

# Guide to ANS Online



New Editions – July 2006	
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# Guide to ANS Online

Advanced Network Solutions  
2780 South Arlington Road  
Akron, Ohio 44312  
Tel.: 330.645.4266  
Fax: 330.645.4277  
[www.ansonline.net](http://www.ansonline.net)

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### PURPOSE

Welcome to Advanced Network Solutions ("ANS") ANS Online Services. We want your experience as our customer to exceed your expectations! We will work with dedication to continually satisfy your requirements and will seek to proactively meet your needs. ANS believes communication and setting expectations are keys to good customer relationships.

This **Guide to ANS Online** is your reference to ANS contacts, procedures, products and services. The *Guide to ANS Online* ("Guide") is designed specifically to provide our customers maximum value from our business relationship. We maintain this as a living document, making additions and clarifications based on your feedback. As such, you are welcome to contact the Sales Operations team at any time to offer input. The updated *Guide* can be found on the ANS Portal located under the 'Resources' tab on the ANS Online website at [www.ansonline.net](http://www.ansonline.net) ("ANS Portal").



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### 1. CONTACT INFORMATION

#### CORPORATE HEADQUARTERS

2780 South Arlington Road  
Akron, OH 44312

Phone: (330) 645-4266  
Fax: (330) 645-4277

#### 1.1 SALES DEPARTMENT

To ensure that our customers receive an outstanding level of sales support, ANS has deployed professional account teams. Each account team is comprised of an Account Manager and the Sales Operations Team working together to ensure complete account management services.

##### **Account Managers (AMs)**

AMs are assigned to support customers headquartered within their geographic territory. An AM is responsible for any and all services offered by ANS on a global basis. AMs are the primary customer contact for ANS.

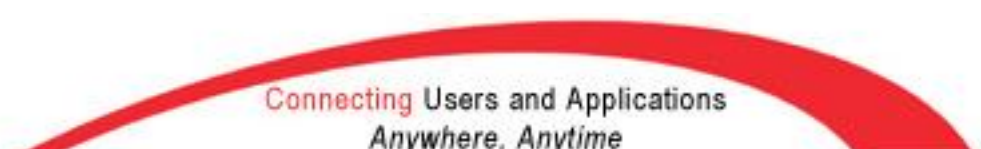
##### **Sales Operations**

ANS' Sales Operations works closely with the Account Managers to ensure quality customer service, Monday through Friday, 8am to 5pm Eastern Time. Sales Operations acts as a resource for order processing and general questions and as a liaison to other ANS departments as follows:

- > Placing all service orders
- > Scheduling tours of all ANS facilities
- > General assistance for Site information and installation services
- > Product information
- > Website updates
- > Facility Access List Management

For Sales Operations questions, please contact:

Email: [orders@anscorp.com](mailto:orders@anscorp.com)  
Phone: (330) 645-4266  
Fax: (330) 645-4277



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### 1.2 SERVICE SUPPORT CENTER

The ANS Service Support Center, or SSC, provides a single point of contact for our customers' order inquiry and security needs. Customers should contact the SSC for the following:


- > Status of order installation
- > Report a service affecting incident
- > Schedule a service request, shipping request or to schedule routine maintenance
- > Coordinate a facility visit

For Service Support Center questions, please contact:

Email: [support@anscorp.com](mailto:support@anscorp.com)

Phone: (330) 645-4266

Fax: (330) 645-4277



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## 2. COMPANY OVERVIEW

ANS delivers comprehensive neutral colocation, peering, interconnection and managed services in North East Ohio.

PRODUCT & SERVICE OFFERINGS	
<b>Colocation Space</b>	<b>Value-Added Services cont.</b>
> Cabinets & bundled cabinets	> Managed Security Services
> Racks & bundled racks	> Online Backup and Storage
> Cages & custom cage configurations	> Data and Equipment Migration Support
> AC and DC Power	> Managed Server and Network Services
> Roof Space	> Network and Device Management Services
> Conduit and Innerduct	
<b>Value-Added Services</b>	<b>Interconnection Layer 1</b>
> ANS IPConnect <sup>SM</sup>	> Cross Connects – DS0, DS1/E1, DS3/E3, Fiber, Ethernet
> Project Management	> Patch Panels – DS-X, Fiber Ethernet

ANS' locations are tailored to the unique needs of our customers, providing an environment where customers can colocate mission-critical equipment and have the choice of interconnecting to an ever-increasing number of distinct networks and businesses such as:

- > Application Service Providers
- > Content Delivery Networks
- > Content Providers
- > Enterprises
- > Internet Service Providers
- > Managed Service Providers
- > Metropolitan Area Networks
- > Peering Participants
- > Security Service Providers
- > Storage Service Providers
- > Telecom Providers
- > Web Hosters





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### 3. PRODUCTS AND SERVICES

As experts in colocation, peering, interconnection and managed services, we understand the demands of your business. Our knowledgeable Site management, sales, and service delivery staff will team with you to implement the right capabilities that meet your needs the first time, on time. And our easy-to-reach and highly responsive customer care staff will ensure you get the support you need, when you need it.

#### 3.1 FACILITY SPECIFICATIONS

ANS' colocation facilities feature customizable space and power to accommodate your unique requirements. Rigorous standards - such as redundant UPS power and generator backup, robust temperature and humidity controls, and fire protection - are built into the infrastructure of our facilities. We safeguard your systems against physical and virtual intrusions or tampering with comprehensive security measures that range from 24x7 monitoring, video surveillance and secure access to locking cabinets and cages. To learn more about our standards for equipment installation, see the Installation Specifications on the ANS Portal.

#### 3.2 COLOCATION ENVIRONMENT

ANS facilities provide a secure, open marketplace where small and medium sized companies come to conduct business without interference. ANS is a leading NorthEast Ohio colocation facility. This is why so many web-based businesses and service providers rely on ANS for the business-enabling services they need to gain immediate access into new markets.

##### Space

From individual racks to custom-sized cages to prime metro-area roof space, ANS' colocation product offers flexibility in a variety of space configurations. Unique to ANS is the choice between custom-built and pre-built colocation space. The following space options are available:

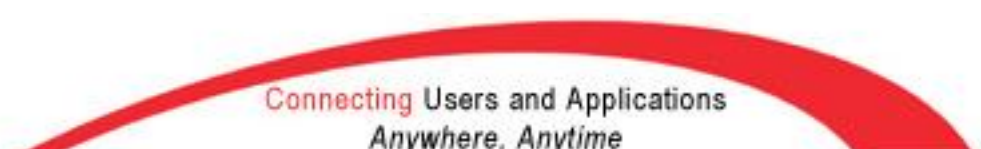
- > Caged space, built to suit
- > Open Racks (2 and 4 post) and closed Cabinets – full and half sizes available with bundled power and connectivity, and individual U space (managed server only)
- > Roof space for equipment mounting

##### Power

ANS provides A/C and D/C power to customers in the custom colocation space. A/C power is available UPS and generator backed, and in 120V 1-phase (15, 20 or 30 amp) and 208V 1-phase (30 amp). Some sites may not have all available power options. All locations feature 100% generator backup and battery backup systems. All D/C power is delivered to customers with an A/C powered rectifier. In a power outage, A/C and D/C power is delivered to customers via UPS and battery cells, respectively, for 8 to 12 seconds until the backup generator cycles to operating specifications and takes over the site.

##### Interconnection

If a customer wants bandwidth from a carrier other than ANS IPConnect<sup>SM</sup> or if a customer requests space outside of ANS' pre-configure cage, ANS offers a range of media for cross connects between any



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two customers in our collocation facilities. All interconnects in the collocation facilities pass through a site managed Meet Me Room (MMR) or distribution infrastructure. Providers are encouraged to place a patch panel in the MMR so that other customers can easily purchase services from them. ANS offers three options for customers wishing to purchase a patch panel in the MMR:

1. ANS provided panels and installation in MMR and Customer space
2. ANS provided panel and installation in MMR
3. Customer provided panels and cabling in MMR

Cross connects are available at each of our facilities: from DS0 up to OC level services, delivered over CAT-5e, coax and fiber media. Because cross connects are bilateral, ANS charges for each termination point. Therefore, an order is required for each side of the connection. By way of example, if customer A wants to connect to customer B, each will be required to place an order for their end of the cross connect and each will be billed for the non-recurring and per-month charges associated with the connection. However, if one end of the cross connect is terminating on a customer patch panel in the MMR, then only one cross connect order is required.

### 3.3 VALUE-ADDED SERVICES

From online storage/backup and managed services, to network server management, and migration support — ANS' customizable Value-Added Services deliver the flexibility, cost-efficiencies and expertise that assure you have everything you need to be successful.

#### **ANS IPConnect<sup>SM</sup>**

ANS' family of bandwidth providers, ANS IPConnect<sup>SM</sup>, brings large volume, quality bandwidth to your collocation space.

#### **ANS Project Management**

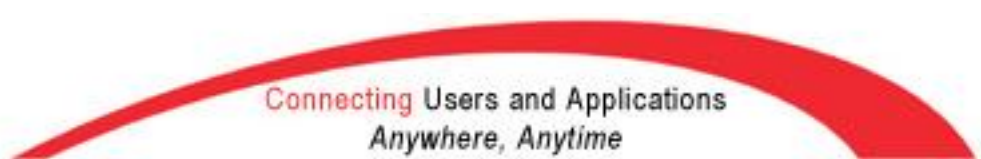
ANS' project managers are experienced in all technical facets of customer implementations from identifying specifications to project implementation to customer equipment turn-up for one or multiple sites. Your assigned project manager will be with you every step of the way, working to minimize your time-to-market interval while implementing the right solution for your business.

#### **Managed Security Services**

ANS security experts configure ANS data center firewalls and Intrusion Prevention Systems (IPS) to establish perimeter security around business-critical servers keeping hackers at bay and safeguarding the network. ANS security experts can assist with your security needs from architecting a security solution, to installation, to regular maintenance. ANS Managed Security Services offers security threat monitoring, comprehensive management of network security devices, and recurring vulnerability scanning.

#### **Online Backup and Storage - ANS DataSafe<sup>SM</sup>**

Utilizing industry-leading software, online data backup recognizes and captures block level changes to files since the last backup session, encrypts the data for enhanced security, and compresses it to minimize transmission time. The encrypted data is then sent over the Internet or private telecommunication lines to highly secure off-site Mass Storage Vaults. Customers, according to their own needs, schedule automated, hands-off backup sessions. Retrieval can be accomplished online, real time from the customer's place of business or remotely. For more information go to [www.ans-online.net/asp\\_datasafe.html](http://www.ans-online.net/asp_datasafe.html) and read about ANS DataSafe<sup>SM</sup>.



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### **Data and Equipment Migration Support**

Moving data and equipment from one location to another can be a challenging experience. ANS project managers and engineers will help you plan and execute a smooth transition, working with hardware or software vendors on your behalf to outline the best migration path, minimizing downtime and identifying “trouble areas” prior to migration. With ANS’ Data and Equipment Migration Support you will have a smooth and efficient migration.

### **Managed Server and Network Services**

***ANS Online's fully-managed dedicated servers offer you an unsurpassed level of stability, reliability and performance.***

Our dedicated server hosting offerings are geared toward organizations that want server performance, network performance, network availability, technical support, and pricing predictability. We cater to organizations looking for a hosting provider with expertise in managed server environments.

You also get our industry-leading uptime guarantee, unique lease-to-own program and live 24x7 server support & monitoring.

The unmatched expertise at ANS enables us to meet a diverse and complex set of hosting requirements. You can select from pre-configured bundles on your choice of Linux or Windows operating systems, or we can customize a server or cluster of servers to provide enhanced reliability and performance to fit your budget.


***State-of-the-art data centers that are monitored 24/7/365.***

All dedicated servers are housed in our secure, fireproof, climate-controlled data center. Multiple, high-speed connections ensure that your server is always up and running, and ANS Online's network support team is on call around the clock to respond to emergency outages. We use sophisticated software to monitor your server with automatic alerts to ANS technicians, so they can address problems immediately.

***Focus on your business, not your servers.***

ANS Online will handle the day-to-day routine of managing your servers so you can grow your business. This includes:

- Firewalls and gateways to protect from outside intrusion
- All operating system patches and updates applied as needed
- Backup and disaster recovery operations



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### **Network and Device Management Services**

ANS Network and Device Management Services offer monitoring 24/7/365, where ANS certified Systems Engineers are auto-notified if any problems should occur. ANS supplies, manages, and updates the device. In the event of a device failure, ANS will replace the failed device with an on-the-shelf spare replacement.

**For more information about our value-added services, please contact your account manager.**

A large, thick red curved graphic that spans across the bottom of the page, resembling a wide smile or a protective shield.

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### 4. SERVICE LEVEL AGREEMENTS

In an endeavor to provide the best customer experience possible, ANS has launched strong Service Level Agreements (SLAs) on our physical infrastructure and ANS IPConnect<sup>SM</sup> bandwidth. For a detailed review of our SLAs, customers can refer to the “ANS Online Policies & Procedures” guide located on the ANS Portal.

FACILITIES	
<b>Commitment</b> > 99.9% facility uptime	<b>Remedy</b> > ANS will provide affected customers a pro-active credit equal to a percentage of the monthly recurring charge for the affected services plus 10% of the MRC if the service commitment is not met.
BANDWIDTH	
<b>Commitment</b> > See underlying bandwidth providers' SLAs	<b>Remedy</b> > ANS will provide affected customers a pro-active credit equal to a percentage of the monthly recurring charge for the affected services if the service commitment is not met.

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## 5. OPERATIONAL PROCEDURES

### 5.1 ORDERING SERVICES

#### Ordering CoLocation Services

The Sales Operations team manages requests for colocation services. The Sales Operations Team may be reached at 330-645-4266, or emailed at [orders@anscorp.com](mailto:orders@anscorp.com).

- > Colocation Request for Order forms are available in the ANS Portal.
- > Electronically complete the form, attach the respective Design Layout Diagram (if multi-cabinet or cage only) and submit to Sales Operations via [orders@anscorp.com](mailto:orders@anscorp.com).
- > Unsigned service orders will only be accepted from authorized customer representatives, as noted on the Facility Access List submitted by all customers upon contract signature.

Any service order submitted by a customer representative not on the Facility Access List must be signed and faxed to 330-645-4277.

To make additions, edits or to remove customer representatives from the Facility Access List, please contact Sales Operations via [orders@anscorp.com](mailto:orders@anscorp.com).

- > Sales Operations will accept the Colocation Request for Order and create a service order including pricing and terms, then send to Customer for signature.
- > Customer will review, sign and fax the service order to 330-645-4277.
- > Sales Operations will accept the service order for processing and notify customer of service order number.
- > Upon completed installation, our Service Support Center will notify customer.

#### Ordering Contractual Services

- > Contractual services are any of the services listed below, which require a service order prepared by an Account Manager (AM) who will work interactively with the Customer to fulfill the Customer's need.
- > Please contact your AM to discuss product availability and pricing.

CONTRACTUAL SERVICES	
> Special Power or Space Needs	> Conduit and Inner-Duct
> ANS IPConnect <sup>SM</sup>	> Value-Added Services
> Roof Access/Space	> Installation Services





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### 5.2 SHIPPING EQUIPMENT

- > Shipment requests are made by completing the Consent & Waiver and Equipment List forms available on the ANS Portal.
- > ANS must have received a signed Consent and Waiver agreement (a one-time agreement that covers all shipments) prior to making any shipments on your behalf. Upon receipt of your Equipment List and special instructions, ANS will ship or allow shipment by your shipping vendor based on the shipping option you choose. Shipping options are listed on the ANS Portal. Note that ANS does not ship to international destinations.

### 5.3 SERVICE-AFFECTING INCIDENTS

Reporting a service-affecting incident:

- > Please call the Service Support Center at 330-645-4266 and follow the prompts for support, then send an email to [support@anscorp.com](mailto:support@anscorp.com). Please note that priority will always be given to emergency situations.

### 5.4 ACCESS ASSISTANCE

Accessing an ANS CoLocation facility:

- > Customers with access cards can enter the Cleveland colocation facility 24x7. ANS will supply the Customer with a map to their cabinet. Customers collocated in Akron must schedule an appointment by contacting [support@anscorp.com](mailto:support@anscorp.com) or calling the Service Support Center at 330-645-4266 and follow the prompts for support.
- > If any difficulties arise in access, press the intercom button at the entrance doorway, and a Security Operations Center (SOC) agent via the intercom/phone will offer assistance and attempt to resolve the problem.
- > At the facility, after signing the Site Sign-In Log, you may proceed directly to your work area. If your equipment is in a shared rack, you will be escorted to the cage.
- > Upon completion of the visit, you should exit the Site via the same door through which you initially entered after completing a sign-out entry in the Site Sign-in Log.
- > NOTE: Also refer to the Customer Security section of this guide for further details.

Ordering additional access cards:

- > Please contact Sales Operations via email at [orders@anscorp.com](mailto:orders@anscorp.com) for a Facility Access List or download online in the ANS Portal. There is a nominal charge for extra access cards.

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- > Complete the Facility Access List form and fax it to Sales Operations as instructed on form.
- > Sales Operations will advise the SOC, who will verify all access card requests for security clearance with the listed Primary Contact on the Facility Access List, if not signed by the Primary Contact.
- > After verification for access, the SOC will activate all cards and email the approved forms to the respective Site Managers to prepare and hold for the customer.
- > Customer is responsible for picking up the new card during business hours and must coordinate card pickup with the SOC.
- > NOTE: Also refer to the Customer Security section of this guide for further details.

### 5.5 CUSTOMER WEBSITE PORTAL

#### Accessing the ANS customer website portal:

- > The ANS website includes a password protected portal for current customers. In the ANS Portal located under the 'Resources' tab on the ANS Online website at [www.ansonline.net](http://www.ansonline.net), you will find customer tools such as request for order forms, detailed site spec sheets, and customer policies and procedures documents. Sales Operations will provide a password to the Primary and Secondary contacts as listed on the Facility Access List. Upon receipt of this form, each of the designated contacts will be emailed a password to gain access to the ANS Portal section of the website. Your user ID is the listed email address on the Facility Access List.

If your company's authorized contacts have not received their passwords within 3 business days of receipt of your completed Facility Access List, please contact Sales Operations at 330-645-4266 or via the contact form on the website.

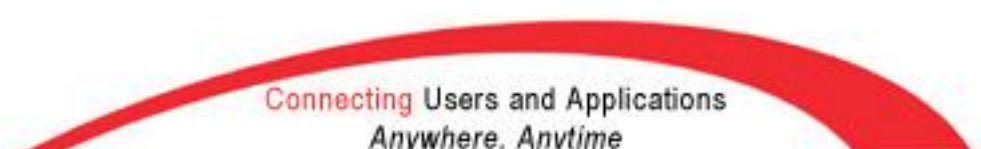
### 5.6 CONTACT INFORMATION

#### Updating your contact information:

In an effort to better service your account, ANS urges you to keep your business and technical contact information current at all times. If you require updates to your current Facility Access List, download the form from the ANS Portal. The form details required information, as well as instructions on how to return the updates to Sales Operations.

### 5.7 FACILITY MAINTENANCE

From time to time, ANS may need to perform scheduled maintenance on, or upgrades to its colocation facilities' infrastructure. ANS will provide 72 hours notice prior to any scheduled maintenance or upgrade work and will use its reasonable best efforts to minimize or avoid service interruptions during such periods. ANS also reserves the right to perform emergency or unscheduled maintenance outside of planned maintenance times, as needed to preserve the integrity of its Site infrastructure. ANS will provide as much prior electronic notice as possible.



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### 5.8 BILLING

One Time Setup and one Month's Usage Fees must be paid as a security deposit one month in advance. This security deposit must accompany initial agreement. Invoices for services will be mailed during the first week of every month. All recurring services are invoiced in advance. All services installed, changed or de-installed during a month including mid-month starting dates will be invoiced or credited at the pro-rated fee on the following month's invoice. All services are sorted and sub-totaled by Site. Payments are due by the first of the following month.

#### Payment Options

ANS is pleased to offer the following payment methods for your convenience:

PAYMENT OPTIONS	
<b>Mail</b>	> To pay an invoice by mail, send your check, made payable to Advanced Network Solutions, Inc., in a postage paid envelope provided with your invoice. Please ensure that your invoice number appears on the check.
<b>Credit Card</b>	> To pay an invoice by credit card, complete the ANS Online Payment Method Form on the Master Services Agreement and fax to 330-645-4277 or mail to the address below. Please note that processing fees may apply with credit card payments.
<b>Electronic Funds Transfer (EFT)</b>	> To pay an invoice by EFT, complete the ANS Online Payment Method Form on the Master Services Agreement, fax the form and a voided check to 330-645-4277 or mail to the address below.
<b>Overnight Delivery</b>	> For any payments requiring overnight delivery, please send them to the following address: Advanced Network Solutions, Inc. 2780 South Arlington Road Akron OH 44312 330-645-4266

#### Questions Regarding Your Invoice

Feel free to contact the Billing department at [billing@anscorp.com](mailto:billing@anscorp.com) or call 330-645-4266, and ask to speak to someone in our Account Receivables department.

#### Making Payment or Setting up Arrangements on a Past Due Account

To make a payment, or to setup arrangements on a past due account, please call 330-645-4266 and ask to speak to someone in our Account Receivables department.

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### 6. CUSTOMER SECURITY

#### 6.1 INTRODUCTION

At ANS, security is much more than prudent business management; it is one of the most important and basic characteristics of our service and support to our customers. These security policies are designed to enhance and support our service offerings and product line, and to ensure our customer's experience within each ANS Site is safe, secure and hassle-free.

#### 6.2 DEFINITIONS

The following definitions are offered to ease the readers' understanding of the guidelines that follow.

DEFINITIONS	
<b>"Authorized Person"</b>	> A person authorized to enter the Space that is on file with ANS' Security Operations Center (SOC) either by Customer supplied Facility Access List or Letter of Authorization (LOA)
<b>"Customer"</b>	> Any party contractually bound by a Master Services Agreement with ANS
<b>"Equipment"</b>	> All network and/or computer equipment (including wiring and interconnections between such equipment) installed within a Customer's Space
<b>"Policies"</b>	> Instructions and directives defined by ANS for the operation and control of its Sites
<b>"Site"</b>	> The ANS controlled and managed facility in which a customer uses Space, including all related areas that may be used by Customers, such as parking areas
<b>"Space"</b>	> A cage, cabinet, or rack space within a Site that a customer has the right to use
<b>"Stand Alone"</b>	> Site not located within a multi-tenant building or having a separate entrance

#### 6.3 RESPONSIBILITIES

The following ANS policies are adopted for the operational efficiency, security and safety of all customers and personnel. ANS may make reasonable changes and additions to these Policies at any time. Copies of changes to this document will be provided upon request and this document is located in the ANS Portal.

##### ANS Responsibilities

- > Customer access to ANS Cleveland facilities can be accomplished 24 hours a day, seven days a week, except in the event of an emergency. Each caged area will be equipped with a key Lock Box using a unique combination to ensure secure key storage and accessibility. Lock Box combination information may be obtained from the SOC. This code will be required to enter the

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ANS shared caged facility. In addition, a code will be required to unlock cabinets within the caged space. The ANS Service Support Center will send cabinet codes to the customer.

- > Customer access to ANS Akron facility is by appointment only. Call the Service Support Center at 330-645-4266 to setup an appointment.
- > Advance notice will be provided concerning any scheduled maintenance that may interfere with Customer access or the use of their Space a minimum of 72 hours in advance of the event.
- > ANS Sites will comply with all applicable state and local laws and codes.
- > In the event of an emergency, Customers may contact the ANS Service Support Center (SSC) at 330-645-4266.
- > ANS prohibits access to Sites and Customer Space by any person that is not an Authorized Person.

### Customer Responsibilities

- > Each Customer will comply with all security procedures outlined within this document. No Customer or their agent may attempt to gain fraudulent access to ANS Sites. Access cards are issued to specific persons and assigned PIN numbers. These cards are not transferable between individuals and remain the property of ANS.
- > Customers will maintain their space in a clean, orderly manner.
- > No equipment can be removed from the Site without a signed Property Removal Authorization form located at the end of this document or available on the ANS Portal.
- > No Customer may leave any type of refuse, litter, boxes/cartons, packaging materials or other unnecessary items in or around their Space overnight.
- > All refuse should be deposited in designated trash receptacles or removed from the Site as directed by the Site Manager.
- > Customers will use all common areas including hallways and restrooms appropriately.
- > All Customers will conduct themselves in a courteous and professional manner within any ANS Site.
- > No Customer may touch, photograph, access, tamper, or interfere with another Customer's Space, equipment or property.
- > No Customer may photograph, alter, adjust, repair, or tamper with equipment or property of ANS.
- > The consumption of food and drink and the use of tobacco products within the Site are not allowed except in designated areas.

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- > The use of alcoholic beverages and/or illegal controlled substances is strictly forbidden within all ANS Sites. No person under the influence of these substances will be permitted access to the premises.
- > Each Customer, in its use of the ANS Site, will comply with all applicable State and local laws and codes in the installation, operation, and maintenance of all equipment.

**NOTE:** CELL PHONES ARE PERMITTED IN FACILITIES. THE USE OF WIRELESS DEVICES AND EQUIPMENT CAPABLE OF REPRODUCING A PHOTO/VIDEO IN THE FACILITY IS STRICTLY PROHIBITED. CAMERA PHONES ARE PERMITTED BUT YOU MAY NOT TAKE PICTURES WHILE IN THE FACILITY.



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### 7. ACCESS CONTROL

#### Guidelines and Conditions for Access

- > Customers subscribing to ANS Managed Services will have remote access to their equipment and will not receive an access card. Because ANS Managed Services customers' equipment will be located in shared racks, customers may access the facility by escort only at standard billable rates. Access Control for colocation customers is maintained with the issuance of an access card. Each card will have a unique identification number and an assigned Personal Identification Number (PIN) that will provide entry to authorized areas and Sites only. Each Customer must provide ANS with a completed Facility Access List form listing each representative requiring access and the Site location. For those employee(s)/contractor(s) requiring an access card, card type, PIN information, and Site location(s) should be completed. For those not requiring an access card, name and Site information should be provided. A Primary and Secondary Security Contact must be designated, to authorize access for any person(s) requesting access via an Access ticket not listed on the Facility Access form.
- > In addition to the access card, individuals may be required to show a valid Government Issued ID upon entering the Site. Failure to provide proper ID as requested will prohibit Site access. Biometric readers may be used at certain Sites. The requirements for access in those cases will be on a Site-by-Site basis.
- > ANS will supply a single card per Site at no charge. Additional access cards will be available upon completion of the Facility Access List form for a Non-Recurring charge of \$35 per card.
- > Loss of an access card MUST be reported immediately to the Security Operations Center (SOC) at 330-645-4266 or the issuing Site.
- > Replacement access cards will be available upon request for a charge of \$50 per card.
- > New access cards will be available for pick up at the designated Site during business hours. Please call the ANS Service Support Center to coordinate card pick up.
- > Issued Access Cards are not to be defaced or altered.
- > At the termination of employment or contract, access cards may be returned to any ANS Facility.

#### Initial Access Card Order Procedure

- > Sales will provide all new Customers with our Facility Access List and review the document with them.
- > Following the instructions, Customer(s) will complete the Facility Access List and fax it to Sales Operations at the number listed on the top and bottom of the form.
- > Customers are responsible for picking up new/replacement access card(s) at the applicable facility during business hours. Please call the ANS Service Support Center to coordinate card pickup.

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- > Each Customer is responsible for the accuracy and maintenance of the Facility Access list. The list must be updated when: a) requesting access to another facility, b) the addition or deletion of personnel, c) when a card is lost or stolen, d) on an annual or semi-annual basis to ensure the integrity of the list.

### Additional Access Card Requests

The above procedures also apply to additional access cards.

### Terminating an Access Card

- > Customers will complete the Facility Access List with the applicable request and fax to the Sales Operations as instructed.
- > Cards will be deactivated immediately.
- > Customers are responsible for returning access cards to any of our Sites within 10 business days, or are charged a \$50 replacement card fee.
- > Each Customer is responsible for the accuracy and maintenance of the Facility Access list.



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### 8. ENTERING AN ANS SITE

There are three basic ways to access ANS Sites: Access Card, an Access ticket and Access with ID. This section outlines all three.

#### 8.1 ACCESS WITH AN ACCESS CARD

When accessing a Site using a valid access card, the access card must be swiped over the card reader and the user PIN entered on the card keypad. Once inside you must sign in using the Site Sign-in Log located near the entrance. You may then proceed directly to your assigned space; unless you are colocating in a shared rack then you will be escorted. Access is limited to five people for work in a private cage and three for work in a shared area.

Each Site entrance is equipped with a door phone that initially rings within the Site and then is forwarded to the SOC. Should an individual encounter difficulty with their access card or pin number, use of this phone will connect with a SOC agent who will offer assistance and attempt to resolve the issue.

Upon completion of the visit, you should exit the Site via the same door through which you initially entered after completing a sign-out entry in the Site Sign-in Log.

#### 8.2 ACCESS VIA AN ACCESS TICKET

An Access Ticket can be opened for any individual requiring access to a Customer's space by contacting the Service Support Center (OSSC) at 330-645-4266. Customers will be asked to provide information that will enable an Access Ticket to be opened. The contact information will then be verified with the customer's Primary or Secondary Contacts on file as listed on the Facility Access List. Once verified, the individual will be asked to provide a valid Government Issued ID upon arrival at the Site and must face the door camera for verification.

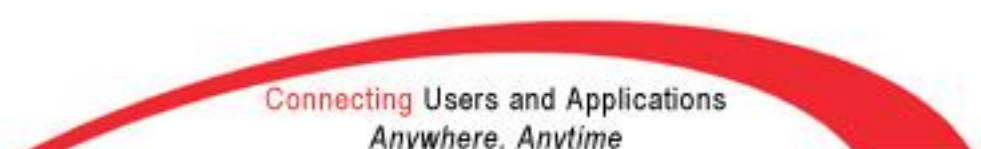
Once inside they must sign-in using the Site Sign-in Log located near the entrance. They may then proceed directly to their assigned space; unless they are colocating in a shared rack then they will be escorted.

Upon completion of the visit, the individual should exit the Site via the same door through which they initially entered after completing a sign-out entry in the Site Sign-in Log.

#### 8.3 AUTHORIZED ACCESS WITH ID

A person listed on the Facility Access List and not issued an access card, may access the Site by using the door phone and contacting the SOC. They will be advised to insert a Government issued ID into the ID cam next to or near the front door. Once they have done this they will be asked to face the door camera for full-face identification. When ID has been verified the SOC agent will remotely grant access to the Site.

Once inside they must sign-in using the Site Sign-in Log located near the entrance. They may then proceed directly to their assigned space unless they are colocating in a shared rack then you will be escorted.



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Upon completion of the visit, the individual should exit the Site via the same door through which they initially entered after completing a sign-out entry in the Site Sign-in Log.

Persons arriving at the Site not listed on the Facility Access List must contact the SSC at 330-645-4266 to open an Access ticket. Access is subject to verification.

**NOTE:** SOC personnel will not grant access to restricted areas or other areas not assigned to the Customer.

## 8.4 SITE VISITS

Customers are requested to coordinate all informational tours and visits by emailing the SSC at [support@anscorp.com](mailto:support@anscorp.com) at least 72 hours in advance. A call to the SSC at 330-645-4266 is requested should a shorter time frame be required.

For security purposes all visitors must be listed by name when the visit is scheduled. Visitors not listed will not be allowed into the Site until valid authorization is obtained.

ANS Site tours are conducted during normal business hours based on the availability of escorts. Tours are limited to 6 people (unless prior arrangements have been made) who must each be identified at the time of the tour.

## 8.5. MULTI-TENANT BUILDING ACCESS REQUIREMENTS

This section outlines the basic requirements to obtain Building Access at multi-tenant buildings where ANS facilities are located. These procedures are set by Building Management/Security and may be revised at anytime without notice.


MULTI-TENANT BLDG. ACCESS REQUIREMENTS	
<b>Akron</b>	> The building has 24x7 security controlling Site access; they do not issue access cards, and customers are permitted access by appointment. Visitors must sign in at the security desk at all times.
<b>Cleveland</b>	> ANS Customers obtain building access cards by completing the Facility Access List form for initial card issuance and any updates. Building management will then issue the card(s) accordingly. Access cards are available for a \$35.00 charge.







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