

OAK BROOK

WELCOME GUIDE



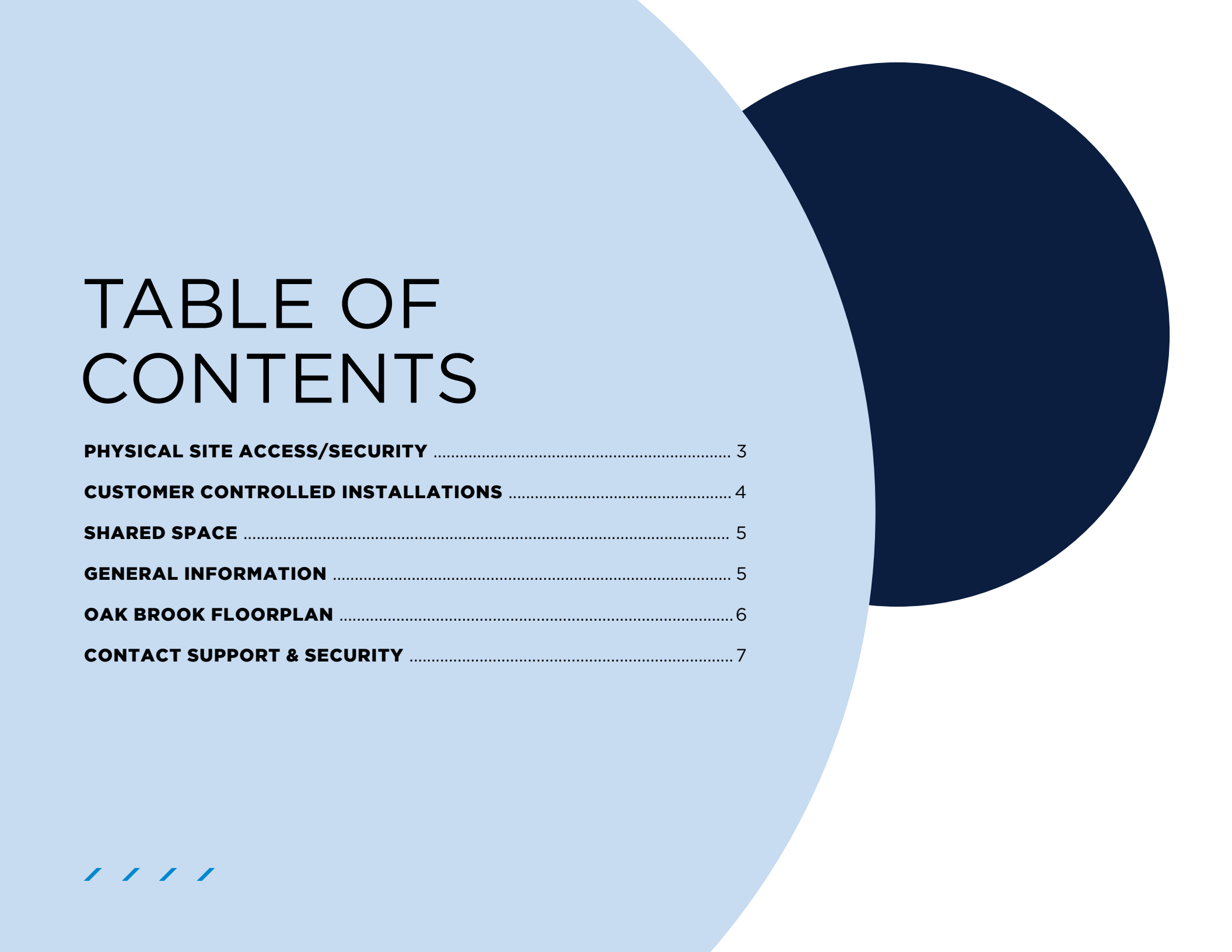
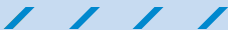


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PHYSICAL SITE ACCESS/SECURITY

SITE ADDRESS

810 Jorie Blvd.
Suite 1150
Oak Brook, IL 60523

PARKING

Parking is on a first come, first serve basis at the southwest side of the building.

CUSTOMER ENTRANCE

Access to the US Signal collocation site is provided via the entrance door near the Southwest corner of the building.

AFTER HOURS ACCESS

The Southwest entrance is unlocked between 8-5pm Monday through Friday. For after hours and weekend access please use the building access card in the black key-box located to the left of the entrance door. Please make sure to put the card back in the lockbox.

ACCESS CARD MANAGEMENT

Please be advised you are required to carry and display your photo ID at all times when on US Signal property.

ALARM CODE

Your alarm code is in a separate document and is unique to you.

ADDITIONAL AUTHORIZED USERS

Customers wishing to add Authorized Users are required to submit a completed Access Form with SPOC signature, along with a clear photograph for each person requiring access. Please submit the application and photo to badges@ussignal.com prior to being on site. In order to be enrolled in the system you must be present on site to perform the initial eye scan. An enrollment time can be arranged by calling the TOC at 888.663.1700 or emailing badges@ussignal.com.

ENTRANCE PROCEDURE

Please follow this procedure when entering the building:

- + Locate the proximity reader on the exterior of the building and swipe your RFID card.
- + After entering the vestibule, locate the key pad on the wall to your left. If it is reading, <ARMED> <ENTER CODE OR ALARM WILL SOUND>, please enter your code, followed by the number "1".



CUSTOMER CONTROLLED INSTALLATIONS

HOT/COLD AISLE CONFIGURATION FOR DATA CABINETS

This Data Center utilizes a hot aisle/cold aisle configuration. Equipment is required to be mounted so that the exhaust vents into the hot aisle. Please contact the TOC if you have questions about this before mounting your equipment.

PLACEMENT OF EQUIPMENT WITHIN YOUR DATA CABINET

Place equipment with a high BTU/Hr output as low in the cabinet as possible. Please use cable management and mount blank panels between equipment in the cabinet. This will help keep the cold air from being pulled through the openings into the hot aisle.

PLACEMENT OF CABINETS/RACKS WITHIN CAGED SPACE

Please place cabinets/racks in a manner that maintains a hot aisle/cold aisle configuration. You are also required to maintain at least 3 feet between aisles for proper cooling of the space.

FLOOR DRILLING

Floor drilling to support your cabinets or relay racks is permitted. You are required to notify the Technical Operations Center at least 24 hours in advance of drilling into the floor.

OTHER CONSTRUCTION

Any other changes to the customer cabinet/cage that could potentially create airborne particulates must be approved by the US Signal Facilities department in advance of making these changes. Please contact the TOC to request a meeting with a representative.

ACCIDENTAL FIRE ALARM TRIP

If work that you are doing causes a false fire alarm, please quickly proceed to a fire alarm station (located near the exits). PRESS AND HOLD the yellow button. Call the TOC immediately. They will be able to assist you in preventing the Ecaro 25+ from releasing into the room.



SHARED SPACE

US Signal offers use of the Oak Brook shared space to active customers. The room features tables and chairs for impromptu meetings off the data center floor for your convenience. Please contact Facilities at facilities@ussignal.com or contact the TOC for any questions regarding the shared space.

GENERAL INFORMATION

FREIGHT DOOR ACCESS

The freight door is located on the west side of the building, near the loading dock. Access to this door is regulated by the facilities department, so an appointment will be necessary to use this door. Please contact the Technical Operations Center to schedule at least 24 hours in advance.

CARDBOARD

All cardboard is to be removed from cabinets and cages. Replacement gear should be placed in plastic storage containers for future use. There is a dumpster located on the west side of the building near the loading dock. No trash of any kind is to be left inside the colocation area.

SMOKING POLICY

All US Signal facilities are non-smoking. No smoking is permitted within 15 feet of the colocation entrance.

CLEANING

US Signal is responsible for cleaning the common areas, hallways, walkways, and restrooms on a regular basis. All colocation customers are responsible for keeping their cage or cabinet(s) in a straight and orderly manner. If you see an area that needs assistance, please contact the TOC.

FOOD AND BEVERAGE POLICY

No food or beverages are allowed in the colocation area.

RESTROOMS

There are restrooms located across the hallway from the US Signal colocation entrance door.



OAK BROOK FLOORPLAN

SECURE AND EFFICIENT BY DESIGN



- 1. Conference Room
- 2. Cage
- 3. Cabinet
- 4. Biometric Scan
- 5. Man-trap

- 6. UPS
- 7. Network
- 8. Loading dock
- 9. Single back up generator
- 10. HVAC (N + X)

- 11. Cloud
- 12. Meet-Me-Cabinet
- 13. Clean agent fire suppression
- 14. Segmented layout with biometric access

CONTACT SUPPORT & SECURITY

US SIGNAL ADDRESS

201 Ionia Ave SW
Grand Rapids, MI 49503

TECHNICAL OPERATIONS CENTER

888.663.1700
toc@ussignal.com

US SIGNAL SALES

616.988.7000
info@ussignal.com

