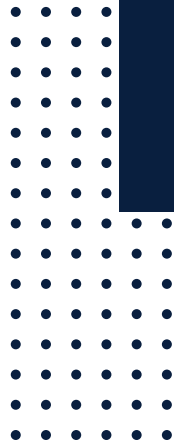




LOCATED FOR CONVENIENCE. BUILT FOR RELIABILITY.

GRAND RAPIDS EAST DATA CENTER



USSIGNAL.COM / INFO@USSIGNAL

OVERVIEW

EMPOWER YOUR BUSINESS WITH THE POWER OF THE GRAND RAPIDS EAST DATA CENTER

Protect your valuable IT assets. Build out a high-performing hybrid IT strategy. Implement a reliable disaster recovery plan. Leverage cost-effective off-site data storage. Boost your business's efficiency, productivity, and innovation with low-latency, secure IT services, including cost-effective, flexible cloud services.

It's all available at US Signal's newest data center — the Grand Rapids East Data Center.

Located for Convenience. Built for Reliability.

Conveniently located near the Grand Rapids (GRR) airport and major transportation routes, the Grand Rapids East Data Center is purpose-built from the ground up for secure, reliable colocation and cloud services.

Completed with 40,000 (check) square feet of space for cages, cabinets or racks. "Smart hands" remote services are available, and you can take advantage of any of US Signal's managed and professional services, as well as data protection, cloud, network, and more.

The Grand Rapids East Data Center is also directly connected to US Signal's robust, secure network, providing you with greater network security and connection options.

Nothing But the Best

Designed to Tier 3 standards, the Grand Rapids East Data Center features best-of-breed equipment, leading edge technologies, and industry best Practices for security and data center operations.

All critical facility components are redundant, and efficient cooling solutions keep temperature and humidity levels consistent. Tested storm and emergency preparedness plans and multi-faced recovery plans are in place to help minimize service disruptions and ensure continued operation.

- + N+X cooling system design utilizing the latest efficiencies of free cooling technology
- + Biometric security to assure only those individuals who are granted access may enter the facility
- + Availability onsite for US Signal's full cloud services product offerings
- + Purpose built to Tier 3 standards

- + Full back-up power systems for each feed to include onsite diesel power generation and AC UPS
- + Property perimeter access control features with vehicle forced intrusion prevention (security fencing)
- + Diverse fiber feed interconnecting thousands of route miles of US Signal-owned fiber for resilient, redundant regional, state, and national connectivity

- + Onsite and remote operation center management & control facility
- + Easy access to major thoroughfares (airport, highway systems, etc)
- + Raised data center floor and Ecaro-25 fire suppression
- + Well-planned location away from areas prone to natural disasters



IT TRANSFORMATION STARTS HERE

Take advantage of any of US Signal's in-demand, reliable products and services to meet your specific IT and business needs. If IT transformation is on your list, this is the place to start.



CLOUD HOSTING

US Signal offers a full suite of cloud services. Solutions may include a combination of any of these products. Solutions can also be developed to help meet HIPAA and PCI requirements:

- + Public cloud (IaaS)
- + Hosted private cloud
- + Object storage
- + Bare metal servers
- + Cloud storage



IT SERVICES

Whether customers are in need of migration assistance for their current server environment(s) to and from US Signal Cloud Services or assistance with server OS installation, US Signal Professional Services (PS) may be able to help with:

- + Data center migration and onboarding
- + Monitoring and remote management
- + Cloud strategy
- + IT consulting
- + Hybrid IT strategy



DATA PROTECTION

US Signal can meet RPO/RTO requirements by providing a variety of solutions, such as:

- + Backup-as-a-Service
- + Recovery-as-a-Service
- + Cloud Availability for Veeam
- + Disaster Recovery-as-a-Service
- + Enterprise Backup and Replication



SECURITY

US Signal offers a variety of security offerings including:

- + DDoS - Web and Application and Web Application Firewall (WAF)
 - + Geolocation blocking + 175 global data center reach
 - + Managed Security
-



COLOCATION SERVICES

US Signal offers data center space, power, security, and environmental infrastructure for colocation of customer owned equipment. Customers can choose to deploy their equipment in US Signal's standard cabinets or, they may elect to have a US Signal solution architect design a custom cabinet or cage to meet specific equipment, power, and/or security requirements.

STANDARD CABINETS

- + 84x30x40 in, 42U Data Cabinet
- + Scales from ½ cabinet to many clustered whole cabinets

CUSTOM CAGE

- + Many custom integrated security and power options
 - + Scales from 100 square feet to thousands of square feet
-



NETWORK SERVICES

US Signal network services offer maximum bandwidth utilization, reduced downtime, and worry-free, secure connectivity. The US Signal network's built-in redundancies make the difference, with a network topology, protocols and multi-level security to ensure the reliability you need to keep your business up and running.

- + TDM and SONET Services (T1 to OC-192)
 - + Optical Wave Services (2.5, 10, 100Gbps)
 - + Layer 2 Ethernet Services (1Mbps to 100 Gbps)
 - + Layer 3 MPLS services (1Mbps to 100Gbps)
 - + Direct Internet Access - IPv4 and IPv6 - (1Mbps to 100Gbps)
 - + Private connections to AWS and Azure
 - + Peering relationships with tier one providers in the United States
 - + MEF Certified Ethernet Transport
-

EASE THE BURDEN OF COMPLIANCE

Leverage US Signal's audited IT infrastructure, security controls and processes to help meet many of your company's compliance requirements. Our data centers are regularly audited for compliance with numerous regulatory requirements and industry standards, including these:

SSAE SOC 1 TYPE 2

BDO Siedman audits US Signal annually for the SOC 1 report. US Signal's annual audit window is July 1 through June 30 with the report being released each summer. The report is available for customer review.

HIPAA COMPLIANCE

US Signal has been audited by an external auditor and found to be HIPAA compliant. US Signal implements the institutional, administrative, and technical controls required to be able to sign a Business Associate Agreement with customers. The report is available for customer review.

PCI DSS

US Signal has been audited by a Qualified Security Assessor (QSA) on over 400 controls and meets the relevant PCI DSS requirements. US Signal works quarterly with our QSA to maintain ongoing compliance. A new Attestation of Compliance is issued each August.

CRIMINAL JUSTICE INFORMATION SYSTEM POLICY

US Signal has conducted a self assessment in accordance with the Criminal Justice Information System (CJIS) Policy version 5.7. US Signal has the necessary security controls and administrative safeguards in place to support the deployment of law enforcement systems in the US Signal cloud environment.

EXTERNAL PENETRATION TESTING

US Signal engages an external third party auditor to conduct external penetration testing. The testing covers physical security, social engineering, and network penetration testing. For security reasons, test results are confidential, but an attestation of testing is available.

SECURITY PROGRAM MATURITY TESTING

US Signal contracts with a qualified third party Security Assessor to conduct Security Program Maturity testing. The testing covers physical security, social engineering, and network penetration testing. **Program Maturity Assessment of the US Signal Information Security Program** - The assessments are based on the National Institute of Science and Technology Cyber Security Framework (NIST-CSF) Each quarter, US Signal's Information Security program is reviewed and benchmarked against best practices for Information Security Programs. All results are reported on to US Signal's senior management and any potential findings are tracked through completion.

SOC 2

US Signal operations, facilities, and procedures has been audited by BDO Siedman validating it adheres to the SSAE 18 SOC 2 control criteria. Within this third party attestation, US Signal has also included the Trust Service Criteria for Security and Availability in regards to the processing of customer data.

GENERAL DATA PROTECTION REGULATION & PRIVACY SHIELD

US Signal has certified under the US/EU and US/Swiss Privacy Shield frameworks and complies with the principles of Privacy Shield and the EU Model Clauses. A Data Protection Officer is appointed as an independent member of the US Signal Management Team to be the subject expert and independent auditor addressing privacy. US Signal has implemented the necessary institutional controls and policies, in addition to having trained employees on the handling of private and sensitive data. US Signal's Privacy Policy is available for review at: ussignal.com/privacy-policy.

INSURANCE

US Signal maintains various insurance policies as required by law, including General, Property, Auto, Workers Compensation, Pollution and Cyber Liability including Errors and Omissions. Details of these insurances are available upon request.



SECURE AND EFFICIENT BY DESIGN



1. Conference Room
2. Cage
3. Cabinet
4. Biometric Scan
5. Man-trap
6. Security Office
7. UPS
8. Network
9. Loading dock
10. Air gap for efficiency
11. Raised Floor
12. Dual back up generators
13. HVAC (N+X)
14. Cloud
15. Hardened low profile concrete building
16. Meet-Me-Cabinet
17. Clean agent fire suppression
18. Segmented layout with biometric access

EVERYTHING YOU WANT IN A DATA CENTER AND MORE

CORPORATE SUSTAINABILITY

- + Financial Stability — Debt free & privately held
- + Commitment to data center and cloud hosting services — Continued investment in data centers with new Grand Rapids East facility and cloud services
- + Ownership changes — Original management
- + Organic growth — Completely
- + Mergers and Acquisitions — Never bought or sold
- + Founded 2001

SECURITY & RISK

- + Locked cages and cabinets **YES**
- + Data center guidelines for all customers **YES**
- + Available escorted access **YES**
- + 24 x 7 x 365 technical support **YES**
- + Digital video surveillance with 90 day retention **YES**
- + Biometric iris scanners (in and out) **YES**
- + Very low occurrence of natural disasters **YES**
- + 700 ft above mean sea level **YES**
- + Raised data center floor — 24 in **YES**

POWER GROWTH

- + (2) 3 megawatt substation feeds installed
- + Additional feeds and UPS added based on growth
- + Feeds will have north and south entrances to the building
- + Feeds engineered to 40% capacity so either north or south feed can fully absorb the other

HIGH AVAILABILITY

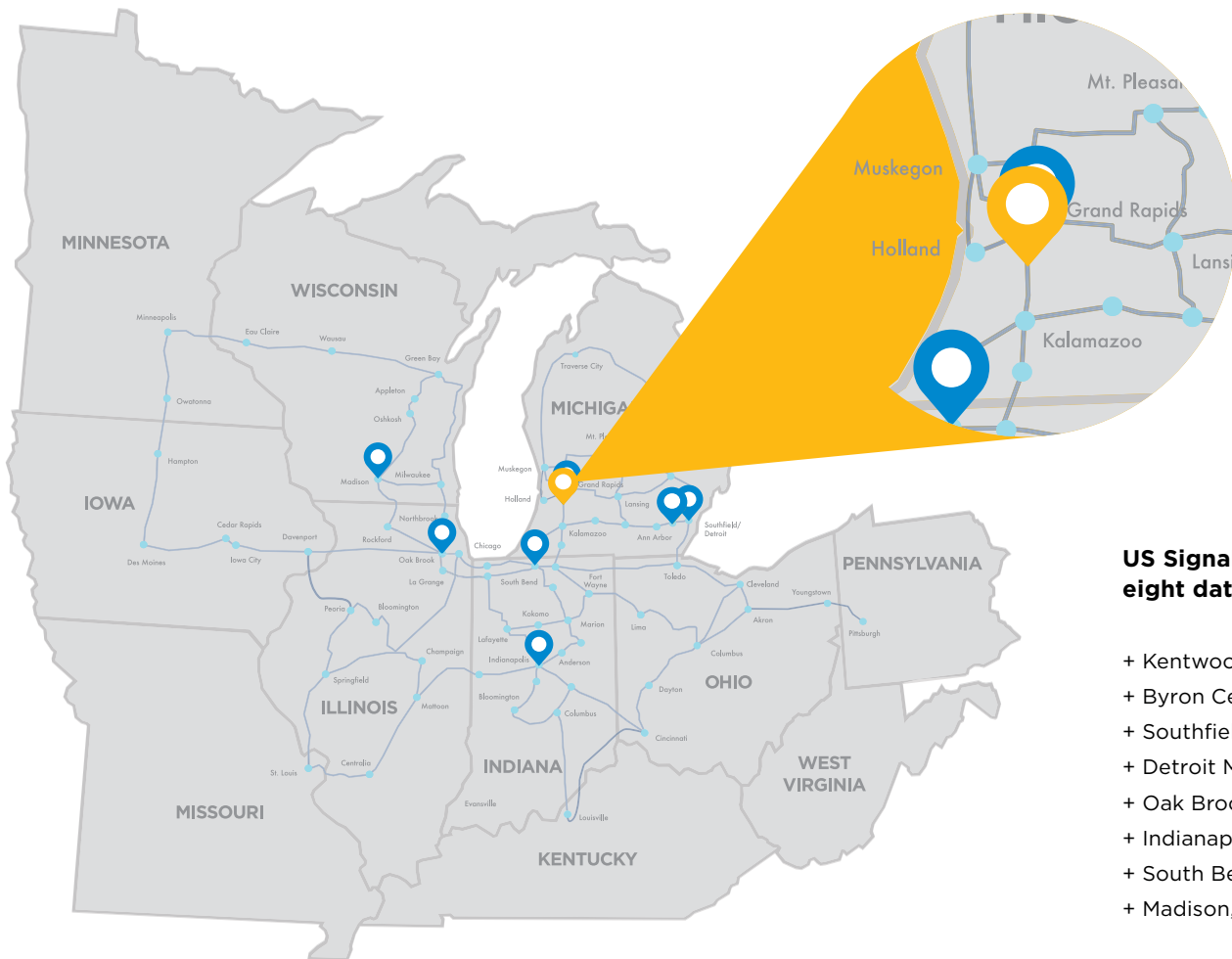
- + Multiple independent fiber entrances **YES**
- + Dual electrical substation feeds **YES**
- + Electrical feeds engineered to 40% to allow failover **YES**
- + 48-hour generator run time **YES**
- + Clean agent fire suppression **YES**
- + Network provider diversity **YES**
- + TIA 942 tier 3 equivalency **YES**
- + HVAC redundancy — N+X **YES**
- + UPS and backup generator redundancy — 2N **YES**
- + UPS & backup generator capacity — 1:1 with utility feeds **YES**

OPERATIONAL STANDARDS

- + Staffed 24 x 7 x 365 **YES**
- + Scheduled proactive battery testing **YES**
- + Scheduled proactive generator testing **YES**
- + Scheduled proactive backup HVAC testing **YES**
- + Facility alarm system **YES**
- + Facility remote monitoring **YES**
- + SSAE 16 SOC 1 Type I and II **YES**
- + SSAE 16 SOC 2 Type I and II **YES**
- + PCI - DSS **YES**
- + HIPAA **YES**
- + GDPR / privacy shield **YES**



WE'RE WHERE YOU NEED US TO BE



US Signal operates eight data centers:

- + Kentwood, Michigan
- + Byron Center, Michigan
- + Southfield, Michigan
- + Detroit Metro, Michigan
- + Oak Brook, Illinois
- + Indianapolis, Indiana
- + South Bend, Indiana
- + Madison, Wisconsin



ABOUT US SIGNAL

US Signal is a leading data center provider, offering connectivity, cloud hosting, data protection, and disaster recovery services — all powered by its wholly owned and operated, robust fiber network. US Signal also helps customers optimize their IT resources through the provision of managed and professional services.

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