MMR: POLICY, RULES, AND REGULATIONS

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Policy

The purpose of this Policy is to describe the Meet Me Room rules, regulations, security and access procedures for all Meet Me Rooms within the STACK Infrastructure (STACK) portfolio, referred to in this document as MMR(s).

Disclaimer: This document is meant to apply to and be distributed to all Carriers, Clients and Carrier/ Client Contractors or Vendors that require access to the MMR. STACK reserves the right to modify, supplement, and make changes to this document as required. Changes shall become effective immediately and notification of changes will be sent by STACK to Carrier and Client contacts.

Introduction

The Meet Me Room is classified as a high security area because it connects Clients to Carriers and ultimately to the outside world. The MMR is comprised of Carrier/Service Provider Points of Presence (POP) and STACK Client distribution points. All work performed inside the MMR must be performed in compliance with the rules and regulations set forth in this document. The following rules and regulations are designed to help provide secure and uninterrupted delivery of communication and network services.

Security Service

MMRs are controlled and operated by STACK and are protected by STACK Security. STACK will provide the same level of security to the MMR as it provides for the data halls and will only allow access to authorized persons.

The STACK access card reader and biometric system controls access to the MMR. All access card events are date and time stamp recorded.

Security cameras are located within the MMR. Security camera recordings are saved for 93 days. Limited review of video information is available upon request in response to a specific event.

- All Carrier and Client distribution equipment must be housed within designated racks or locking cabinets.
- Determination of rack or cabinet type is made solely by STACK Critical Operations and can differ depending on the specific MMR layout.
- All persons accessing the MMR must be in possession of a permanent access badge or temporary access badge under the STACK access policies and procedures.
- All authorized persons entering the MMR are required to present their card/biometric to the card reader before access is granted.
- All persons accessing the MMR on behalf of a carrier or client must be pre-approved by an authorized designee of that carrier or client.
- All persons accessing the MMR will be escorted by security or authorized STACK employees.
- All installation or change work planned within an MMR requires STACK approval of Scope of Work (SOW), which clearly identifies the location and scope of work to be performed, with medium or higher risk activities also requiring a Method of Procedure (MOP).
- STACK reserves the right to remain present in MMR during the work performed, if deemed necessary.
- When all work in the MMR is complete, personnel must check out with STACK Security and return any temporary access badge that may have been issued.

Access

Access for the MMR follows the same procedures for access to the Facility. In addition to the procedures for access to the Facility, additional permissions are required to gain access to MMRs.

Scheduled Access

- To ensure timely access for MMR visit, STACK requests 48 hours' advance notice, which should include the names of the individuals requiring access and a description of the work and time required.
- MMR access requests may be made directly with STACK Security or Critical Operations by email or in person.

The following information must be provided to STACK Operations, <u>before</u> access will be granted:

- *Site Address;*
- *Date and Start Time;*
- *Technician Name;:*
- *Tech Phone Number;*
- *Tech Email;*
- *Customer Name;*
- *Reason for Access;*
- *Equipment Location;*
- *Rack location;*
- *Was this a STACK customer request?: YES - NO*
- *Did the customer submit site access request for the carrier? YES - NO*
- *Was a remote-hands request submitted to STACK Operations for vendor monitoring? YES - NO*

A SOW is required <u>before</u> access to the MMR is granted; if the service is performed for a client, then client's name and contact information must also be provided. Additionally, for higher risk work, a MOP may be required for review and approval, prior to start of work.

Emergency Access

- A notification and description of the emergency including any impact on other customers is required to be submitted:
    - Via email to STACK Security
    - Via hard copy to STACK personnel on-site at time of arrival
- Emergency access must be approved by STACK Critical Operations <u>before</u> access will be granted.

Meet Me Room Operations and Management

The MMR is comprised of both Carrier/Service Provider POPs and STACK client distribution points:

1. **Carrier POPs** - STACK Security has control and access to carrier/service provider racks and must be present to grant access.

2. **Client Distribution Points** - By policy, STACK Clients do not directly access their distribution points within the MMR.

Clients are to contact STACK with any requests for cabling between distribution point and desired service port. Cross connects are the responsibility of STACK, as directed by Client and Carrier requirements, and are subject to the execution of an order or other agreement by the party requesting the cross connect and the payment of the applicable non-recurring and recurring charges. Clients requesting cabling must provide STACK with a proper Letter of Authority/Connecting Facility Assignment issued by the service port provider before STACK effects the connection. At STACK's discretion, Clients may be authorized to perform work on their own MMR equipment.

Rules For the MMR

- A SOW must be approved by STACK Critical Operations prior to work commencing, in some cases, with a MOP required as well.
- Only authorized personnel are permitted to access the overhead ladder and cable distribution.
- Work must be performed in a professional manner; it must comply with industry standards and the standards set forth below in this document. All cabling must be neatly dressed before being put into service.
    - o STACK reserves the right to have the work removed or replaced if it does not meet these standards.
- Extreme care should always be used when working in the MMR.
- MMR Clients must remove any trash before they leave the MMR and at the end of each working day.
- MMR Clients are required to keep their space neat and clean.
- All cabling installed must be clearly labeled on both ends (see below).
- At completion of the work and prior to activation (see Pre-Activation Check), the Client/Carrier must notify STACK Critical Operations so that work can be inspected and verified against these rules and regulations and the MOP.
- STACK Critical Operations must be notified IMMEDIATELY of any unplanned occurrence within the MMR, including disruption of any cross-connect or power circuits.
- STACK management will audit Client/Carrier equipment on a continual basis and shall notify Client/Carrier if corrections are required.
- Any cable originating in a Client suite or Carrier line (each, a "Signal Cable") must terminate in the Client/Carrier leased or licensed area
    - o STACK Critical Operations reserves the right to make an exception to this rule.
- All Signal Cables will be run inside inner-duct and plenum rated.
- All horizontal cabling will be attached to a horizontal ladder rack, and all vertical cabling will be attached to a vertical ladder rack or cable management system.
    - o Inner-duct containing cable will follow the ladder rack.
    - o Inner-duct containing cable will run on top.
    - o Inner-duct containing cable must enter and leave the ladder rack from the outside (not through the rungs).
    - o Inner-duct must be laced or secured to the ladder rack.
- STACK Critical Operations will audit cable installations on a continual basis and shall notify Client/Carrier if any corrections are required.

Labeling Standard

- Cable installers are to label both ends of all client cables installed.
- Carriers are to label their cables and/or conduits with the Carrier Name and Circuit ID.
- Cable labels will include room, rack, panel, port of both ends on each label.
- If applicable, cable labels will also include carrier circuit ID.
- STACK Critical Operations will be responsible for any labeling required on racks/cabinets.

Pre-Activation Check

- At the critical period between the time the clients cabling or installation is completed, but before equipment is activated, the cabling or installation is to be checked by STACK Critical Operations prior to the equipment activation (powered, energized or turned up).

Prohibited Practices In MMR

- Work which deviates from or is in addition to the work described in a STACK-approved SOW and/or MOP.
- Working in areas other than the applicable Carrier's or Client's leased or licensed space.
- Deploying splice cans.
- Splicing outside of a Client/Carrier leased or licensed area (cabinet/relay rack).
- Splice cases in maintenance holes and hand holes.
- Slack loops must be neatly dressed and not impede future cabling capacity.
- Slack loops in maintenance holes and hand holes.
- Making any network connection which is not expressly authorized by STACK.
- Mounting anything on walls without specific permission from STACK Operations.
- Tampering with the access control system, HVAC settings, airflow, cameras, fire alarms, smoke detectors and signage.
- Tailgating:
  - i.e. following someone into the MMR without registering a badge on the access system.
  - Opening the MMR door from the inside to allow a person into the room without using the badge/biometric access device.
- Propping the MMR door open for any reason.
- Eating, drinking, vaping or smoking in the MMR.
- Taking photographs or video.
- Using the MMR to store or leave anything behind.
  - STACK Operations or Security will dispose of any such articles
- Cables blocking conduit Points of Entry (POEs).

Electrical Distribution

- STACK Critical Operations will manage all electrical distribution requirements and will determine the maximum power capacity for each breaker, cabinet or rack. Electrical Outlets will be provided at the specific rack location and labeled/assigned accordingly. No equipment may be plugged into any other electrical outlets in the room.
  - o Wall outlets may be temporarily used for test equipment during work execution but cannot be left unattended.
- An Access Agreement will need to be fully executed before any electrical circuit activation.
- STACK Critical Operations will control all electrical breaker positions.
- Redundant (A+B) circuits must be utilized, and the aggregate load of the paired circuits (i.e., A-side plus B-side) must not exceed 80% of the A-side circuit's rated capacity.
- Distribution panels will remain locked at all times.
- Coordination of breaker operation must be requested by Client or Carrier and operated by STACK Critical Operations.
- All AC and DC power cabling to cabinets and relay racks will be installed by an approved electrician and approved by STACK Critical Operations.
- Customers are responsible for connection or plug-in of all power for equipment in the space.
- STACK Critical Operations will audit Electrical Distribution on a continual basis and shall notify customers if any corrections are required.
- Where DC batteries are deployed, which is more common for Carrier deployments, STACK requests that the Carrier configure a localized alarm from the rack-mounted rectifier or remote alarming to the Carrier to notify for battery issues.

New Conduit Installations

- STACK Critical Operations will manage all new conduit installations leading in and out of the MMR.

Maximum Floor Loading

- Equipment installations may not exceed a maximum live load of 150 lbs. per square foot, except with STACK's prior written approval.

Cabinet and Relay Rack Installations

- STACK Critical Operations will manage the location for all cabinet and rack installations inside the MMR.
  - o STACK reserves the right to make exceptions to this rule.