



# COLLOCATION GUIDELINES

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# COLLOCATION 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 Verizon (VZ) premises, common areas within a VZ premises and the individual CLEC's "collocation space" 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, CLEC will be the generic reference for all collocation arrangements and supersedes NIP 74174. Responsibilities listed are not necessarily all inclusive, nor are they meant to be a complete job description. The duties in this document are to be used for illustrative purposes.

### 1.2 ORGANIZATION OF THE DOCUMENT

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

Section 2. Security and Adherence to Rules and Regulations

Section 3. Appendices

A reference section of all pertinent documentation is provided at the end of this document (see appendix B). 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 Verizon.

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".

## 1.4 REASONS FOR REISSUE

Verizon reserves the right to modify these guidelines. Whenever it is reissued, the reason(s) will be provided in this paragraph.

## 2. SECURITY AND ADHERENCE TO RULES AND REGULATIONS

### 2.1 CORPORATE SECURITY

The Physical Security Group of VZ's Corporate Security department will assist the Network Operations Manager, the Real Estate Team Leader, the Central Office Engineering Manager, the Telecom Industry Services Operations Center (TISOC), local building management, the Building Coordinator, Wholesale Network Services (WNS) contact or Local Collocation Coordinator (LCC) with site selection security procedures and access requirements.

### 2.2 IDENTIFICATION (ID) CARDS

The Wholesale Network Services (WNS) contact or Local Collocation Coordinator (LCC) will provide the CLEC with VZ non-employee Collocation identification card applications during the initial collocation implementation meeting with the CLEC. The CLEC will supply the WNS contact or LCC with the completed application cards and a list of its employees and approved vendors who require access. The list will also include: social security numbers (or alternative forms of identification), one passport-sized color photo for each CLEC employee requiring access and the citizenship status of all such individuals. The WNS/LCC will complete the VZ non-employee Collocation Identification (ID) card request and authorization form and forward it with the color photo to the appropriate Corporate Security ID Processing Center in Arlington, VA. The Corporate Security ID Processing Center will return the completed non-employee ID cards to the WNS/LCC for distribution to the CLEC Customer.

In the event the CLEC wishes to sublease their cage enclosure with another CLEC, the CLEC of record ("host") must notify the LCC or WNS representative of this situation. The host is responsible for providing to the LCC or WNS contact the name of the subleasing Company ("guest"), 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 for the subleasing employees with a list of their social security numbers (or alternative forms of identification), proof of their citizenship status and one passport sized color photo for each individual. Further, said "guests" and their employees and approved vendors shall be subject to these guidelines.

As an alternative, CLEC personnel can bring completed and approved paperwork along with a state issued photo ID (e.g. government ID, driver's license, etc.) to a designated VZ Corporate Security ID Processing Center. These centers will do imaging and take applications for processing. See Appendix C for ID locations and hours of operation.

The ID card will be white with a blue "C" for the purpose of identifying the wearer as CLEC personnel or vendor. The ID remains the property of VZ 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 VZ Security via the WNS contact or LCC by the CLEC when it is no longer valid (e.g. termination of employment) or when requested by VZ management.

The expiration date of VZ non-employee ID cards is a maximum of one year from the date of issuance. It may be less depending upon contract specification. The CLEC is responsible for requesting renewal applications from the WNS contact or the LCC. The CLEC should begin the renewal process early to ensure the identification badges do not expire. No grace period will exist.

ID cards must be worn and prominently displayed at **ALL** times while on VZ 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 VZ in advance. Any infractions must be reported to the Customer Care Center and VZ Corporate Security.

The CLEC customer must immediately notify the WNS/LCC of any lost or stolen ID cards.

## 2.3 METHODS OF ACCESS

The purpose of this section is to provide guidelines for 24 hour, 7 day a week access to Verizon premises. When CLEC personnel or authorized vendors have need to enter these premises, they should contact the area Network Operations Center (NOC) to advise them of their arrival and departure. In VZ central offices that are manned, CLEC representatives will call the area NOC 30 minutes before their planned arrival time. In VZ central offices that are unmanned, CLEC representatives will call the area NOC 60 minutes before their planned arrival time. This is an advisory call, not a requirement, and will not inhibit or delay a CLEC's access to their equipment or the central office. Sign-in logs will be located at the collocation site and the CLEC is expected to sign in and out. The Network Operations Manager or LCC will provide the CLEC with the telephone number of the area NOC at the MOP meeting and will identify for the CLEC whether the building is \*manned or unmanned. The area NOC telephone number will also be posted within the collocation area.

\*A manned building is any VZ central office location that has at least one permanent employee assigned at a minimum, 8am–5pm Monday through Friday and at a maximum, 24 X 7. An unmanned building is any VZ central location that does not have a permanent employee assigned between the hours of 8am –5pm, Monday through Friday.

There are three general methods of providing access to VZ premises: Card Reader Access, Key Access or Guard access. The Card Reader Access System (CRAS) is the recommended standard for VZ security access control. CLEC personnel are only permitted to access VZ 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 the Customer Care Center and VZ Corporate Security.

Common Areas may be accessed by CRAS, UNICAN (keypad), or by key access.

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

## 2.4 CARD READER ACCESS (CRAS)

CRAS cards shall be issued to all CLEC personnel requiring access to CRAS equipped sites by the WNS/LCC. The WNS/LCC will receive the valid access card(s) from the Corporate Security Access Control Center group after the non-employee I.D. card is issued and the access form completed and approved.

The card permits access to specific areas of the VZ 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 VZ 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 VZ 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. All CLEC personnel and its approved vendor(s) shall sign in and out at all times on a designated building log when entering or leaving a premises which has CRAS access at all times.

## 2.5 CRAS CARDS ISSUANCE

The CLEC customer will complete the card access application and obtain the appropriate CLEC supervisory signature. This form will be forwarded to the WNS/LCC for review and concurrence. The WNS/LCC will forward the application to the closest geographically based Access Control supervisor. The Access Control supervisor will issue an appropriately coded access card to the WNS/LCC for issuance to the CLEC after verification that a VZ non-employee I.D. card has been issued. A CRAS card will not be activated unless a valid VZ issued non-employee collocater ID card has been issued.

If the CLEC has sublet their cage, they will be the contact with the WNS/LCC representative and will provide or necessary identification information on the subleasing 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 WNS/LCC contact of any CRAS cards lost or stolen by their tenants.

CRAS cards remain the property of VZ and will not be borrowed, transferred or otherwise used by anyone other than the CLEC employee to whom it was issued. The CRAS card must be surrendered to VZ Security by the CLEC via the WNS contact or LCC when it is no longer valid (e.g. termination of employment) or when requested by VZ management.

In the case of a lost or stolen CRAS card, the CLEC must notify WNS/LCC immediately. Corporate Security will notify the Building Security Coordinator (BSC) of the affected buildings.

## 2.6 KEY ISSUANCE

Where access is required in non-CRAS equipped buildings, the WNS/LCC 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 the WNS/LCC. 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. All CLEC personnel and its approved vendor(s) shall sign in and out at all times on a designated building log when entering or leaving the premises which have key access.



In the case where VZ provides the cage enclosure, Corporate Real Estate will provide three (3) cage enclosure keys upon completion of the installation to the WNS/LCC. The CLEC will be provided with two (2) keys. The CLEC may place a lock box on the cage enclosure to house the key for the enclosure. Cage enclosure keys may be duplicated at the CLEC's discretion. If the CLEC is subleasing its cage, as the owner of record, it is the host's responsibility to duplicate the necessary number of keys for its guests.

VZ Network Operations will maintain the third key for emergency access to the CLEC cage. VZ will not provide the emergency key to the CLEC for access to the CLEC cage. The CLEC may not change or alter the cage enclosure without express written permission from Verizon. Any alterations will require the CLEC to provide VZ Central Office Supervisor with an emergency key prior to changing the secure enclosure.

If a CLEC chooses to have a VZ approved vendor build its cage enclosure, it will be required to provide a key to the enclosure to VZ Network Operations for emergency purposes. VZ will not provide the emergency key to the CLEC cage.

All keys provided by VZ remain the property of VZ. Upon vacating cage(s), CLEC management shall return all keys to Verizon Real Estate via the WNS/LCC contact.

## 2.7 GUARD ACCESS

At VZ premises that have guard service, the CLEC personnel must display the appropriate VZ non-employee collocator ID card and sign in and out at all times on the designated log.

## 2.8 RIGHT OF WAY

VZ 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 VZ Real Estate

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

## 2.9 CABLE VAULT ACCESS

Access to the cable vault will require an escort and must be arranged in advance whenever possible. The escort must be arranged through the local central office manager, and specific charges shall apply.

## 2.10 ROOF ACCESS

Access to the roof will require an escort and must be arranged in advance whenever possible. The escort must be arranged with VZ Real Estate by calling the CSC, and specific charges will apply.

## 2.11 ACCESS TO VIRTUAL COLLOCATION

When, in limited circumstances, a CLEC requests access to its dedicated virtual collocation arrangement, a Verizon escort will be required at all times and specific charges will apply.

## 2.12 ACCESS TO SHARED BUILDING FACILITIES

Where the CLEC shares a common entrance to the central office with VZ, the reasonable use of shared building facilities (e.g., elevators, unrestricted corridors, designated rest rooms, etc.) will be permitted. However, access to such facilities may be restricted by security requirements, and a VZ 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 VZ technician is available. VZ 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.

## 2.13 ACCESS TO PARKING

Vehicle parking is normally limited at VZ Central office facilities. On site parking, as needed and where available, must be negotiated on a building and job specific basis with the Network Operations Manager.

## 2.14. ACCESS TO FREIGHT ELEVATORS

When the collocation space is located above or below the first floor, the CLEC will be permitted to use freight elevators to access its area for delivery of equipment. A request for use of VZ elevators is to be submitted 48 hours in advance to the required time of use. In VZ premises where there are no freight elevators, the CLEC will be responsible for equipment deliveries using a crane. This access must be detailed in the MOP document.

## 2.15 ACCESS TO TEMPORARY STAGING AREAS

The CLEC will be permitted to use a portion of the VZ premises and loading area on a temporary basis, if available, during equipment installation work. The CLEC is responsible for protecting VZ personal and real property within the staging area and along the staging route. The CLEC must store equipment and materials within the caged areas when any work is not in progress (e.g. overnight). The CLEC must meet all VZ fire, safety, security, and environmental requirements, and all local, state and federal codes, statutes, regulations, etc. The temporary staging area will be vacated and delivered to VZ in a broom clean condition upon completion of the installation work. The CLEC will be responsible for removing all refuse from the staging area. This access will generally be detailed in the MOP document.

## 2.16 CLEC INSTALLATION & REMOVAL OF EQUIPMENT AND THE MOP

The Method of Procedure (MOP) as detailed in Verizon IP72201 will be followed at all times when installing or removing and excepting equipment in VZ premises. The CLEC must prominently display any signed MOP document when performing work activities associated with the installation and removal of equipment in the cage. This requisite does not eliminate other requirements for installation and removal of equipment. The CLEC is responsible for removal of all waste products from the premises during the installation or removal of equipment.

## 2.17 CLEC AREA ACCESS

The individual CLEC may provide any additional security to its cage or cageless collocation arrangement equipment 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 Verizon. Alterations to the cage must meet approved VZ engineering requirements and may not be made without the express written permission of VZ. The CLEC must provide VZ with new keys, access control cards, or codes. These cards and/or keys must be provided to the VZ Central Office supervisor, prior to any alterations who will maintain them in a secured area on the premises.

## 2.18 VZ ACCESS TO CLEC CAGE(S)

VZ personnel shall not enter the CLEC cage(s) or approach a cageless arrangement unless accompanied by a CLEC employee and/or has given prearranged notice to the

CLEC management. This is true except for emergency access purposes in which case prearranged notice is assumed to be granted.

## 2.19 EMERGENCY SIGNAGE

Emergency contact signage shall be posted on each CLEC customer's cage, or cageless collocation arrangement. The signage shall be provided by the CLEC. In the case of a collocation cage, the VZ Real Estate Team Leader will provide and install a standard 8.5 " x 11" frame adjacent to the entrance of the enclosure(s). The frame will be the type which allows for the exchange of information media without remounting. The sign will contain the following information (PRINT SHOULD BE FONT SIZE 14 OR 16):

- CLEC NAME (optional)
- CLEC ADDRESS (optional)
- CLLI CODE
- CLEC TELEPHONE NUMBER
- CLEC EMERGENCY CONTACT(S) FOR REGULAR WORK HOURS AND AFTER HOURS WITH TELEPHONE NUMBERS

Posted at the CLEC's point of entry to the building will be a list of emergency contact numbers for the VZ Real Estate Customer Service Center (CSC) and the area Network Operations Center (NOC). The information will be reviewed at the initial Method of Procedure (MOP) meeting, by CLEC personnel and VZ representatives. In the case of cageless collocation arrangements, at a minimum, the CLLI code and customer emergency telephone number should be placed at the base of the equipment bay.

## 2.20 ADHERENCE TO RULES AND REGULATIONS

The CLEC will insure that each of its employees, vendors or contractors that it has working on VZ 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 insure that CLEC personnel comply with all VZ 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 VZ network or property; sale or possession of alcohol and/or controlled substances; or the possession of any firearms, weapons or other dangerous items; access or disclosure of any VZ customer information.

The CLEC agrees to: 1) indemnify and hold harmless VZ 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 VZ's facilities.

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

## **2.21 Workplace Safety**

The CLEC and CLEC personnel shall properly handle, store and use hazardous substances according to VZ policy and applicable law. The hazards of chemicals in use should be understood.

Potential or actual unsafe or hazardous conditions should be reported to the VZ Safety, Health and Environmental hotline 1-800 386-9639. All accidents, particularly those involving physical injury, should be reported immediately as required by OSHA to the same number.

### **2.21.1 Environmental and Safety Requirements**

#### ***2.21.1.1 Toxic and Hazardous Materials***

The CLEC shall not bring any toxic or hazardous materials (as defined by the Resource Conservation and Recovery Act, the Occupational Safety and Health Act, the Emergency Planning and Community Right-to-Know Act, any similar applicable state law or any regulation issued under any of these laws) on VZ premises without the prior written consent of VZ. VZ may refuse to grant such consent if the danger posed by any material is of a different nature or magnitude than that posed by VZ material stored at the premises or if the CLEC is not complying with any applicable law or requirement with respect to such materials. The CLEC must maintain an updated inventory (that shall at a minimum include a description, the volume and the location of all toxic or hazardous materials) that it has brought onto VZ premises. The CLEC shall assure that VZ is provided with a copy of the most recently updated inventory. In addition, the CLEC must, upon request, provide to VZ a copy of a Material Safety Data Sheet (MSDS) for each such toxic or hazardous material. All toxic and hazardous materials shall contain appropriate labels and warnings.

All materials, including toxic and hazardous materials, brought or used on VZ premises by the CLEC are owned by the CLEC. The CLEC is responsible for storing, using and removing all materials from VZ premises in accordance with all applicable laws. The CLEC is also responsible for the proper management of all wastes that it generates while at the premises. In the event of a spill or breakage of hazardous material, the CLEC is

responsible for managing all applicable emergency response efforts required by law or regulation. In addition to notifying the applicable governmental agencies, the CLEC shall also immediately call the Verizon Safety, Health and Environment Hotline on 1-800-386-9639.

#### ***2.21.1.2 Asbestos-Containing Materials (ACM)***

Many Verizon facilities have products made with asbestos-containing materials. The CLEC shall review the Operation and Maintenance Plan at the Verizon premises to determine whether asbestos may be present in the CLEC's work area. The CLEC shall not disturb any presumed or known asbestos-containing materials without the express written permission of VZ. The CLEC shall take full responsibility for any ACM that it disturbs and in such instances the CLEC shall immediately contact the VZ Safety, Health and Environment Hotline.

#### ***2.21.1.3 Environmental Permits***

The CLEC shall not, without express written permission of VZ, perform any operation or use any machinery that requires an environmental permit. VZ may refuse to consent to such operation or machinery if the permit is not required for VZ operations at the premises.

#### ***2.21.1.4 Environmental Reporting***

The CLEC is responsible for preparing its own emergency response plans and performing community reporting as may be required under federal, state or local laws or regulations. At the request of VZ, VZ and the CLEC may make a combined filing or coordinate filings.

The CLEC is required to report any dangerous condition that could have adverse environmental consequences even if the condition is unrelated to CLEC job function(s).

#### ***2.21.1.6 Right of Way***

Activities impacting environmental or safety issues associated with a Right of Way must be in conformance with the specific agreement and relationship that VZ has with the private landowner. The agreement may include limitations on equipment access due to environmental conditions.

#### **2.21.1.7 Fire Safety/Emergency Evacuation Procedures**

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

Potential or actual unsafe or hazardous conditions should be reported to the VZ Safety, Health and Environmental Hot Line 1-800-386-9639. All accidents, particularly those involving physical injury, should be reported immediately as required by OSHA to the same number.

#### **2.21.1.8 Alcohol and Drug Use, Workplace Violence and Weapons**

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

The consumption of alcohol on VZ property is prohibited.

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

CLEC personnel shall not misuse or abuse any legal substances including, but not limited to, prescription or non-prescription medication while on VZ 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 VZ 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 should be reported immediately to VZ Corporate Security (1-800-997-3287). Violations will not be tolerated.

#### **2.21.1.9 Harassment**

The existence of a sexually or racially abusive or hostile working environment is prohibited.

Sexual or racial harassment of VZ 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.

## **2.22 ADDITIONAL WORKPLACE RULES AND REGULATIONS**

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

- (1) No Smoking** - All Verizon 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 VZ premises is expressly forbidden for all personnel. Network equipment systems (switching and transport) could be adversely affected by electromagnetic energy radiated by these devices.
- (3) 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.**
- (4) No Cameras** - Camera use is expressly forbidden within the VZ premises.
- (5) Security Reminder:** Verizon issued non-employee ID Cards must be worn and displayed at all times while on Verizon property
- (6) Any other signage** (i.e. designated walkways, access to common areas, restricted areas, safety and environmental requirements) must be adhered to.

**Verizon reserves the right to make changes to such procedures, rules and regulations to preserve the integrity and operations of the Verizon network and facilities or to comply with applicable laws and regulations. Failure to adhere to existing laws, rules, procedures and regulations will result in denial of access and/or removal from the premises.**

## **2.23 CONTACT INFORMATION**

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



- Corporate Security 800 (997-3287)
- VZ Real Estate CSC - North 888 (696-3973)
- VZ Real Estate CSC - South 800 685-1608
- NOC Specific NOC Tele #s will be provided at MOP

### **3. Collocation Customer Care**

3.1 Collocation Customer Care (CCC) is a group that answers questions and resolves issues related to in-service collocation. The CCC is equipped to receive questions and issues by phone calls, fax, and e-mails from the CLECs or from other Verizon employees. The CCC acts as the single point of contact, interfacing with other Verizon departments (e.g. Corporate Real Estate, Security, and Central Office Engineering, etc) in gaining resolution.

#### **3.2 Contacting the Collocation Customer Care Group**

Contacting the Collocation Customer Care Group

Collocation Customer Care	1-800-483-4116
Fax	1-617-443-4573
E-Mail	<a href="mailto:collocare@verizon.com">collocare@verizon.com</a>

#### **3.3 Hours of Operation**

Dispatchers are available to answer calls Monday through Friday 8:00 AM through 5:00 PM. The CCC is located at 125 High Street, Boston, Massachusetts.

#### **3.4 Out of Hours**

Emergency calls received out of hours are directed via voice mail to the Regional Collocation Maintenance Center in Cockeysville, MD.

## 4. APPENDICES

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### 4.1 APPENDIX A: ACRONYMS AND ABBREVIATIONS

ACC	ACCESS CONTROL CENTER
BARES	BELL ATLANTIC REAL ESTATE SERVICES CENTER
BSC	BUILDING SECURITY COORDINATOR
CLEC	COMPETITIVE LOCAL EXCHANGE CARRIER
CRAS	CARD READER ACCESS SYSTEM
CRE	CORPORATE REAL ESTATE
CSC	CUSTOMER SERVICE CENTER
ICSC	INTEREXCHANGE CUSTOMER SERVICE CENTER
ID	IDENTIFICATION CARD
LCC	LOCAL COLLOCATION COORDINATOR
MOP	METHOD OF PROCEDURE
NOC	NETWORK OPERATIONS CENTER
RCMC	REGIONAL CLEC MAINTENANCE CENTER
TIS	TELECOM INDUSTRY SERVICES
VZ	VERIZON

### 4.2 APPENDIX B: TECHNICAL REFERENCES & DOCUMENTATION

Network Equipment Installation/Removal Procedures, IP72201

VZ Central Office Grounding Requirements, BAES-74162

Digital Environmental Requirements and Checklists, NIP-74165

ISOLATED GROUND PLANES: Definition and Application to Telephone Central Offices - Technical Reference,TR-NWT-000295

Electromagnetic Compatibility and Electrical Safety Criteria for Network Telecommunication Equipment - Technical Reference ,TR-NWT-001089

Belcore Central Office Environment Installation/Removal Generic Requirements, TR-NWT-001275

Belcore's Network Equipment-Building System (NEBS) Generic Equipment Requirements, TR-NWT-000063

Belcore's Generic Physical Design Requirements for Telecommunications Products & Equipment, TR-NWT-000078

BELL ATLANTIC REGIONAL OPERATIONS SAFE TIME PRACTICE -  
BA 002-300-100

Belcore Information Letter IL-90/12-055 Use of Portable Communications Radios Near Telecommunications Equipment

Verizontic Collocation Guidelines - Real Estate

All relevant OSHA Regulations

#### 4.3 APPENDIX C: VZ Corporate ID Imaging Centers

**Please call before going to the center to check hours of operations.**

<u>LOCATIONS</u>	<u>POINT OF CONTACT</u>	<u>TELEPHONE NUMBER</u>
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#### VIRGINIA

Arlington- 1320 N. Court House Rd. 5FL. Upper Lobby- 1310 N. Court House Rd.	ID Unit Gail Martin	703-974-8777 703-974-5422
Richmond- 3011 Hungary Spring Rd. 2FL.	Kathy Hardee	804-772-7018
	Brenda Jordan	804-772-7016
Roanoke- 5415 Airport Rd. 2FL.	Barbara Camper	804-235-7374
Roanoke- 4843 Oakland Blvd. 2FL.	Nancy Cook	540-265-7536
Norfolk- 8910 Granby St.	Adam Blath	757-667-2882

#### MARYLAND

Silver Spring- 13101 Columbia Pike Room 212-B	Linda Smoot	301-236-8125
Baltimore- 1 East Pratt St. Room 3E	Shirley Harley	410-736-7701
Baltimore- 323 North Charles St.	Carol Schmidt	410-393-7977
Woodlawn- 6810 Dogwood Rd.	Arlette Darcy	410-597-4179
Cockysville- Shawan & York Rds. W. 133	Doris Cox	410-393-6074

#### WEST VIRGINIA

Charleston- 1500 MacCorkle Ave. Room 52	Patricia Dent	304-344-6368
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Beckley- 200 Woodlawn Ave.	Patty Metrick	304-255-9560
Clarksburg- 425 Holden Street	Don Molter	304-623-6876
Wheeling- 995 Mt. DeChantel Rd.	Paul Echols	304-233-6776

## **PENNSYLVANIA**

Philadelphia- 1717 Arch St. 11th Fl.	Henrietta Williams	215-466-3984
Philadelphia- 900 Race Street 7FL.	Kevin Murphy	215-351-8088
Harrisburg- Strawberry Square 8FL.	Carol Diller	717-777-4251
Conshohocken- 402 Fayette Street 2FL.	Ronnie Stengel	610-941-8021
Pittsburgh- 416 Seventh Ave. 20	RJ Haberen	412-633-2052
Pittsburgh- 201 Stanwix St.	Joyce Kay	412-633-5527

## **NEW JERSEY**

<b>Elizabeth - 1196 E. Grand St.</b>	Donna Wysokinski	908-355-1640
Freehold- 999 West Main Street 2FL.	Elisa Cantillo	732-577-3246
East Orange- 650 Park Avenue 1FL.	Kathy Ponton	973-266-9320
Rochelle Park- 65 West Passaic St.	Diane Stankus	201-843-8994
Scotch Plains- 1000 Cellar Ave.	Steve Ball	732-717-6725
Teaneck- 1500 Teaneck Rd.	Carmela Kida	973-569-9969
Madison-175 Park Ave., 3rd FL.	Jo-Ann Pisco	973-408-9902
<b>Oradell - 541 Kinderkamack Rd.</b>	Brenda Tillman	908-717-8716

## **MASSACHUSETTES**

Boston- 185 Franklin St. Room 201	Mary Morris	617-743-3145
Fall River - 326 N. Main Street	Sharon Faniel	508-675-6776
Andover - 1 Corporate Drive	David Normand	978-691-2330
Gardner - 43 West Street	Diann Podlesny	978-632-9916
Andover - 20 Shattuck Rd.	Sean Pinsonneault	978-974-0324
Tewksbury - 100 Ames Pond Road	John Povey	978-640-8020

## **NEW YORK**

New York City- 1095 Ave. of Americas Rm 1010	Gladys Byrdie	212-575-9578 212-575-9576
Syracuse- 6360 Thompson Road	John Lewis	315-432-4693
Albany- 158 State Street	Rose Scott	518-471-2242
White Plains- 10 County Center Rd.	Al Freeman	914-390-6901
Garden City- 741 Zeckendorf Blvd.	Ellen Donovan	516-228-8406
Troy - 1776 6th Ave. 1st Floor	Jo Manley	518-266-8930
Buffalo - 65 Franklin Street	Diane Rogowski	716-842-8726

## **NEW HAMPSHIRE**

Dover - 57 St. Thomas Street	Liz Enright	603-743-1257
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## **RHODE ISLAND**

Providence - 1 Greene St., 5th Floor

Geri Asher

401-525-3016

## **VERMONT**

South Burlington - 800 Hinesburg Road

Diane Bouffard

802-658-7325