



**Conversent**

*The Proven Choice  
in Telecommunications*

# **CONVERSENT DATA CENTER CUSTOMER HANDBOOK**

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## Introduction

Thank you for choosing Conversent Data Vault, LLC. for your enhanced colocation needs. We are committed to exceeding your service and support expectations.

This handbook outlines Conversent Data Vault's basic responsibilities regarding delivery of service to you and defines our expectations regarding the proper use of our colocation facility and associated services by our customers.

Our desire to provide secure and reliable colocation service is dependent upon the combined efforts of Conversent's staff and our customers, with respect to following defined operating procedures. We encourage all customers to familiarize themselves with this information and we welcome any questions regarding its content.

## Contacting Us

### General Inquiries & Billing Questions

*(Available 8am–5pm, Monday through Friday, holidays excluded)*

Phone: (508) 481-0050

Fax: (508) 481-0973

E-mail: [Billing@ConversentDataVault.com](mailto:Billing@ConversentDataVault.com)  
[Sales@ConversentDataVault.com](mailto:Sales@ConversentDataVault.com)

### Technical Support (for Data Center only)

*(Available 24 hours a day, 7 days a week)*

Phone: (877) 633-8247

E-mail: [Support@ConversentDataVault.com](mailto:Support@ConversentDataVault.com)

### Web Site

[www.conversent.com](http://www.conversent.com)

## Authorization Lists

During the colocation service set-up process, all customers are required to provide Conversent Data Vault with a list of individuals who are authorized to physically access or initiate telephone or e-mail support requests associated with the collocated equipment. Only those individuals identified in writing by the customer as authorized administrators may access the colocation area or initiate telephone or e-mail requests regarding collocated equipment or services. Each customer is responsible for providing timely notice to Conversent Data Vault's Network Operations Group of any changes to their **Authorized Access List**.

For each individual included on the **Authorized Access List**, the customer may specify whether the person has the authority to physically access the equipment, initiate phone or e-mail requests or both. List members can also be given authority to request changes to the **Authorization List** itself.

Each **Authorization List** record includes a password that must be provided with any phone or e-mail support request. Conversent Data Vault encourages user-specific rather than customer-specific passwords, but leaves password assignment to the discretion of our customers.

### Access to the Conversent Data Center

*Hours of Availability* — Conversent Data Vault customers may physically access their equipment 24 hours a day, 7 days a week with no advance notice required.

*Parking* – Free parking is available in both the front and back of the facility. After-hours facility access will require use of the back entrance (parking in the rear of the building is recommended). Vehicles must always be properly parked in accordance with any posted signs and other markings applicable to any of the parking areas around the building.

*Loading Docks* – Loading docks are available at the rear of the facility and are in close proximity to the colocation areas. The loading docks are designed to accommodate full-size tractor-trailer vehicles. However, the dock heights are at ground level, which will require any trucks delivering heavy equipment to provide their own lift gates.

*Signing In/Out* —All visitors to the Conversent Data Center must sign in at the Network Operations Center (NOC) window located on the main level of the facility. Visitors must provide a valid picture ID (i.e. Driver's License) to verify identification against the customer's defined **Authorized Access List** (all picture ID's will remain with the NOC for the duration of the visit). Visitors will also be asked to sign an access log and indicate the nature of their visit.

Individuals not listed on the customer's **Authorized Access List** may enter the facility after providing a valid picture ID and being signed in by the NOC, but must be escorted by an authorized representative of the customer at all times during the visit. An example of this may include a hardware vendor needing to make repairs to a customer's equipment in the facility.

Validated visitors will be issued a temporary access tag for the duration of their visit and will be allowed to enter the colocation area unescorted. Visitors may only access the portion of the Data Center specific to their collocated equipment, unless otherwise approved and accompanied by an authorized Conversent Data Vault representative.

All access tags must be returned to the NOC at the conclusion of each visit where a NOC representative will sign out each visitor and return all applicable picture ID's.

## **Technical Support**

Conversent Data Vault's Network Operations Center (NOC) is available 24 hours a day, 7 days a week and is responsible for monitoring the security and overall operation of the data center facility. This includes responding to network monitoring alerts, site access requests and other support requests initiated by customers either in person, via telephone or e-mail.

Customer representatives who have been authorized to make phone/e-mail requests specific to the collocated equipment may log a request at any time. When calling in, customers will be asked to identify themselves and provide their designated administrative password.

## **Server Down Instructions/ "Remote Hands" Requests**

Some of Conversent Data Vault's colocation offerings may include the execution of specific, pre-defined steps outlined by the customer with respect to their equipment and associated services when Monitoring is included in customer contracts. In the event a customer's server or monitored service is deemed to be "down," Conversent Data Vault staff will carry out the defined "server down" procedures for the system in question. This may range from a simple system re-boot, to slightly more complex steps that may involve restarting a specific application or service. In some cases, the instructions may simply request that the customer be contacted and advised of the problem with no further action required.

Conversent Data Vault provides each customer with a "Server Configuration and Action Form" where customers outline actions to be taken with Remote Hands requests. A separate form must be completed for each collocated server located in our facility. Forms may be obtained from the Conversent Data Vault Network Operations Center. Revised "Server Configuration and Action" forms should be submitted to the Conversent Data Vault Network Operations Center.

Conversent Data Vault may also provide basic "Remote Hands" services to customers upon request depending upon the contracted level of colocation services (a pre-defined number of remote-hands support hours per month may be included at no charge). If Conversent has not been contracted to perform these tasks for free, "Remote Hands" services will be billed on a time and materials basis in 15-minute increments at current Conversent Data Vault labor rates. Examples of typical "Remote Hands" requests include, but are not limited to, server hardware resets, tape swaps, disk insertions and validating LED status on devices. "Remote Hands" requests may also include execution of basic commands to start/stop system services based on a customer's specific verbal or written instructions (i.e. the "Server Configuration and Action" form).

Conversent Data Vault staff will always strive to accommodate customer support requests to the best of their ability and as rapidly as possible. However, Conversent Data Vault reserves the right to decline any "Server Configuration and Action" or ad hoc "Remote Hands" requests if the staff determines that:

- The scope of the request exceeds the technical ability of available Conversent Data Vault staff or, based on the opinion of Conversent Data Vault staff, lacks adequate information required to complete the task.
- The time required to complete the request is deemed excessive.
- The nature of the request poses a physical risk to a Conversent Data Vault staff member.

## **Use of Data Center Facility**

Customers and their authorized administrators must adhere to all operating, security and safety measures established by Conversent Data Vault as set forth and in other related service agreements which prohibits:

- Misuse or abuse of any property or equipment of Conversent Data Vault, LLC. or third party.
- Unauthorized use of or interference with all property or equipment that belongs to another Conversent Data Vault, LLC. customer.
- Harassment of any individual, including Conversent Data Vault, LLC. Personnel and authorized administrators of other Conversent Data Vault, LLC. customers.
- Engaging in any activity that is in violation of the law or aids or assists any criminal activity while in a Conversent Data Vault, LLC. facility or in connection with the Data Center Services provided.

It is each customer's responsibility to keep their colocation area clean and free of debris and refuse. Customers shall not, unless otherwise agreed to in writing by Conversent Data Vault, LLC. engage in or do any of the following:

- Place any computer hardware or other equipment in a colocation area that has not been identified to authorized by Conversent Data Vault, LLC.
- Place any 3<sup>rd</sup>-party power apparatus including power strips or extension cords in a colocation area that has not been identified to and authorized by Conversent Data Vault, LLC.
- Store any paper products or other combustible materials of any kind in the colocation area. Equipment manuals must be stored away from all power sources.
- Take pictures with any cell phone enabled with a camera in our offices or our colocation facility.
- Bring any prohibited material, as defined below, into the Conversent Data Vault, LLC. facility. "Prohibited Materials" include, but are not limited to the following:
  - Food or beverages
  - Tobacco products
  - Explosives or weapons
  - Hazardous materials
  - Alcohol, illegal drugs or other intoxicants
  - Electro-magnetic devices that could unreasonably interfere with computer and telecommunications equipment
  - Radioactive materials
  - Photographic or recording equipment of any kind (other than data back-up equipment)

## Equipment and Connections

Unless specifically contracted to Conversent Data Vault, customers are responsible for the provisioning, maintenance, repair and service functions of customer-owned, colocated equipment.

Each piece of equipment installed in a customer area must be clearly labeled with the customer's name or assigned customer number from Conversent Data Vault. Each connection to and from a piece of customer equipment shall be clearly labeled with the customer's name or customer number at both the starting and ending point of the connection. Colocated equipment must be configured and run at all times in compliance with the manufacturer's specifications, including power receptacle, power consumption and equipment clearance requirements.

## Scheduled Maintenance

Conversent Data Vault will conduct scheduled maintenance of its Data Center infrastructure within the standard maintenance window of 10 p.m. to 6 a.m. EST. Conversent Data Vault will provide a minimum of 48 hours notice of all scheduled maintenance via its e-mail based **Data Center Maintenance List**. Customers may subscribe or unsubscribe to the Maintenance List by sending an e-mail request to support@conversent.com. In the event a mission critical maintenance situation arises, Conversent Data Vault may be required to perform emergency maintenance at any time and will make every effort to communicate these situations to customers in a timely manner.

## Online Conduct

Conversent Data Vault exercises no control whatsoever over the content of the information passing through customer colocated systems. It is the sole responsibility of every customer to ensure the information it and its users transmit and receive complies with all applicable laws and regulations as well as Conversent Data Vault's Acceptable Use Policy posted on [www.conversent.com](http://www.conversent.com).

Conversent Data Vault reserves the right to suspend and/or terminate a customer's service at any time for any material failure of the customer, its authorized administrators or its users to comply with our Acceptable Use Policy.

## Convenience Services

*Customer Work Areas*—For extended customer visits requiring time-consuming hardware/software installs and upgrades, Conversent Data Vault provides temporary customer work areas, which are available on a first-come, first-served basis.

*Storage Lockers*—Lockers are available and may be rented for a monthly fee for secure storage of customer materials associated with their colocated equipment. These lockers are located in the hallway to Data Centers 3 & 4. Unless otherwise indicated, all authorized users will have access to these lockers. Conversent Data Center is not responsible for any materials or hardware contained within storage lockers.

*Equipment Carts*—Carts are provided for the purpose of bringing equipment in and out of the data center. Monitors and keyboards can also be placed on the carts to complete quick administrative tasks at the customer's colocation area. These items must be returned to Conversent Data Vault upon completion of tasks. Any items not returned will be charged to customer accounts at standard market value.

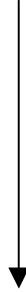
*Monitors & Input Devices*—Conversent Data Vault maintains an inventory of computer monitors, keyboards and mice which can be placed on an equipment cart or in the customer work areas for server administration, software installation as well as hardware testing and configuration during customer visits. These items must be returned to Conversent Data Vault upon completion of tasks. Any items not returned will be charged to customer accounts at standard market value.

*Short-Term Secure Storage*—On occasion, customers may need to ship equipment to Conversent Data Vault prior to their scheduled site visit. Conversent Data Vault has made a short-term secure storage area available for this purpose, but requires advanced notice of any such shipment. This secure storage area is only accessible to data center staff. Conversent Data Vault does not accept responsibility for these items.

*Basic Hand Tools*—A full assortment of basic hand tools is available at the customer's request for hardware configurations and upgrades. These items must be returned to Conversent Data Vault upon completion of tasks. Any items not returned will be charged to customer accounts at standard market value.

**<INSERT NEW DATA CENTER CALL FLOW>**

**877-633-8247**



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