



## Miami, FL. Data Center:

# 200 SE 1<sup>st</sup> Street Policies & Procedures

We appreciate your business and thank you once again for choosing Cogent Communication for your data center services. We will do our best to make sure you have everything you need at the 200 SE 1<sup>st</sup> Street facility.

- 1. Building Access & Notes/Safety**
- 2. Data Center Access**
- 3. Shipping & Receiving Procedures**
- 4. Etiquette & Misc. Notes**
- 5. Cabinet Combination Access Instructions**

Below are the Miami data center policies; **customers agree to abide by the policies herein. Failure to follow these policies may result in restricted data center access and/or possible service charges.** Please familiarize yourself with the contents of this document and if you have any questions please do not hesitate to contact Cogent Customer Support.

**Customer Support:**

Hotline: **1-877-7COGENT (1-877-726-4368)**

Email: [support@cogentco.com](mailto:support@cogentco.com)

Cogent Communications  
1015 31<sup>st</sup> NW  
Washington, DC 20007  
Main: 202-295-4200  
Fax: 202-338-8798

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# Building Access & Notes

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The Cogent Miami data center is located at 200 SE 1<sup>st</sup> street. Upon entering the building, customers will need to sign in with the security desk; make sure to have a valid ID when signing in. The building has 24/7/365 security personnel and does not require any access cards to enter at any time. When arriving, customers should state to building security on site that they are a Cogent customer and need access to the data center on the 3<sup>rd</sup> floor; security will check government issued ID and log visit.

The data center is located on the 3<sup>rd</sup> floor (Suite #300). After exiting the elevators, it is down at the end of the hall to the left.

Here are some other important notes regarding the building at 200 SE 1<sup>st</sup> Street:

- i. The building does not have a loading dock for customer use.
- ii. There are no restrooms in the facility but there are public ones in the hallway on the 3<sup>rd</sup> floor down the hallway, across from the elevators. The bathroom key is located to the right of the datacenter entry door. Please return it accordingly.
- iii. When bringing in and/or removing multiple pieces of equipment, it will need to be done after 6:00 PM EST and before 7:00 AM EST; the freight elevator will need to be reserved. In order to do this, please submit a request to Cogent Support at [support@cogentco.com](mailto:support@cogentco.com). Submit the company name, date/time of usage, and what will be removed. This request needs to be submitted 48 hours before the requested usage time so arrangements can be made.
- iv. For after-hours access into the building, all customers are required to sign in with Security. Please advise Security you are a Cogent customer upon entry. Security performs various walk throughs and may be away from the desk for several minutes. Please ring the intercom, located to the left of the entry door, to reach the guard.

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## Safety

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- i. Avoid Hazardous Situations!
- ii. The customer agrees to notify data center personnel if any problems arise within the data center. Please report any hazardous or suspicious activities to the Cogent NOC @ 1-877-7-COGENT (877-726-4368) immediately.
- iii. Evacuate immediately when fire alarm activates to the nearest fire escape exit.
- iv. Smoking is strictly prohibited in any area of the building
- v. There is a first aid kit installed in the data center for medical aid purposes; if medical assistance is need, please call 9-1-1.
- vi. Customers are only allowed to use the power/electrical circuits that are provisioned for them and which they have orders for. Any customers that "plug into" an electrical circuit on the overhead system which is not theirs can be immediately removed without notice from Cogent Communications.
- vii. Per the National Electrical Code, circuit breakers are rated to carry no more than 80% of their nominal rating continuously (3 hours or more); please make sure that the load on each outlet/PDU does not exceed 80%. If it does, it could trip the breaker associated with the outlet, which would cause a power loss to it. In most circumstances, this would require a breaker reset; as the data center is "unmanned" at most times, Cogent cannot guarantee a response time to rectify the situation, although it would be considered high priority, of course.

# Data Center Access

The Miami data center uses HID access cards to gain access into the facility and data center (please note this is Cogent Communications internal security access system and is not tied into or associated with any of the building security systems). An access card will be required to gain entry into not only the main suite entrance, but also a secondary door to get into the actual data center.

NOTE: The main entrance into the facility has a card reader that requires a 5-digit pin code to enter. Cogent staff, when requesting information for access cards, will request a desired pin code that the customer wants for each card. This pin code will then be required each time entering the data center entrance (***process is “swipe card, and pull it away from reader, then punch in 5-digit pin code”; the door should then unlock***).

Here are some important notes related to the Cogent access cards:

- i. Cogent will supply customers with (2) access cards. During the installation process, a staff member from the Data Center Operations team at Cogent will be contacting customers and requesting certain information, one of these items will be requesting names from the company who need these access cards. Cards can be shipped to a specified address or left in the customer's cabinet(s).
- ii. If customers require more than (2) cards, they can be provided at a one-time charge of **\$25.00** USD per; to request additional access cards, please email Cogent Support at [support@cogentco.com](mailto:support@cogentco.com). Please list the company name and the person(s) that need a data center access card; include an approval of the one-time charge. Also, the card(s) can be mailed to an address provided in the request or left in the customer's cabinet(s). Please state the preference.
- iii. Cogent performs regular audits of data center customers for billing issues, network issues, etc; if there are any issues that require denied access, Cogent Communications has the right to do so. If customers face restricted access or simply have a card that is just not working correctly, please don't hesitate to contact Customer Support immediately. These constant audits allow our customers to have 24/7/365 access into the data center, but it alleviates extra work on their part, such as submitting an access request for each visit, etc. Know that security is a high priority for us!
- iv. If at any time customers are revoked access for billing reasons, the contacts on the account will be emailed and notified. All billing matters need to be resolved with the Cogent Billing Team, not the Data Center Operations Staff.
- v. Please remember that customer visits should be restricted to people listed on the customer's account and/or persons that are assigned access cards. If customers would like to request access of anyone outside of this group, they must contact their data center contact and request permission. Approval needs to be given before others are allowed access (vendors, family members, etc.). Please, no "piggybacking" allowed on facility doors with card readers outside of these permissions.
- vi. Please Note: Access Cards given to customers are audited on a regular basis by Cogent Communications; customers will be contacted to confirm that specific cards assigned to them are still in their possession for security and auditing purposes. However, Cogent is not responsible for customer cards after they have been provided. If badges are misplaced, employees leave the company, etc, customers are encouraged to notify Cogent Support if any cards changes or deletions need to be made.

**Access to the “Cogent Personnel Only” areas is strictly prohibited**

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# Shipping & Receiving Policies

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At the Miami data center, Cogent Communications offers shipping and receiving services for all customers. All shipments **MUST** be insured. Proof of insurance is required prior to shipping. The deliveries will be rejected otherwise. Below are the procedures to follow when shipments want to be made to 200 S.E. 1<sup>st</sup> Street:

- i. Open ticket with Customer Support (e-mail [support@cogentco.com](mailto:support@cogentco.com) or call 877-7COGENT Option 2) to receive a ticket number to associate with shipments, identifying the expected delivery date, commercial shipping carrier who will be delivering the equipment, and the number and size/weight of packages that are shipping to the Cogent data center.
- ii. Fill out the shipping labels with the commercial carrier, being sure to identify the Cogent Support ticket number as reference on each package as well as ***“Cogent Communications c/o (Company Name and Personal Name)”***
- iii. Prior to visiting the data center to install, the customer **MUST** confirm delivery of their equipment from their carrier, if they have not already received notification automatically.
- iv. Customers must arrange shipment of all packages with their preferred carriers. **Cogent is not responsible for any pickup fees or pickup arrangements, nor liable for any damaged, missing, or stolen shipments.**
- v. After shipment is confirmed and received, Cogent Data Center Operations staff or Customer Support will contact the customer and will also provide information on storage location, etc; please send all shipments to:  
  

**Cogent Communications**  
**c/o: (Company Name/Personal Name/Support Ticket #)**  
**200 SE 1<sup>st</sup> Street**  
**Suite #300**  
**Miami, FL 33131**
- vi. Standard Size Packages arriving Monday – Friday between 8am – 6pm do not require prior notice.
- vii. Standard packages **arriving Monday through Friday, before 8am or after 6pm local time requires 72-hour notice. The same applies to any packages arriving Saturday or Sunday.** Cogent Support must be notified 72 hours in advance.
- viii. Any shipments considered to be large freight **MUST** be scheduled at least 72 hours ahead of time as Cogent will need to reserve the use of the freight elevator. Please submit ticket to Cogent Support team 72 hours in advance to book the freight elevator.

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**This policy may be amended at any time, and Cogent does not guarantee the availability of receiving services at this location listed. Cogent Communications and the respective Property Management company are not liable for any missing or damaged shipments. Regardless of whether the shipment has been received by Cogent Communications, Cogent disclaims any liability for the shipment and Customer shall bear the entire risk of loss, damage or destruction of the shipment or any part of the shipment, from any and every cause**

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## Etiquette & Misc. Notes

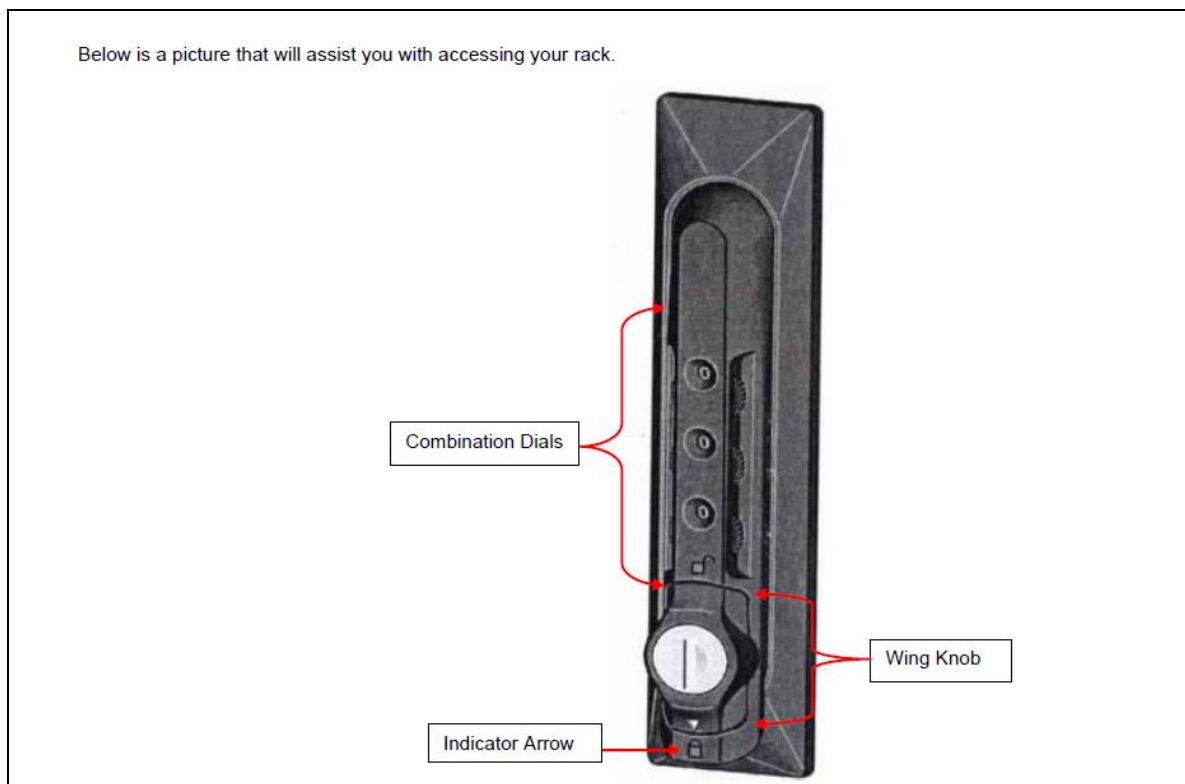
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- i. No Food or Drink (including gum, candy and other edibles) is allowed within the datacenter
- ii. All packing material & trash must be removed from data center floor and taken with you. This includes cardboard, paper wrap, peanuts, plastic, wood and other such material.
- iii. Customers who damage any equipment in the facility are responsible for its full replacement value and any other damages suffered by Cogent Communications and/or other owners of the damaged equipment
- iv. Boxes, tapes, CD's and other materials shall not be stored inside the Data Center. Anything left outside of the customer's cabinet or on Cogent Communication's crash carts will be disposed of.
- v. Please do not access any other customer cabinets at any time. Entering another cabinet is strictly prohibited.
- vi. Wedging or blocking a door open is not allowed. On the main hand scanner door and entrances with card readers, blocking a door for an extended period of time creates an alarm in the security software.
- vii. No Firearms are allowed in the facility at any time.
- viii. Cogent offers dollies, hand trucks, and/or carts at some data centers that customers can use for equipment installs, etc.; however, they are not always present or available so please plan accordingly.
- ix. Unless authorized by Cogent, use of photography is prohibited inside the data center.
- x. In the event of an emergency, notify Cogent NOC @ 1-877-7-COGEN (877-726-4368).
- xi. Cogent generally offers a bag of nuts and screws for installing equipment into the AR3100 Cabinets. However, if offered, it may not always be enough to rack all equipment. Please plan accordingly.
- xii. If a requested termination of all data center services is ever made by the customer, please remove all equipment inside cabinet(s) that is not owned by Cogent. Leaving servers, etc, for Cogent to dispose of can result in a charge for these removal services
- xiii. When customers are installing equipment in their cabinet(s), please mount them the correct way! The back side of servers (where the hot air vents out of) should be blowing out of the back of the cabinets. Not installing all equipment this way can cause hot air to come into the data center "cold aisles", and can create heating issues for other customers. The front side of the cabinet has the "single door", while the back side has the "double doors/panels".
- xiv. WIFI is available in the data center. For Log-In Details (network key), please contact Cogent Support as it will change.
- xv. **Cogent does NOT provide remote hands services at this location** (reboots, drive swaps, etc); sorry for any inconvenience.

# Cabinet Combination Access Instructions

At the Miami data center, Cogent uses APC cabinets (model AR3100), which are protected by a combination lock; this code will be provided in the welcome letter. Each customer has a unique code.

Below are the instructions on how to use the combination lock on the cabinet(s):



To access a cabinet from the lock position, change the combination dials to the code listed on the welcome email, from top to bottom. Then turn the Wing Knob until the indicator arrow is pointing to the top at the UNLOCKED position. Once that is done, customers should be able to pull on the handle and turn to open the cabinet. In order to lock it, simply turn the Wing Knob back to the locked position pointing down and scramble the numbers. The cabinet should then be secure.

Please do not attempt to change the combination code to cabinet(s); this can only be done by Cogent staff; if a different code is desired, please submit a request to Cogent Customer Support.

If customers have any issues with their combination lock(s), please contact Cogent Customer Support.

**These policies may change without notice, so please ask for assistance if in doubt.**

**Last Updated: April 2022**