Initiate a Trouble Ticket by the NDC NOC at [NOC@nebraskadatacenters.com](mailto:NOC@nebraskadatacenters.com). Be sure to include a detailed description of the issue and a telephone number that you can be reached.
- A member of the NDC Operations team will follow up with you to address the issue.
- For emergency situations please follow the Escalation Procedures.

**Helping/Remote Hands** – Use the following process to secure NDC onsite support.

- Remote hands services are available by sending the *NDC Remote Hands Request Form* (Appendix C) to [NOC@NebraskaDataCenters.com](mailto:NOC@NebraskaDataCenters.com).
- Remote Hands Service requests may be denied should Customer's cabinet be identified as noncompliant with Industry Best Practices. Industry Best Practices for cabling standards is the Telecommunications Industry Association/Electronic Industries Association (TIA/EIA) Cabling Standards 568 and 569.
- If Customer intends to use Remote Hands Services, all devices and cabling must be clearly labeled in a unique naming fashion. In order to reduce confusion, there should never be two devices or cables with the same name.

**Shipping/Receiving/Unloading** – Note the following when shipping equipment or packages directly to NDC.

- Outbound packages to be sent by USPS, UPS, or FedEx can be left with NDC for pickup. All three carriers pickup from the Data Centers on a regular basis.
- Inbound packages and freight shipments must be coordinated with the NDC NOC by emailing a request to [NOC@nebraskadatacenters.com](mailto:NOC@nebraskadatacenters.com).
- Shipments arriving without prior coordination are subject to refusal.
- All freight shipments must arrive on a truck with a lift gate.
- Customer unloading areas are available in the rear of both Data Center Facilities
- All packaging must be broken down in a Staging Area before entering the Data Center space.

**Scheduled Maintenance Notifications** – In rare instances NDC will need to issue a scheduled maintenance notice. The procedures followed by NDC Operational staff are as follows.

- NDC will attempt to give at least two (2) weeks notice via email prior to any scheduled network or power outages.
- It is the responsibility of the Customer to maintain an accurate and updated maintenance notification list. Notification list can be updated by sending the *Maintenance Notification List Management* form (Appendix E) to the NDC NOC at [NOC@nebraskadatacenters.com](mailto:NOC@nebraskadatacenters.com).

## EMERGENCY INFORMATION

The following is information that will be helpful should an emergency occur while you are visiting an NDC facility.

**Medical Emergency** – Call 911 if urgent issue. There are several hospitals located near each facility, but the closest is:

Omaha – Clarkson Hospital (add address and phone)

Lincoln – Need name of hospital

**Fire Emergency** – Call 911. Immediately exit any data center space and exit the building using the nearest stairs. Proceed to “Street” level and get far away from the building.

**Tornado or Severe Storms** – It is recommended that you avoid the data center space whenever possible during inclement weather. However, if you are present within the facility and a tornado warning is issued, follow these steps:

Omaha

Lincoln

**Emergency Evacuation Route** – In all cases of emergency, the appropriate route to exit the building is as follows:

Omaha Evacuation Plan (wouldn't this be posted somewhere or available from Colliers?)

Lincoln Evacuation Plan (wouldn't this be posted somewhere or available from Colliers?)

## CABLING POLICIES

NDC followings BICSI standards for all low and high voltage cabling. To maintain the operational integrity of our facilities and maintenance and ongoing support, we ask all customer to adhere to the following:

### **Riser / Outside Plant Cabling**

NDC must approve all building egress routes before access will be granted. Please contact us for a site visit BEFORE securing permits.

- All outside plant cabling installations will be coordinated with NDC Operations team. Requests are to be sent to [NOC@nebraskadatacenters.com](mailto:NOC@nebraskadatacenters.com).
- Outside vault usage is to be coordinated with vault owner
- Inside the data center, all cabling will be routed through NDC installed and managed pathways.
- All cables routed in conduits will be installed in a dedicated sleeve.
- All conduits and pathways will be installed to Industry Standards and Best Practices.
- Customer may have cabling delivered into their respective space or into the Meet-Me-Room (MMR).
- All OSP cabling delivered to the MMR will be done with the understanding that the customer will only have Escorted Access to their termination point in accordance with the *NDC Security and Access Policy and Procedure* document.
- All cross connections made to OSP cabling in the MMR will only be performed by NDC personnel in accordance with the *NDC Cross Connect Policy and Procedure* document

### **Tie / Horizontal Cabling Policy**

With the exception of within cabinet cabling, NDC will complete all low and high voltage cabling inside the facility. In those cases where customers complete the cabling the following policies apply:

- Any customer having more than two (2) cross connects into their space, will be required to have a presence in the Meet-Me-Room (MMR).
- Cabling between the customer's space and the MMR will be coordinated with the NDC Operations Manager.
- All cabling will be installed in accordance with Industry Standards and Best Practices
- The minimum fiber count will be 24 strands.
- All fiber panels installed in the MMR will be a minimum of two (2) rack units.
- All connectors in the MMR will be LC/UPC.
- Fiber panels and connector type in the customer's space are at the customer's discretion.
- After all fiber installations are completed they will be tested in accordance with industry standards.

## CROSS CONNECT PROCEDURES

### Cross Connect and Interconnect Procedures

One of the unique features of having your network infrastructure at a NDC is the high density of connectivity options. We have worked hard to streamline cross connections to provide a simple and expedient process to get your connections up and running. Following the process below will assure that your cross connections will be completed in a timely and accurate manner.

### **Definitions:**

**Cross Connect** - Connections made between two different 3<sup>rd</sup> party companies. This connection can be either copper or fiber.

**Interconnect** - Connections made between two points owned by the same company. This connection can be either copper or fiber.

### **Procedures:**

All connection requests must be initiated by emailing the *Cross Connect Form* (Appendix D) to [CrossConnect@NebraskaDataCenters.com](mailto:CrossConnect@NebraskaDataCenters.com). Instructions for filling out the *Cross Connect Form* can be viewed later in this document. Any *Cross Connect* request must be accompanied by an LOA from the company that is not initiating the request. After a request is sent the following can be expected.

- NDC will review the order for any missing information or discrepancies and reply with follow up questions if needed. This will include verifying CFA information, LOA, and execution of the cross connect form, which has been updated as part of this process.
- Upon verification, an email response will be provided back to requesting party indicating that the order has been approved and is being processed.
- Connections made entirely in the meet-me-room will typically be completed within 2 business days. Connections made partially or entirely outside the MMR will typically be completed within 10 business days.
- All patch cables will be constructed and tested to meet commercial cable standards.
- Before installation all fibers will be cleaned, scoped and tested.
- After installation both ends will be labeled with the opposite end's location.
- Records will be updated with the NOC to reflect the utilization of the ports and their assignments. An excel spreadsheet of a customer's panel will be available by request.
- A completion notice will be emailed to the requesting party via email.
- All countersigned paperwork will be emailed 2-3 business days after completion. This will include the circuit ID and service order number.

See the following page for specific instructions to complete the cross connect form.

**nebraska data centers**  
**Cross Connect Request**

**Cable Type**  
 2 Strand Fiber  
 Copper

**Connection Type**  
 Cross Connect  
 Interconnect

**Location**  
 Omaha  
 Lincoln

Date	Term (Months)	From Customer	To Customer	NRC	MRC
Today's Date	24	Connecting Customer	Connecting Customer	\$300.00	\$100.00

**"From" Customer Contact Information**

Name	Phone Number

**"To" Customer Contact Information**

Name	Phone Number

**Circuit ID**

Customer Assigned (optional)  
NDC assigned

**Customer Facility Assignment Information**

From: 0					To: 0				
Room	Row	Rack	Panel	Ports	Room	Row	Rack	Panel	Ports

Letter of Agreement: Customer ("From" identified above) authorizes NDC and/or its assignee to complete a two (2) fiber SMF cross connect to connect Customer ("To" identified above) in the ports as specified above in the NDC Meet-Me-Room. Nothing in this agreement is intended to constitute a joint venture, partnership, or other relationship between the parties, or to create any agency, joint or several liability, or any other legal relationship between the parties. This LOA must include all Row, Rack, Panel, and Port Information for both "From" Customer and "To" Customer Room, Row, Rack, Panel, and Port Information. This LOA must be signed by the authorized representative of the Customer.

Nebraska Data Centers LLC (NDC) and Customer, by its signature below, authorizes and agrees to all the terms and Conditions of this Service Order. Upon execution of this Service Order by both OR upon acceptance by the Customer of the Services described herein, Customer and NDC have entered into a contract consisting of this Service Order as outlined above and any additions and/or amendments to this document which are attached hereto or have otherwise been made available to Customer and are incorporated herein by reference.

The Non-Recurring Charge and the first month's MRC will be billed upon completion of the cross connect and notification to customer that the cross connect has been completed. The Customer ordering this Cross Connection agrees to pay all charges indicated above and a 24 month term for services.

In no event shall NDC, its employees, any Customer Representative, or any third party be liable for any claims arising out of or related to Customer's activities at NDC or otherwise, or for any lost revenue, loss of equipment, loss of technology, rights or service, incidental, direct or indirect or consequential damages, loss of data or interruption or loss of use of Service or of any Customer's equipment, or otherwise, of the possibility of such damages, whether under theory of contract, tort (including negligence), or otherwise.

0 Nebraska Data Centers

Authorized Signature \_\_\_\_\_ Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_ Print Name \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

NDC Service Order Number \_\_\_\_\_

## BILLING PROCEDURES

Howard...

## FORMS

Let's put these on each page once we get this on the website. So, they can load the documents and even submit them online....