Qwest® National Network Services

Collocation Customer Handbook

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Table of Contents

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Introduction

Telecom Collocation Service with Qwest National Network Services (NNS) offers customers the ability to place their equipment in Qwest telecom network facilities or in a facility contracted by Qwest to supplement its own collocation sites. Collocation customers who place their telecommunication equipment in a Qwest space must interconnect with the Qwest national network. Qwest may deny installation of any equipment that is not used in conjunction with services purchased from the Qwest network.

NNS Collocation products provide space in the form of a relay rack, cabinet or a cage within a Qwest NNS facility, or in a facility contracted by Qwest, to supplement its own collocation sites. Customers with NNS Collocation have access to the Qwest backbone and services, eliminating local connection charges between the customer and their backbone provider, can result in a substantial cost savings for most customers.

This document describes the collocation products available and provides instructions for ordering collocation products from Qwest. The collocation customer is solely responsible for the design, engineering, installation, testing, performance and maintenance of the telecommunications equipment and facilities used in their collocation space.

Applicability

The collocation services described in this handbook apply to sites operated by the Qwest NNS organization. NNS sites include the switched, data and optical telecom network of Qwest Communications Corp. Certain sites operated by other Qwest affiliated companies outside the 14-state local network services (LNS) region may also be included.

This handbook does not apply to any sites operated by Qwest LNS, the local network operated by Qwest Corp. (QC), formerly US WEST Communications Inc., an incumbent local service provider operating in 14 western states. In addition, this handbook does not apply to any sites operated by the Qwest CyberCenter™ facilities organization. In compliance with federal regulations, NNS operations are completely separate from these other business units. Your Qwest account representative can advise you about the applicability and availability of services offered by Qwest Corporation or Qwest CyberCenter facilities.

Packaged offering

Collocation services are sold only as a packaged offering in conjunction with other Qwest NNS services. Qwest does not offer collocation as a stand alone product. There are total revenue requirements for customers purchasing collocation.

NNS Collocation Offerings

Qwest National Network Services offers collocation in various arrangements based on space and power availability in their telecom sites. These arrangements include telecom relay racks, data relay racks, cabinets and, in limited cases, cages. There is no guarantee that any particular collocation product is available at any site.

Almost all NNS sites are designed for standard telecom relay-rack line ups with protected DC power. Qwest has arrangements with several third-party site operators who augment the sites available and provide additional services not provided in Qwest telecom sites. Qwest telecommunications services are available in each of these sites. Your Qwest account team can guide you in site selection.

Relay rack collocation

Relay rack collocation allows the collocation customer to place its equipment and facilities within the Qwest facility without requiring the construction of a cage or similar structure. Where technically feasible Qwest makes relay rack collocation available in single bay increments, in conventional equipment rack lineups on a space-available basis. Qwest assigns rack spaces based on the equipment specified by the customer and considers factors such as the heat and weight of the Qwest equipment as well as other collocation equipment at the site.

Standard telecom rack collocation provides for a relay rack with mounting bolt holes approximately 23 inches apart. Telecom relay racks allow a maximum depth of 15 inches front to back for equipment installation. Racks are 84 inches high (seven feet). The weight limit per rack is 350 pounds.

Data rack collocation provides for a relay rack with mounting bolt holes approximately 19 inches apart. Data relay racks are laid out with a maximum depth of 15 inches front to back for equipment installation. Racks are 84 inches high (seven feet). The weight limit in the rack is 350 pounds. Availability is limited and available solely at the discretion of Qwest.

Premium data rack collocation provides for a relay rack with mounting bolt holes approximately 19 inches apart. Data relay racks are laid out with extra depth to accommodate equipment up to 24 inches. Racks are 84 inches high (seven feet). The weight limit in the rack is 350 pounds. Availability is limited and available solely at the discretion of Qwest.

Cabinet collocation
Cabinet collocation allows the customer to secure its equipment and facilities in a Qwest facility without requiring the construction of a cage or similar structure. Qwest makes collocation space for cabinets available in single-bay increment lineups with other cabinets where technically feasible on a space-available basis. Qwest assigns cabinet spaces based on the equipment specified by the customer, considering factors such as the heat and weight of Qwest equipment and other collocation equipment at the site. Availability is limited and will be made available solely at the discretion of Qwest.

Standard Cabinet Collocation provides for installation of the enclosure in a footprint 30 inches wide, 36 inches deep and 84 inches high (seven feet). The weight limit in the cabinet is 350, subject to floor loading issues in certain sites.

NNS facilities do not have raised floors. Customers seeking cabinet collocation should be aware of the ventilation limitations inherent in cabinets and consider the heat dissipation of their equipment before requesting cabinet collocation. Qwest is not responsible for monitoring or remedying high-heat issues in cabinets.

Caged collocation
Caged collocation provides a secure enclosure for customer equipment in a Qwest facility. Availability is highly limited and available solely at the discretion of Qwest. At this time, caged collocation is not a generally offered option, however, it could be done on an individual case basis (ICB) with special arrangements and special pricing in certain sites. Qwest will construct the cage for the customer at the customer's expense. Customers seeking caged collocation may consider caged collocation through a Qwest third-party collocation provider on an ICB. Availability is limited and solely at the discretion of Qwest.

Remote (non-backbone) collocation
Remote collocation allows the collocation customer to place equipment and facilities within a Qwest facility that is not located on the Qwest national backbone. These sites are designed to meet strict Qwest specifications and function as central offices for the Qwest local broadband (QLBB) fiber-optic networks in major metropolitan areas outside the 14-state Qwest LNS region. Telecom rack collocation service is available in these sites. Data rack, cabinet or caged collocation may be available in some of these sites at the sole discretion of Qwest.

Qwest remote collocation may be right for customers who:

- Do not meet the minimum revenue requirements for collocation in primary Qwest long-distance collocation sites.
- Have a higher connectivity requirement in the metro area or the actual building, compared to the connectivity requirement to the Qwest backbone

As with other sites, Qwest will assign collocation spaces based on the equipment specified by the customer, considering factors such as the heat and weight of the equipment in relation to Qwest equipment and other collocation equipment at the site.

Although operated by Qwest NNS, these sites are not points of presence (POPs) on the Qwest national backbone network. Charges for use of the Qwest local broadband network capacity (local loop) will apply between the Qwest POP and the remote collocation site.

Third party (off-net) collocation

Qwest has made arrangements with neutral collocation site operators around the country to supplement its collocation environment. As with remote collocation, these sites are located on Qwest local broadband (QLBB) fiber-optic networks in major metropolitan areas outside the 14-state Qwest LNS region. These sites offer a more flexible configuration than the Qwest-owned sites, including a variety of cage and cabinet configurations, as well as more flexible site access.

As a Qwest customer meeting certain minimum revenue thresholds, Qwest can provide space and services in contracted third-party sites at highly favorable rates. The Qwest minimum revenue requirements for off-net collocation are substantially lower than in owned facilities. As these sites are carrier neutral, customers have access to alternate carriers and access providers in addition to Qwest. Many of these sites offer additional services that are not available in Qwest NNS facilities, and may be more appropriate than NNS sites for customers seeking a "data center" environment.

Other collocation arrangements

Qwest can provide other collocation arrangements on an individual case basis. Such arrangements may include nationwide corporate data or carrier networks, dark fiber leases and other large configurations. Minimum revenue requirements on ICB arrangements vary but are much higher than standard collocation services. Customers should consult with their Qwest account teams to discuss any unusual or ICB situations prior to making a formal request.

Qwest site specifications

The Qwest NNS Collocation product includes:

- HVAC sufficient to maintain an ambient temperature of 50º F to 86º F and relative non-condensing humidity.
- Dual-feed protected DC power consisting of fused 30 amp A supply and fused 30 amp B supply, negative 48 volts for each rack. Additional increments of DC power may be ordered in 10 amp increments.
- Access to AC power consisting of commercial, unprotected and interruptible 120 volt, 10 amp each, single phase, duplex outlets, for testing of equipment only, if requested.
- Fire suppression system, either sprinkler system or other system that conforms to local, state and federal laws and regulations.
- Battery reserve, as is available to Qwest (generally four hours where facility has generator, eight hours where it does not).
- Grounding connection between the Qwest site ground and the Qwest-provided bay(s). Qwest does not provide ground to the licensee's specific equipment.

Optional product features include:

- Access to steady use AC power. Steady use power is at an additional cost. Qwest sites are designed for a standard telecom environment. As a result, the standard power supply is a protected -48 volt DC dual-feed, with both battery and generator capacity to secure uninterruptible service. Qwest NNS sites are not designed to provide AC power.
- Qwest will provide and install its standard relay rack or cabinet, based on the customer order. Since many customers prefer to assemble their equipment in a rack prior to installation, Qwest will provide the necessary space for the customer to bring in its own relay rack or cabinet. Customer-provided racks must be seismic rated and approved for telecom central office use by Qwest and certified in compliance with network equipment building specifications (NEBS).

Prior to customer installation, Qwest will use its best efforts to:

- Install the necessary power cabling and breakers to the collocation space so the customer's installer can terminate their power at the time of installation.
- Install the necessary communications cabling to the collocation space so the customer's installer can test and turn up their communications service at the time of installation.
- Install a standard telecom relay rack with mounting bolt holes approximately 23 inches apart, with a footprint depth of 15 inches and a height of 84 inches (7 feet), unless otherwise specified.

Customers should make sure that requirements are clear to their Qwest sales team. Because contractors often need to be scheduled and materials need to be ordered, it is essential that all specifications are correct prior to Qwest starting its preparation work. Last minute changes will lead to delays as engineering design packages will have to be rewritten, contractor quotes may have to be revised, material orders may have to be revised. As a result, all SLA time frames start fresh with each change in the order.

All connections to the customer's collocation will be through a point of termination (POT) which is the demarcation controlled by Qwest. This includes all connections between the collocation to Qwest service equipment and to access providers in the site. According to the license contract, any unauthorized connections between collocated customers will result in the termination of the collocation arrangement. The license contract provides the customer 15 days to remove their equipment upon notice of termination of the collocation arrangement by Qwest.

Application process

The process to initiate a telecom collocation arrangement begins with discussion between the Qwest account team and the customer. There are two phases in the application process. The first phase is an inquiry into availability of space and power that meets the customer's needs at the site requested. The second phase is a firm order from the customer that initiates a contract for the collocation arrangement.

In the inquiry phase, the customer should consult with their account team and sales engineer. We have provided a telecom collocation worksheet to assist in the presale design and development of the collocation request. As part of the worksheet, the customer can include a proposed equipment layout and an estimate of racks, cabinets or space required. The Qwest space, power and collocation planning engineers will review the request. Qwest planning will inform the account team, usually the sales engineer, within 14 days following receipt of an application if the Qwest can accommodate the customer's request.

The customer is responsible for paying a non-recurring charge to prepare the space and power for their equipment. A standard non-recurring charge has been set for standard arrangements. Non-standard arrangements may require additional preparation work that may be charged to the customer. The actual price charged to the customer is determined on an ICB. Qwest will not start work for the customer until a collocation license agreement is signed by the customer and received by Qwest.

Fees and charges

The contract between Qwest and the customer is in the form of a license agreement where Qwest grants "a nonexclusive license to install, operate and maintain certain communications equipment of licensee in the facility." The customer is responsible for payment of all costs and charges for work done and materials used by customer, its contractor or by Qwest on its behalf in the Qwest site.

The following charges are applicable for Collocation services. Current prices can be obtained from your Qwest account team.

Non-recurring charges:

- Standard non-recurring charge—this fee supports the preparation of space in the Qwest site, establishing power supply and running communications cabling to the customer's bay. Most collocation arrangements incur this fee.
- Non-standard (ICB) non-recurring charge—this fee is based on the actual costs to make space ready for the customer installation. The customer is responsible for all costs incurred by Qwest in making modifications or improvements to the facility for the customer. A deposit for this work may be required at the time the contract is executed.
- Cross-connect fees—this fee is for installing the cross-connect jumpers to Qwest services or to access providers located within the Qwest site at the time a circuit is turned up.

Monthly recurring charges:

- License fee—this fee is due monthly and covers the cost of space, power, security, staffing and other services that secure this site for the customer, and applicable to the space occupied by the customer.
- Cross-connect fees—the customer may procure cross-connects to Qwest services or to access providers located within the Qwest site.

Escort charges:

In most sites, access to the collocation area requires an escort by Qwest personnel. The costs vary by day and time as follows:

- Business day escort—applicable on business days, between the hours of 8:00 a.m. and 5:00 p.m.
- Nights and Saturday escort—applicable on business days, between the hours of 5:00 p.m. and 8:00 a.m., and at any time on Saturdays.
- Sunday and holiday escort—applicable on Sundays and legal holidays
- Travel charges—travel time incurred by Qwest personnel to provide access and escort to collocation customers will be billed to the customer at the applicable rate for the time period above.

The customer retains title to all equipment it has installed in the Qwest facility. As a result, the customer is responsible for all personal property owned by it within the Qwest facility or on the Qwest property. Charges are subject to applicable taxes and regulatory surcharges.

Qwest-owned facilities

Qwest requires its consent prior to any installation work in its sites. This applies to new installations as well as modifications to existing collocations. Qwest values the reliability of its network and that of its customers. Prior review of any installation plans is one measure to ensure that a customer will not install equipment that will harm the Qwest network or jeopardize any equipment installed by other customers.

When the preparation work is complete Qwest informs the sales engineer through a "notice to proceed." The sales engineer or account team informs the customer. At the discretion of the account team, the customer may visit the installation prior to setting up their equipment.

In the site visit, the customer should see the following completed:

- Relay racks installed (unless they are excepted)
- DC power cables installed, labeled and coiled in the ladder rack over the bay
- Fiber or coax cables labeled and coiled in the ladder rack over the bay
- An AC dual outlet for testing (if requested) either in the base or at the top of the rack
- Other options as requested.

For initial collocation installation, the customer will submit a method of procedure (MOP) to Qwest detailing the installation and the installer. It is assumed that the installation MOP will match the gear listed on the Collocation application. If the equipment is changed, Qwest will analyze the new equipment for such factors as power requirements, weight and dimensions that could require changes to the approved arrangement. In the event that the completed preparation work requires modification of completed engineering and preparation work, Qwest SLA time frames will restart as if it were a new application. The customer is responsible for both the costs of the initial preparation work and the costs of subsequent changes required. Qwest can take up to five business days in addition for analysis of changed requirements.

After the MOP is approved by Qwest, the customer will open a change management ticket (CMT) with Qwest operations. Your Qwest account representative or sales engineer will provide you with the contact information to initiate a trouble ticket.

All changes to Qwest premises require that Qwest personnel at the site be notified through the change management process. The CMT provides the site personnel with tools to manage the number of installers in a site at one time and to protect the equipment installed by Qwest and its customers. Certain Qwest sites are not staffed, therefore, the CMT also assures that you will have escorted access to the site at the time specified.

The customer must submit a CMT to Qwest before starting any installation, interconnection, addition or alteration within or about the facility, and prior to undertaking any installation, upgrade or modification to their equipment. Without the prior approval of Qwest, the customer may not:

- Undertake any installation, interconnection, addition or alteration within or about the facility, or
- Undertake any activity that would in any way result in an increased cost to Qwest, or that might affect the use of the facility or other equipment by Qwest or any other user of the facility.

The CMT must include:

- The date and time (including time zone) access is needed
- The city, state and address of the site to be accessed
- Description of the work to be performed and the relay rack or cabinet in which they will work
- Names and addresses of each proposed contractor and subcontractor
- A summary of the qualifications and experience of each contractor and subcontractor
- Statement certifying that licensee has provided each contractor and subcontractor with a copy of the Qwest and/or the facility owner's policies and procedures, as applicable, and that such contractor or subcontractor has agreed to comply with the same.

Qwest has sole right to approve installation contractors to work in its sites. In sites pre-approved contractor lists are used, the customer must use a listed contractor. The list may be changed at any time without notice. Qwest has the right to disapprove or require the removal of any contractor or subcontractor selected for work in the facility. In the event of a dispute over approval of a contractor, Qwest vice president of NNS operations will make the final determination.

In some sites, the party that leases the facility to Qwest requires its prior approval of contractors. In these cases, the contractor is required to submit a written request to Qwest for approval as a contractor. Qwest in turn, submits the written request to its lessor for approval. As a result, the installer/contractor must be approved by both Qwest and its lessor.

Standards

Collocation customers are responsible to ensure that all maintenance, installation, interconnection, addition, upgrade, modification or other alterations work within a Qwest site complies with all industry quality assurance standards and all manufacturers' specifications.

Qwest sites are designed and managed to maintain compliance with Level 3 of the NEBS as supplemented by Qwest, local building codes, local and national electrical codes and IEEE specifications. It is the customer's responsibility to know and understand these requirements.

The NEBS standards are documented in three Telcordia publications and a Qwest supplement:

- "*Electromagnetic Compatibility and Electrical Safety Generic Criteria for Network Telecommunication Equipment*" (GR-1089-CORE),
- "*Central Office Environment Installation/Removal Generic Requirements*" (GR-1275-CORE),
- "*Network Equipment Building Systems Generic Equipment Requirements*" (GR-63-CORE, TR-NWT-000063),
- "*Qwest Supplement to Telcordia Central Office Installation Standards*" (PRD-00425)

Telcordia has issued a publication called "Network Physical Protection: Understanding TR-63 and NEBS Compliance" (SR-3533) which summarizes the requirements of the above. Qwest is not licensed to reproduce or distribute Telcordia products. Installers should order these directly through Telcordia.

Qwest follows these standards to prevent interference with any network service located in our site, and to prevent outages or degradation of Qwest or customer circuits. NEBS criteria are broken into eight categories:

- Thermal
- Fire resistance
- Handling and transportation
- Earthquake and office vibration
- Acoustic noise
- Illumination
- Airborne contaminants
- Spatial requirements

Thermal standards: The Qwest goal is to provide adequate cooling, heat and humidity levels in our facilities to maintain a proper working environment for all network gear operating in the site. Qwest requests information on heat dissipation on all new gear to be installed in order to track cooling capabilities and to avoid placing high-heat gear in proximity to other high-heat gear. Close proximity of high-heat gear could result in gear overheating and interfering with proper operation of the gear.

Heat release from equipment in a cabinet will necessarily be constrained more than if the equipment is installed in an open relay rack.

Fire standards: All equipment installed in a Qwest facility must meet fire resistance standards defined in the NEBS Level 3 standard. A fire can devastate a central office, and can result in long term outages. Fire standards also apply to the cabling and paints. If they burn, emissions may be harmful to people or equipment. Manufacturers are usually happy to provide certification data when their equipment meets NEBS Level 3 standards. It is the duty of the customer to secure this certificate information from the manufacturer. ***For the safety of the staff and protection of network reliability, Qwest has the undisputable right to refuse to allow installation of any equipment that does not meet this standard in any of its sites.***

In addition, Qwest refuses to allow storage of equipment, boxes, packaging or anything that could be a fire hazard in our facilities.

Handling standards: The customer is required to inspect equipment delivered to the site for damage in shipping. Qwest does not allow damaged equipment to be installed in the site. This requirement protects from electrical fire hazards, electromagnetic emissions that could interfere with other equipment and sharp edges that may injure staff and other people in the site.

Earthquake and office vibration: All equipment located in Qwest sites must meet the appropriate seismic rating for the area as defined by Telcordia. In general, all cabinets and relay racks must meet seismic ratings as specified by Telcordia. All relay racks must be steel unequal flange racks with welded joints.

Acoustic noise: Acoustic noise is usually not an issue with most digital equipment. This standard was devised during the age of electromechanical equipment. NEBS certified equipment would meet this standard.

Illumination: Qwest designed illumination within the site to meet minimum NEBS standards. This keeps the heat generated by lighting to the lowest possible level. Collocation customers may bring in their own working lamps. AC power outlets are provided at regular intervals. Customers are asked to use caution with work lamps to assure that they do not heat other equipment in the site.

Airborne contaminants: Airborne contaminants include gasses and dust. NEBS certified equipment meets the gas standard. More critical are installation standards where dust may be projected into the air. Qwest requires installers to follow NEBS standards to control dust in installation, drilling of floor mounting and other installation work.

Battery gas emissions are a particular hazard to the safety in enclosed areas. Qwest has separate rooms for battery backup systems. Uninterruptible power supply (UPS) systems contain batteries. Qwest does not allow UPS systems in the collocation rooms.

Spatial requirements: Spatial criteria ensure efficient space utilization, compliance with vertical and horizontal space allocation requirements, compliance with egress requirements for personnel safety and access to equipment for installation and maintenance. Qwest has designed relay rack and cabinet spaces to provide the proper access and egress spacing. Qwest requires collocators to comply with the space plan to most efficiently manage the site and to comply with local building and safety codes.

In addition, Qwest refuses to allow storage of any equipment, boxes, packaging or anything that could interfere with access to any point in our facilities or egress from the facility.

Access to Facilities

Access to Qwest-owned facilities
Shared access. Access to a Qwest-owned facility in a leased space shall be as permitted by the owner of the facility. Qwest will provide licensee a written statement of the access policies upon request. In addition to following any policies and procedures required by the owner of the facility (including the payment of any charges imposed by such owner), licensee's representative must be accompanied by a Qwest representative when accessing the facility.

Access to third-party collocation facilities
Qwest offers collocation services in certain neutral collocation sites where Qwest has network facilities. These sites are sometimes referred to as "collocation hotels." Customers may get the most current list from their Qwest account representative.

Access to off-net facilities as permitted by the operator of the facility. Upon request, Qwest can provide the access policies for a particular facility to Qwest customers using that facility

Access process:
Scheduling. A customer needing access to a collocation facility coordinates the scheduling with Qwest access control center. For enterprise customers, access should be coordinated with your account team and the operations change management desk by e-mail. For wholesale customers, access should be coordinated with the wholesale network service desk.

Site access requests should be received by Qwest at least three business days (72-hours during business days) in advance. Emergency site access (customer's equipment is out-of-service) should be requested at least two hours before the time the access is needed.

To gain site access, the customer provides the following information in an e-mail to their respective account support team. In an emergency the customer should follow up the e-mail and with a phone call.

- Date and time they need access (please include the time zone)
- City, state and address of the site to be accessed
- Name of person(s), company name and contact number for the person they will be sending to the site
- Description of work they will be performing and the relay rack and shelf to be accessed
- If they will be drawing additional voltage
- If power work is involved they will need to send in a MOP
- If installation or de-installation work is involved they will need to send in a MOP

Any customer who will be adding or deleting bays in their footprint must have a collocation request to make the change and adjust billing. These changes must be coordinated with the customer's Qwest account team.

If the customer is sending a vendor, contractor or a third party to the site on their behalf, the *customer* must contact Qwest to set up the access. For security reasons Qwest does not allow a third party to open a ticket for a Qwest customer.

If installation work is required in a Qwest facility located in a multi-tenant building, the customer and installer are responsible for obtaining access to the building, and scheduling loading dock time through the building management. The customer is responsible for meeting all requirements of the building owner or manager.

All employees and contractors working for the customer who may enter any railroad right of way without a Qwest escort must successfully complete railroad safety training for the applicable railroad at customer's expense.

All individuals entering a Qwest site at the direction of a customer shall have appropriate identification at all times and shall display it to the representative of Qwest or the facility owner upon request.

Insurance Requirements

The customer or its installers and other subcontractors must carry, at minimum, insurance meeting the specifications below. Detailed insurance requirements will be specified in the license contract, but include the following:

- Carrier must have a minimum "Best" rating of A VII
- Commercial general liability minimums:
  - –Each occurrence $ 5,000,000
  - –General aggregate $10,000,000
  - –Products/completed operations $ 5,000,000
  - –Personal and advertising injury $ 5,000,000
- Workers' compensation insurance
  - –Statutory limits as required in the state of operation; and providing coverage for any employee entering onto the premises
  - –Employer's liability (Stop Gap)—minimum of $100,000 each accident
- Comprehensive automobile liability minimum:
  - –$1,000,000 per occurrence for bodily injury and property damage
- Any other insurance coverage specifically required of such party pursuant to Qwest right-of-way agreements with railroads or other third parties.

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Changes, Additions, Reductions or Termination of Collocation

Customers may make changes to their collocations, including additional demarcations to meet their needs. The process for these changes is similar to the process for a new arrangement. Work with your account representative and sales engineer to initiate changes. An amendment to the contract is required to reflect the new requirements. No changes can be made by field engineering prior to receipt of a signed agreement from the customer.

Disconnection of service requires prior notification to the customer's account team. The account team, through the sales engineer, will notify the NNS planners of the disconnect order (including timing). A disconnect order will be entered, with billing end date corresponding to the notification interval in the collocation contract.

Customers wishing to install or remove equipment are required to file a CMT with operations. Qwest engineering is required to coordinate with operations to assure that the equipment is powered down prior to the customer's arrival. Qwest will not allow a customer to remove equipment that is carrying live traffic. All customer circuits connected to the collocated equipment must be disconnected in the Qwest provisioning systems prior to removal of equipment. Customers are advised to issue disconnect orders to their account team for all circuits connected to equipment scheduled to be removed.

Ordering Local Telephone Lines (POTS Lines)

Many customers may want to have a dial-tone line in their collocation for modem access to their gear or to have a phone for their technicians for testing purposes. Qwest rules do not allow the use of a cellular or personal communication service (PCS) telephone in most of its network facilities, as some radio frequency (RF) emissions may interfere with sensitive equipment. Customers may order a regular business dial-tone line (often called a “1FB” or “POTS” line) from the local telephone company and have it installed in their bay.

Collocation customer should order the dial-tone line directly from the local telephone company (ILEC or CLEC). In most cases, the local phone companies offering local service in Qwest sites have built into a demarcation point in the Qwest facility, or to a telephone room in the building. The local phone provider will extend the wiring from the demarcation to customer’s collocation site. Qwest site manager will instruct the phone company where to run the wiring, but the local provider will actually install the wiring.

The customer should notify their Qwest account team up front about this requirement. The customer should also contact the local Qwest field operations manager at the site to inform them that the local access provider will need facility access to provide the inside wiring required. A formal change management ticket is not required.