

SOUTHFIELD

# WELCOME GUIDE



# TABLE OF CONTENTS

<b>PHYSICAL SITE ACCESS/SECURITY .....</b>	<b>3</b>
<b>CUSTOMER CONTROLLED INSTALLATIONS .....</b>	<b>5</b>
<b>SHARED SPACE .....</b>	<b>6</b>
<b>GENERAL INFORMATION .....</b>	<b>6</b>
<b>SOUTHFIELD FLOORPLAN .....</b>	<b>7</b>
<b>CONTACT SUPPORT &amp; SECURITY .....</b>	<b>8</b>



# PHYSICAL SITE ACCESS/SECURITY

## **SITE ADDRESS**

21648 Melrose Ave  
Southfield, MI 48075

Please be advised that this site is monitored 24x7 via Network Surveillance Cameras.

## **PARKING**

Parking is available on a first come, first serve basis at the front of the building.

## **CUSTOMER ENTRANCE**

Access to the US Signal colocation site is provided via the entrance door located near the north side of the building. There is a visible US Signal Company sign at this entrance. Please make sure you are wearing and displaying your photo id badge before entering the colocation facility.

## **ACCESS CARD MANAGEMENT**

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

## **NEW CUSTOMER COLOCATION ACCESS**

Customers are required to submit an access application, along with a clear photograph for each person requiring access. Please submit the application and photo to [badges@ussignal.com](mailto: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](mailto:badges@ussignal.com).

## **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](mailto: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](mailto:badges@ussignal.com).



# PHYSICAL SITE ACCESS/SECURITY

## IRIS SCANNING PROCEDURE

Please follow this procedure to use the iris scanners:

- + Locate the mirror on the top of the scanner and look into it.
- + When you are within range you should see an orange dot in the middle of the mirror.
- + Move closer or further to the scanner while looking into the mirror until you see the dot turn green. If the scan doesn't take place right away the iris scanner will help direct your positioning.

**Note:** You will have to scan in and out at all doors at this facility.

## ALARM CODE

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

## ENTRANCE PROCEDURE

Locate the iris scanner on the exterior of the building and follow the iris scanning procedure. No need to disarm building security.



# 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.

## 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.

## REMOTE HANDS

US Signal offers Remote Hands out of the Data Center. You are able to take full advantage of this service by calling or emailing the TOC to schedule the service. Please see the Data Center Guidelines for additional information about rates and standard services [here](#).



# SHARED SPACE

US Signal offers use of the Southfield 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](mailto: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 south side of the building, just to the east of the generators. 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 and accessed by a separate drive to the south. No trash of any kind is to be left inside the colocation area. US Signal reserves the right to remove cardboard from colocation space at the applicable Remote Hands rate.

### 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.

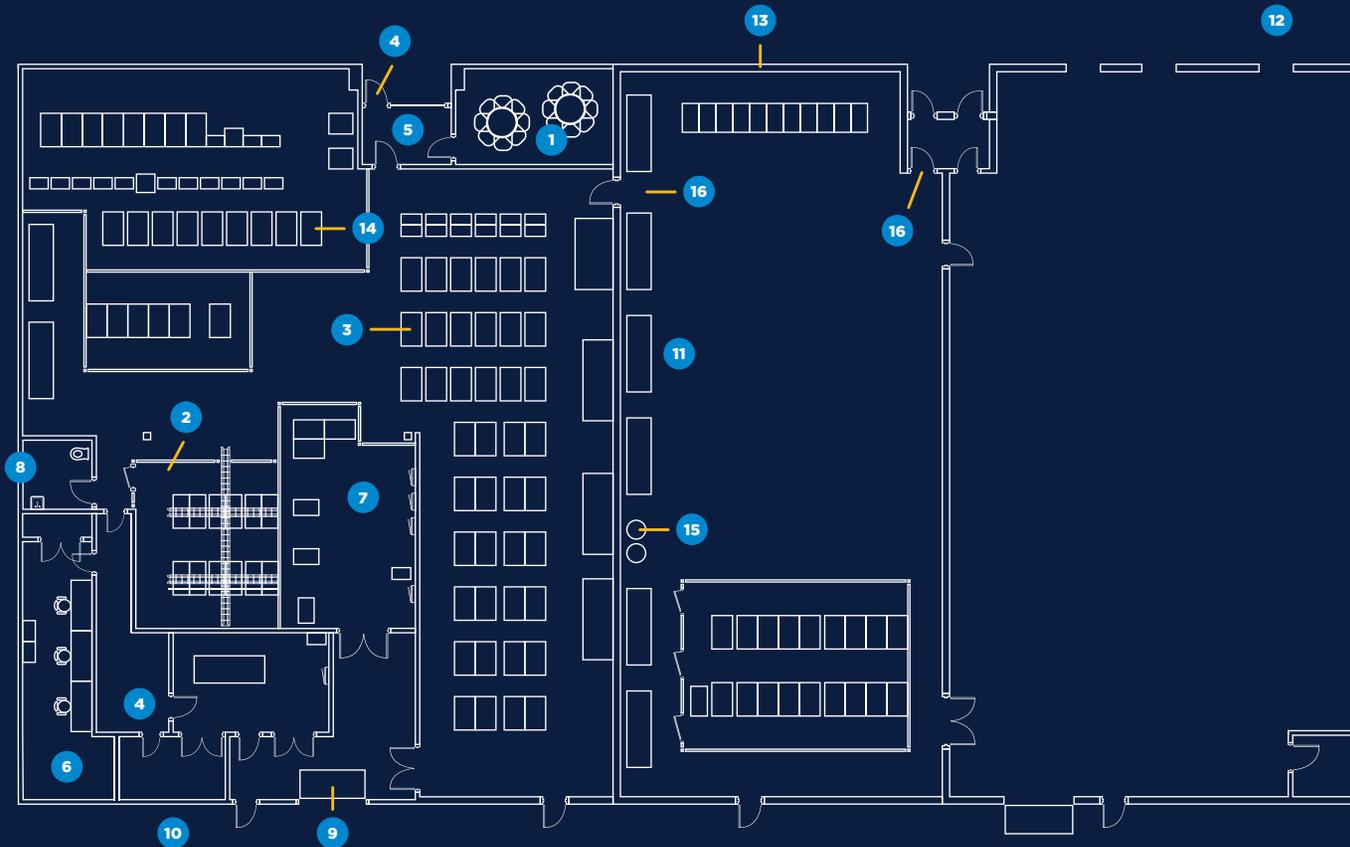
### RESTROOMS

There is a restroom located near the southwest corner of the colocation area.



## SOUTHFIELD FLOORPLAN

# 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. Dual back up generators
- 11. HVAC (N + X)

- 12. Cloud
- 13. Hardened low profile concrete building
- 14. Meet-Me-Cabinet
- 15. Clean agent fire suppression
- 16. 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

