



COLLOCATION SECURITY GUIDELINES



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COLLOCATION SECURITY GUIDELINES

1. INTRODUCTION

1.1 GENERAL PURPOSE AND SCOPE

This document describes the ongoing security procedures and adherence to rules and regulations associated with providing the Competitive Local Exchange Carrier (CLEC), Competitive Access Providers (CAP) and End Users access to Fidium (Fidium) premises, common areas within a Fidium premises and individual "collocation spaces" (including conduit space). These guidelines supplement but do not supersede specific security provisions and codes of business conduct contained in any tariff, interconnection agreement or other contract. For purposes of this *document, the terms "CLEC" and "Collocator" will refer generally to all collocators and collocation* arrangements. This document supersedes previous documentation by any Fidium entity on security guidelines.

1.2 ORGANIZATION OF THE DOCUMENT

Following the Introduction, which provides its purpose and scope, this document, is organized into three major sections:

Section 2. Security and Adherence to Rules and Regulations

Section 3. Safety Requirements

Section 4. Carrier Wholesale Care (CWC) and Contact Numbers

Section 5. Appendices

A reference section of all pertinent documentation is provided at the end of this document. Acronyms and abbreviations used herein can be found in Appendix A.

1.3 DOCUMENT TERMINOLOGY

The terms "premises", "property", and "building" are used throughout this document and refer to facilities owned, leased or controlled by Fidium that house Fidium's network facilities. The terms "shall be", "shall have", "must be", "will be" and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are indicated by the words "may be", "should be", "should have", and "recommend".

2. SECURITY AND ADHERENCE TO RULES, REGULATIONS AND CONFIDENTIALITY

2.1 CORPORATE SECURITY

Fidium's Corporate Security department will assist the following Fidium organizations: Network Operations, Facilities Real Estate Operations, Central Office Engineering, Carrier Wholesale Care (CWC), local building management, and the Building Coordinator with site selection security procedures and access requirements.



2.2 CERTIFICATION OF BACKGROUND INVESTIGATION

The "Certification of Background Investigation and Application for Keycard" form must be completed and signed by an authorized Collocator representative for each of its employees, agents or contractors requesting access to a Fidium central office. This form must be received and approved by Fidium before an ID card is issued to the Collocator employee, agent or contractor.

As part of the application for a Non-Employee Access Card Request, an authorized representative of the requesting company certifies the following:

- No felony convictions for the seven years prior to the date of the background investigation, and that the Collocator or its contractor has no knowledge of any felony convictions after the date of the background investigation.
- Had a drug screening performed as part of the background investigation (unless hired before March 1990), and that there was no indication of the presence of marijuana, cocaine, opiates, phencyclidine or amphetamines in the body.
- Not been discharged for cause from Fidium, if a prior Fidium employee.
- Not been removed from Fidium property for cause, if a prior Fidium contractor.

The Collocator must notify Fidium immediately (verbally and in writing) when it discovers one of its employees, agents or contractors already certified for access to Fidium central offices has been convicted of a felony offense, or otherwise poses a security risk to Fidium.

2.3 IDENTIFICATION (ID) CARDS

Fidium Non-Employee Collocation Identification Card applications are located on Fidium wholesale website at: <https://www.fidiumwholesale.com/wholesale-resources/customer-documentation/collocation-resources>. The CLEC will supply the Wholesale Service Center (wholesalecollocation@fidium.com) with a completed application including one jpg photo when applicable for each CLEC employee or contractor. In the event the CLEC wishes to sublease/share their caged collocation facility to another CLEC, the CLEC of record ("host"), the sub lessor, must notify the CWC of this situation. The host is responsible for providing to the CWC the name of the sub lessee Company ("guest"), as well as its guest's management contacts and technicians needing access to the cage. The host is also responsible for supplying completed Non-Employee Identification Card applications and above Background Investigation information for the employees of a sub lessee (or alternative forms of identification acceptable to Fidium). Further, said "guests" and their employees and approved vendors shall be subject to these guidelines.

The ID card will be black and white with a blue "C" for identifying the wearer as CLEC personnel or vendor. The ID remains the property of Fidium and will not be transferred, borrowed or otherwise used by anyone other than the person to whom it was issued. The ID card must be surrendered to the CWC when it is no longer valid (e.g., termination of employment) or when requested by Fidium management.

The expiration date of Fidium non-employee ID cards is a maximum of one year from the date of issuance. The expiration date may be earlier than one year from issuance, depending upon contract specification between CLEC and contractor. The CLEC is responsible for requesting renewal applications from the CWC. The CLEC should begin the renewal process early to ensure the identification badges do not expire.



ID cards must be worn and prominently displayed at ALL times while on Fidium property. Failure to wear proper ID will be considered cause for denial of access or removal from the premises. The CLEC customer does not have the right or authority to grant or permit access to the building to any person(s) not approved by Fidium in advance. Any infractions must be reported to Fidium Corporate Security.

The CLEC customer must immediately notify Fidium Corporate Security of any lost or stolen ID cards. All ID cards will be returned to Fidium upon termination of the Collocation arrangement and/or termination of CLEC/contractor arrangement.

2.4 CONFIDENTIALITY

CLEC personnel approved for Collocation access agree to hold confidential all information including but not limited to equipment and services of other Collocators located within the Collocation area of Fidium buildings.

2.5 METHODS OF ACCESS

There are two general methods of providing access to Fidium premises: Card Reader Access or Key Access. CLEC personnel are only permitted to access Fidium premises where their collocation facilities exist. Any violation of the following access guidelines will result in denial of premise access and removal of the CLEC personnel from the facility. Any infractions will be reported to Fidium Corporate Security.

Common Areas may be accessed by CRAS, UNICAN (keypad), or by key access, depending on the arrangement at the particular premises.

An individual enclosure (cage) is accessed with keys for that specific cage. Upon Fidium approval, a CLEC may replace the key and lock with an access control card system or keypad (UNICAN).

Upon Fidium's request, the Collocator is required to perform a key and/or access card audit to verify that only authorized Collocator employees, agents and contractors are in possession of the keys and/or access cards originally issued and assigned to them.

The Collocator must notify the Fidium Corporate Security. Under conditions where the loss of keys or access cards by the Collocator requires, in Fidium's opinion, recombination of locks or reconfiguration of the access control system, and/or issuance of new keys and access cards, the cost of labor and material will be charged to the Collocator at Fidium's discretion. The CWC will notify the Manager, Physical Security of the affected buildings.

Keys and access cards must be returned to Fidium upon request, and must also be returned to Fidium when the Collocator employee, agent or contractor who was originally issued the key or access card no longer needs the key or access card (i.e., no longer is employed by Collocator or contractor, or no longer performs work functions in Fidium central offices). All keys and access cards must be returned to Fidium upon termination of the Collocation arrangement.



2.6 SIGN IN LOGS

Sign-in logs will be located at the collocation site and the CLEC and CLEC contractors must sign in and out where required.

2.7 CARD READER ACCESS (CRAS)

CRAS cards shall be issued to all CLEC personnel requiring access to CRAS equipped sites by Fidium Corporate Security.

The card permits access to specific areas of the Fidium premises. The card will not be used for access to any other parts of the building that are not usually opened to authorized CLEC personnel. Any area secured

by a normally locked door will not be entered without prearranged permission from the Fidium department that has control of the space. Access to or attempted access to unauthorized parts of the building by CLEC personnel will result in the termination of the CRAS card access rights to the building.

CLEC personnel will access the Fidium premises through a card access equipped door using the card issued to them. If the common area is equipped with card access control, the CLEC personnel will gain entry using their own cards. Upon termination of the visit, egress must be gained through the same or similarly equipped door(s). No exit through any other alarmed or emergency means of egress is allowed without a building emergency in progress. The CLEC customer will complete the card access application and obtain the appropriate CLEC supervisory signature. This form will be forwarded to the CWC for review and concurrence. The CWC will forward the application to Fidium's Corporate Security department. Fidium's Corporate Security department will issue an appropriate access card to the CWC for issuance to the CLEC after verification that a Fidium non-employee I.D. card has been issued. A CRAS card will not be activated unless a valid Fidium issued Non-Employee Collocator ID Card has been issued.

If the CLEC has sublet their caged collocation facility, they will be the contact with the CWC representative and will provide or necessary identification information on the sub lessee company's personnel needing CRAS cards. They will also have sole responsibility for disseminating, through the above process, the requested CRAS Cards to the subleasing company's personnel. The CLEC will also be responsible for notifying the Fidium Corporate Security contact of any sub lessee CRAS cards lost or stolen.

All CRAS cards remain the property of Fidium and will not be borrowed transferred or otherwise used by anyone other than the CLEC employee/contractor/sub lessee to whom it was issued.

2.8 KEY ISSUANCE

Where access is required in non-CRAS equipped buildings, Fidium Corporate Security will issue key(s) to the CLEC for entrance to the facility and/or common areas. The total number of keys per CLEC for building entrances or common areas shall be five (5). The key(s) shall be assigned to specific CLEC management personnel for tracking purposes. The key will be given by Corporate Real Estate and will be distributed to the CLEC by Fidium Corporate Security. CLEC management shall be responsible for the collection and reassignment of keys from its employees and vendors upon termination of employment; **duplication of key(s) is prohibited**. Problems with keys should be reported to Fidium Corporate Security.



All building keys provided by Fidium remain the property of Fidium. Upon vacating cage(s), CLEC management shall return all keys to Fidium by contacting Fidium Corporate Security.

2.9 BUILDING ACCESS

Fidium Real Estate will create a document that will detail the approved paths of ingress and egress to the common area and any other required access points. This document will be prominently displayed in the common areas and at the initial access point of the CLEC by Fidium Real Estate.

Fidium Real Estate will post at the CLEC's point of entry to the building a list of emergency contact numbers for the Fidium Real Estate Customer Service Center (CSC) and the area Network Operations Center (NOC).

2.10 CABLE VAULT ACCESS

Access to a physical collocation arrangement installed in a cable vault (i.e.: CATT arrangement) will require an escort at all times. The CLEC will be given a contact number to the local Construction Director area for arranging an escort when needed. The CLEC must give 72-hour notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

2.11 ROOF ACCESS

Access to the roof will require an escort and must be arranged in advance whenever possible. The escort must be arranged by contacting the CWC. The CLEC must give 72-hour notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

2.12 ACCESS TO VIRTUAL COLLOCATION

Access to Virtual Collocation is limited per tariff.

2.13 ACCESS TO SHARED BUILDING FACILITIES

Where the CLEC shares a common entrance to the central office with Fidium, the reasonable use of shared building facilities (e.g., elevators, staging areas, loading docks, freight elevators, designated restrooms, etc.) will be permitted. However, in instances where these areas cannot be secured or segregated from Fidium's equipment areas, access to such facilities may be restricted by security requirements, and a Fidium employee may be required to accompany the CLEC's personnel.

In certain central offices, the CLEC representative(s) will be allowed access only when an authorized Fidium technician is available. Fidium shall provide a technician to accompany the CLEC's personnel for access to these central offices on reasonable notice. Such details will be discussed at the MOP meeting.



2.14 ACCESSTO COLLOCATIONARRANGEMENTSAT REMOTE TERMINALS

Access to a physical collocation arrangement installed in a remote terminal will require an escort at all times. The CLEC will be given a contact number to the local Construction Manager for arranging an escort when needed. The CLEC must give 72-hour notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

2.15 CLEC AREA ACCESS

The individual CLEC may provide any additional security with Fidium's approval to its cage or cageless collocation arrangement that it deems necessary, at its own expense. In the case of cageless collocation, storage of any ancillary equipment (e.g. spare plug-ins) that is not permanently mounted within the bay will not be permitted. In the case of physical collocation, the CLEC cannot alter the cage or enclosure without prior written approval of Fidium. Alterations to the cage must meet approved Fidium engineering requirements and may not be made without the express written permission of Fidium. The CLEC must provide Fidium with new keys, access control cards, or codes. These cards and/or keys must be provided to the Fidium Central Office supervisor, prior to any alterations, who will maintain them in a secured area on the premises.

2.16 ADHERENCE TO RULES AND REGULATIONS

The CLEC will ensure that each of its employees, vendors or contractors that it has working on Fidium premises (collectively referred to as "CLEC personnel") complies with all federal, state and/or local statutes and regulations, including, but not limited to, Title VII of the Civil Rights Act of 1964, as amended; Occupational Safety and Health Act; and the Resource Conservation & Recovery Act.

The CLEC will further ensure that CLEC personnel comply with all Fidium standards that prohibit inappropriate conduct in the workplace. These include, but are not limited to, prohibitions against the following: violence or threats of violence; sex, race or other harassment; sabotage or damage to Fidium network or property; sale or possession of alcohol and/or controlled substances; possession of any firearms, weapons or other dangerous items; access or disclosure of any Fidium customer information.

The CLEC agrees to: 1) indemnify and hold harmless Fidium for the conduct of any of its CLEC personnel that violate the above provisions and 2) immediately remove and refrain from sending any such CLEC personnel to work at Fidium's facilities.

Fidium reserves the right to interview any Collocator employee, agent or contractor as part of an official Fidium investigation. The Collocator and its contractors will cooperate fully with Fidium's investigation into allegations of wrongdoing or criminal conduct committed or witnessed by, or involving in any way, the Collocator's employees, agents or contractors. Further, Fidium reserves the right to bill the Collocator for the expenses and labor costs of the investigation, as well as for the value of any Fidium property removed or damaged, if it is proven that the Collocator's employees, agents or contractors were responsible for the alleged act(s).



Any criminal (e.g., theft, vandalism, assault, etc.) or non-criminal (e.g., EEO complaints, etc.) allegation made by a Fidium employee or contractor involving a Collocator employee, agent or contractor may be investigated by Fidium's Security Department according to their established internal procedures.

Any criminal allegation (e.g., theft, vandalism, assault, etc.) made by a Collocator employee, agent or contractor is to be reported to the local law enforcement agency and Fidium's Corporate Security. Allegations of non-criminal wrongdoing (e.g., EEO complaints, etc.) made by a Collocator employee, agent or contractor should be reported to Fidium's Wholesale Services Center Director. Fidium's Security Department will cooperate fully with any law enforcement investigation and may conduct its own investigation if necessitated by their established internal procedures.

The CLEC agrees that CLEC personnel with access to the Fidium premises shall at all times adhere to the rules of conduct established by Fidium for the premises.

3. SAFETY REQUIREMENTS

3.1 FIRE SAFETY/EMERGENCY EVACUATION PROCEDURES

In the event of a fire or an emergency, the CLEC will follow Fidium evacuation and emergency response procedures.

Potential or actual unsafe or hazardous conditions should be reported to Fidium Corporate Security at 916-746-3000. All accidents, particularly those involving physical injury, should be reported immediately as required by OSHA to the same number.

3.2 ALCOHOL AND DRUG USE, WORKPLACE, VIOLENCE, AND WEAPONS

CLEC personnel on Fidium premises will not work under the influence of alcohol, illegal drugs or controlled substances.

The consumption of alcohol on Fidium property is prohibited.

CLEC personnel shall not sell, use, manufacture or distribute any alcohol, illegal drugs or controlled substances on Fidium Company premises.

CLEC personnel shall not misuse or abuse any legal substances including, but not limited to, prescription or non-prescription medication while on Fidium Company premises.

Engaging in any assaults or hostile physical contact, physical intimidation, verbal threats of physical harm or violence or any other actions that are threatening, hostile or disruptive in nature is forbidden.

Possession of any weapons, even with a valid permit, on Fidium premises is prohibited. In addition, the use of a tool, supply or other resource in a manner that implies it is a weapon is also forbidden.



Actual or potentially violent behaviors that could cause risk to others health or lives must be reported immediately to Fidium Corporate Security 1-916-746-3000. Violations will not be tolerated.

3.3 HARASSMENT

The existence of a sexually or racially abusive or hostile working environment is prohibited. Sexual or racial harassment of Fidium employees by CLEC personnel is prohibited. Examples of sexual harassment include, but are not limited to, unwelcome sexual advances, verbal statements or physical conduct of a sexual nature, or display of sexually suggestive objects or pictures.

3.4 ADDITIONAL WORKPLACE RULES AND REGULATIONS

Fidium shall require that all CLEC personnel adhere to Fidium's rules and regulations when working in Fidium's premises. In particular, all personnel shall adhere to the following rules when on Fidium's properties:

- (1) **No Smoking** - All Fidium' properties are smoke free and this guideline must be adhered to in order to maintain safety and environmental standards.
- (2) **No Cell Phones, Wireless remotes or two-way pagers** - Use of these instruments within the Fidium premises is expressly forbidden near switching equipment for all personnel. Network equipment systems (switching and transport) could be adversely affected by electromagnetic energy radiated by these devices. Cellular and PCS devices must be powered off. The only exception may be for Police, Fire, and Emergency Medical/Rescue personnel responding to an emergency.
- (3) **No Cameras** of any type including cell phone cameras. Camera use is expressly forbidden within the Fidium premises.
- (4) **Fidium issued non-employee ID Cards must be worn and displayed at all times while on Fidium property.**
- (5) Rules set forth in any other signage (i.e., designated walkways, access to common areas, restricted areas, safety and environmental requirements)

Fidium reserves the right to make changes to these procedures and rules for reasons that include preserving the integrity and operations of the Fidium network and facilities, and complying with applicable laws and regulations. Failure to adhere to posted rules and regulations could result in denial of access and/or removal from the premises.



4.0 WHOLESALE SERVICE CENTER AND CONTACT NUMBERS

4.1. WHOLESALE SERVICE CENTER

The Carrier Wholesale Care (CWC) is a group that answers questions and resolves issues related to in-service collocation. The CWC is equipped to receive questions and issues by phone calls and e-mails from the CLEC's or from Fidium employees. The CWC acts as the single point of contact, interfacing with other Fidium departments (e.g., Corporate Real Estate, Security, and Central Office Engineering, etc.) in gaining resolution.

4.2 CONTACTING THEWHOLESALE SERVICECENTER

Wholesale Service Center 1-866-925-8971

E-Mail: wholesalecollocation@fidium.com

The CWC is located at 600 Sable Oaks Dr. STE 200, South Portland, ME 04106.

4.3 HOURS OF OPERATIONS

Customer Service Representatives are available to answer calls Monday through Friday 8:00 AM E S T through 5:00 PM EST.

4.4 OUT OF HOURS

Contact Fidium Security out of hours for access-related issues. Contact CWC for all other collocation issues during normal business hours or send e-mail to wholesalecollocation@fidium.com.

4.5 CONTACT INFORMATION

The following is a list of contact telephone numbers for the various departments of Fidium, which may be concerned with collocation:

- Carrier Wholesale Center 1-866-925-8971 (8:00AM – 5:00PM EST, M-F)
- Fidium Security 1-916-746-3000



By signing below, the collocator acknowledges it has read, understands and agrees to all information set forth in this document.

AGREED BY:

Company Name: _____

Authorized Employee Name Print: _____

Authorized Employee Signature: _____

Title: _____

Date: _____



5. APPENDICES

5.1 APPENDIX A: ACRONYMS AND ABBREVIATIONS

CLEC	COMPETITIVE LOCAL EXCHANGE CARRIER
CRAS	CARD READER ACCESS SYSTEM
ICSC	INTEREXCHANGE CUSTOMER SERVICE CENTER
ID	IDENTIFICATION CARD
FIDIUM	FIDIUM FIBER
MOP	METHOD OF PROCEDURE
NOC	NETWORK OPERATIONS CENTER
CWC	CARRIER WHOLESALE CARE