

Polices & Procedures Facility User Guide

DCN

Dakota Carrier
NETWORK

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1.0 WELCOME

Thank you for choosing to co-locate your equipment in DCN's data center!

This guide outlines policies and procedures for our Bismarck Coleman and Fargo Great Plains data centers, simplifying your move into and operations within our data centers. If you have questions about any of the content in this guide, please contact your Account Executive at 800-814-3333.

Our Data Center User Guide is continuously updated to reflect routine modifications and upgrades within our facilities. The most updated version of this guide may always be found on our website at DakotaCarrier.com.

Support			
Priority	Resource	Link or Number	Use Case
1	DCN Account Executive	800-814-3333	Access requests, billing inquiries, non-emergency inquiries
2	DCN Network Operations Center (NOC)	800-296-5956	Submit Trouble Tickets, request Remote Hands Services, emergency or after-hours inquiries

1.1 GLOSSARY

The following terms will be used throughout DCN's Data Center User Guide to provide clear explanations of its data center policies and procedures.

Customer: A business, government entity, or DCN Owner company that buys products and/or services from DCN.

Account Executive: A Customer's dedicated DCN contact.

Customer Record: A Customer's record within DCN's Customer Relationship Management (CRM) tool that captures Customer's current contact information, including phone number, email address, physical address, and mailing address, as well as names and contact information of Customer's Authorized Contact, Key Card Holder(s), Billing Contact, Technical Contact, Sales Contact, and Maintenance Contact.

Authorized Contact: A Customer's employee who has access to make changes on the Customer Record and is authorized to request security access changes.

Key Card Holder: Customer's employee or third-party partner who has access to its co-located equipment in DCN's data center(s). The Key Card Holder gains access by scanning his/her key card and biometric information.

Billing Contact: Customer's employee who is responsible for submitting or responding to billing inquiries and is authorized to update billing contact information (address, phone, email).

Technical Contact: Customer's employee who may report and submit Trouble Tickets, request Remote Hands Services, and request non-billable changes to services.

Maintenance Contact: Customer's employee who receives DCN maintenance notifications.

Sales Contact: Customer's employee who receives DCN news, newsletter, and marketing/informational materials.

This employee is also your DCN Account Executive's primary contact regarding service contract questions and comments.

Service Contract: A Customer's agreement with DCN on price and term of products and/or services rendered.

Customer Order: A summary of services and/or products with corresponding price quotes for Customer to review. The Customer Order is provided prior to the Service Contract.

NOC: Network Operations Center

Trouble Tickets: A system used by DCN NOC technicians to track a Customer's service issue and/or support question from initial report to resolution. Customers call the DCN NOC to submit their service issue and/or support question. NOC technicians provide updates to Customers throughout the troubleshooting process.

Remote Hands Services: A service provided by DCN NOC technicians at Customers' request to perform service or maintenance to their equipment in DCN's data center(s). *See Remote Hands Services rates on page 17.*

Suite: A private room within DCN's data center(s), featuring a private entrance.

Cage: A partitioned section within DCN's data center(s), providing a locked surrounding for Customers' cabinets.

Cabinet: A locked enclosure within DCN's data center(s). Available in one-third, half, and full sizes.

1.2 AUTHORIZING ACCESS

Authorized Contacts and/or Technical Contacts' identities will be verified when they call DCN to report a service issue and/or ask support questions, making it critical Customers maintain an updated Account Record. If the person reporting the service issue and/or asking support questions is not an Authorized Contact and/or Technical Contact, DCN will not proceed with the request.

This additional authentication layer is in place to ensure the security of Customers' information.

Customers' Authorized Contacts can review and update their business's Account Record by contacting their Account Executive.

2.0 AUTHORIZING ACCESS

Customers' Key Card Holders may use their key card to enter DCN's data center(s) 24/7/365, allowing them to access the Suite, Cage, or Cabinet(s) in which their business's or agency's co-located equipment is stored. Specific areas inside DCN's data centers, such as receiving docks, storage areas, staging benches, etc. are only accessible by appointment. Authorized Contacts must email their Account Executives to set up an appointment.

2.1 KEY CARD HOLDER – EMPLOYEES

Customers may designate employees as Key Card Holders after signing a Service Contract.

1. Authorized Contact emails Account Executive to request Key Card Holder access for Customer's employee.
2. Account Executive emails a Key Card Request form to the Authorized Contact.
3. Customer's Authorized Contact completes the form and returns it via email to the Account Executive.
4. DCN's Facilities Maintenance Technician schedules an on-site meeting with Customer's employee at the DCN data center into which the employee needs access.
5. Customer's employee arrives for the on-site meeting. Employee must produce a valid driver's license to verify identity. *DCN photocopies each Key Card Holder's driver's license to keep in Customer's Account Record.*
6. DCN performs a biometric scan of Customer's employee.
7. Customer's employee signs the Key Card Request form, accepting responsibilities associated with being a Key Card Holder.
8. Process complete! DCN issues a key card to the Key Card Holder and updates Key Card Holder information in Customer's Account Record.

Before concluding the on-site meeting, DCN will verify the Key Card Holder's key card and biometric scan allow access into DCN's data center where the Customer's equipment is stored.

2.2 KEY CARD HOLDER – THIRD-PARTY VENDORS

Customers may designate employees of third-party vendors as Key Card Holders after signing a Service Contract.

1. Authorized Contact emails Account Executive to request Key Card Holder access for an employee of a third-party vendor.
2. Account Executive emails a Key Card Request form to the Authorized Contact.
3. Customer's Authorized Contact completes the form and returns it via email to the Account Executive.
4. DCN's Facilities Maintenance Technician schedules an on-site meeting with vendor's employee at the DCN data center into which the vendor needs access.
5. Vendor's employee arrives for the on-site meeting. Employee must produce a valid driver's license to verify identity. *DCN photocopies each Key Card Holder's driver's license to keep in Customer's Account Record.*
6. DCN performs a biometric scan of vendor's employee.
7. Vendor's employee signs the Key Card Request form, accepting responsibilities associated with being an Key Card Holder.
8. Process complete! DCN issues a key card to the Key Card Holder and updates Key Card Holder information in Customer's Account Record.

Before concluding the on-site meeting, DCN will verify the Key Card Holder's key card and biometric scan allow access into DCN's data center where the Customer's equipment is stored.

2.3 TEMPORARY ACCESS – THIRD-PARTY VENDORS

Customers may request temporary access for employees of third-party vendors to perform one-time maintenance on their equipment. These employees are not given a key card; they must be escorted by a DCN employee into the data center to access the Customers' co-located equipment.

1. Authorized Contact emails Account Executive to request temporary access for a third-party vendor's employee. The email must contain the employee's first and last name, company name, and specific time he/she will arrive at DCN.
2. Account Executive will verify request has been received and approve. If Account Executive is unavailable, a Customer's Authorized Contact may contact DCN's NOC at 800-296-5956 to proceed with request.
3. Employee arrives for on-site maintenance at the specified time. Employee must produce a valid driver's license to verify identity and sign in/out of DCN's Visitors Log.
4. DCN employee escorts employee into the data center.

Customer is responsible for providing Suite, Cage, or Cabinet combination lock codes to employee. DCN does not record Customers' combination lock codes.

2.4 MAXIMUM NO. OF KEY CARD HOLDERS

It is a security best practice that Customers limit their employee access to only those who have a business need. Aligning itself with this practice, DCN provides up to five key cards per Customer at no charge as part of its data center/co-location service contract. Customers that require more than five key cards may be invoiced a monthly recurring charge.

2.5 UPDATING KEY CARD HOLDER RECORDS

Customers' Authorized Contacts are responsible for managing their Key Card Holders, including employees and vendors. Authorized Contacts must also provide copies of the DCN Policies and Procedures: Facility User Guide to their employees and/or vendors who are Key Card Holders and ensure they adhere to the policies and procedures outlined in the guide. Customers will be held responsible for any and all actions of their Key Card Holders, including employees and vendors.

Customers' Authorized Contacts must notify DCN immediately if an employee and/or vendor who is a Key Card Holder is no longer employed by or performing business for the Customer. DCN reserves the right to deny access privileges to any person and/or group if it foresees a potential risk to its Customers and/or facility. DCN is not liable for any damages as a result of a terminated employee and/or vendor obtaining access to a Customer's space if the deactivation request for the employee/vendor's key card was not submitted to DCN. At DCN's sole discretion, key cards may be permanently deactivated for non-use after twelve (12) months of inactivity.

3.0 SECURITY

3.1 SECURITY STANDARDS & REQUIREMENTS

Customers' employees who bypass, or attempt to bypass, DCN's data center security measures will receive a security briefing from DCN's Director of Operations. Repeat violations may result in temporary or permanent access suspension.

Violation of the following requirements may also result in temporary or permanent access suspension:

- Customers' employees who enter DCN's data center(s) must be listed as a Key Card Holder in a Customer's account record.
- Authorized Contacts are responsible for immediately reporting their Key Card Holders' lost or stolen key cards to DCN by calling 800-814-3333. Charges may be incurred for lost key cards. In the event a key card is stolen, Authorized Contacts may be required to provide details of the incident or file a police report.
- Customers' employees are prohibited from using or opening emergency doors except in the case of an emergency. Alarms will sound if these doors are opened. Customers' employees must enter through the data center's designated entrance, except in the case of an emergency.
- Photography and videography are prohibited in DCN's data centers and facilities.
- Possession of weapons, firearms, illegal drugs, and alcoholic beverages is prohibited in DCN's facilities. **Only law enforcement (City, State, and Federal) are allowed to carry firearms into DCN's facilities.**
- Wrongful or criminal activity, intentional eavesdropping, or intelligence gathering is prohibited in DCN's facilities.
- Security doors and fire exits must always remain closed and be clear of materials and equipment.
- Use of non-DCN security access measures, e.g. locks, cameras, and video equipment must have written approval from DCN's Director of Operations.

3.2 SECURITY INCIDENT

Customers' employees who suspect the Customer is the victim of a crime or wrongdoing involving DCN employees, equipment, business operations, etc., and desire investigative assistance must notify their Account Executive. The Account Executive will work with Customers' employees and, if needed, open an investigation into the incident or allegation.

4.0 OPERATIONS POLICIES

4.1 INSTALLING EQUIPMENT

Customers may install equipment in their assigned Suite, Cage, or Cabinet(s) after signing their Service Contract. Suite, Cage, and Cabinet(s) may not exceed floor loading capacity. The floor loading capacity varies for DCN's Bismarck and Fargo data centers. Customers may request floor loading capacity information from their Account Executive.

Customers must adhere to the following standards when installing their equipment:

- Customers must provide all installation materials and tools, including fuses, wire, tie wraps and labels. DCN will not provide installation materials.
- Customers are not permitted to run cable(s) in DCN signal and power trays.
- Customers that have equipment in two or more assigned cabinets may run cables between their cabinets but only if the cabinets are adjacent and dividing panels have been removed. In the event a Customer's cabinets are separated within one of DCN's data centers, a connection can be made via a DCN cross-connect.
- Customers may not move floor tiles or attempt to penetrate the tile under cabinet(s).
- Customers that want to provide their own cage or cabinet(s) must email their Account Executive for approval prior to order. Cabinets must be delivered to DCN's facility at least fourteen (14) business days prior to scheduled installation.

DCN is not responsible for any lost, stolen, or damaged equipment or other personal property left unattended or not secured within a Customer's Suite, Cage, or Cabinet(s).

4.2 WORKMANSHIP STANDARDS & REQUIREMENTS

Customers must install their equipment in accordance with DCN's standards to maximize cooling and air circulation and purification for all data center/co-location Customers, including:

- **Organized cable management.** Ensure all cables are tied down and organized in an orderly fashion. DCN is not responsible for any damage from excessive heat caused by poor cable management. *Example provided on next page.*

Cable Management Examples



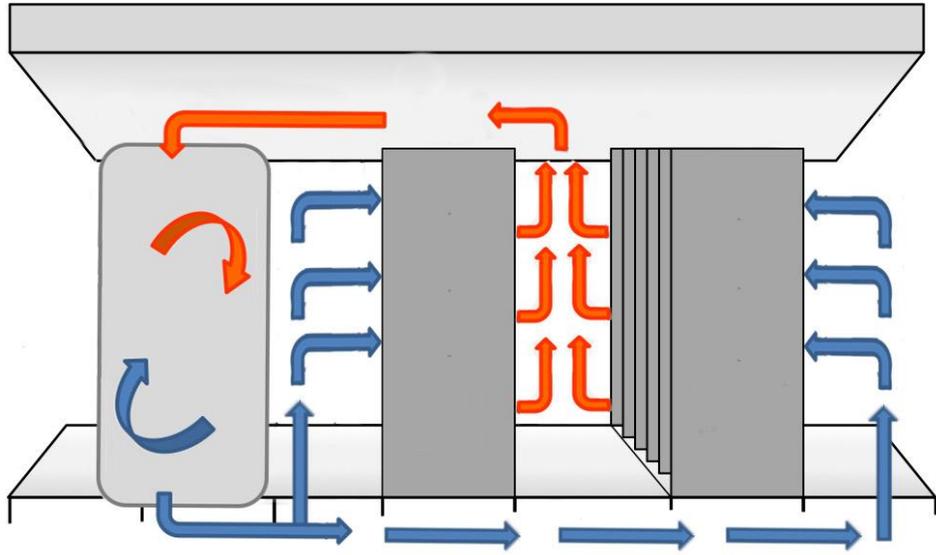
Correct cable management



Incorrect cable management

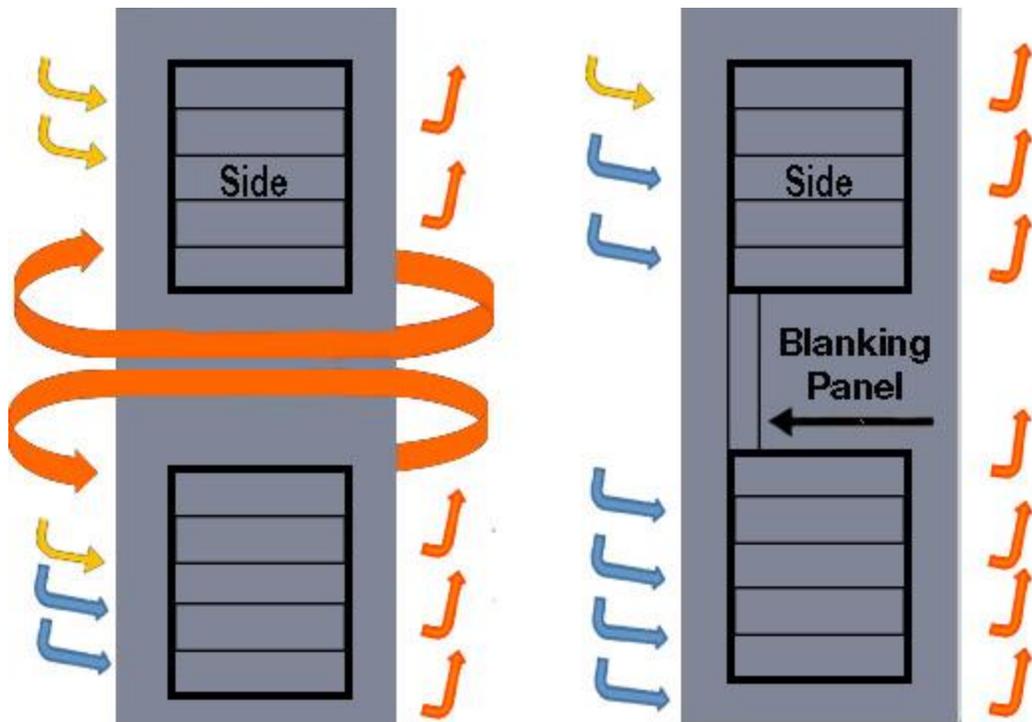
- **Hot/cold aisle configuration.** Customers must install their equipment in a hot/cold aisle set-up in which equipment intake is drawn from the cold aisle and exhaust is directed to the hot aisle. Customers may contact their Account Executive if they have questions or need clarification regarding which direction to install equipment in their cabinet(s).

Hot/Cold Aisle Diagram



DCN also requires blanking panels in any empty rack unit spaces within cabinet(s). Blanking panels help improve cooling efficiency by isolating cool air intake from hot air exhaust. Customers may purchase blanking panels from DCN.

Blanking Panel Example



4.3 POWER, INCLUDING 80% MAXIMUM POWER UTILIZATION RULE

DCN calculates the amount of power Customers use on an actual-draw basis which is measured in amp-hours or kilowatts/hour. Customers are responsible for monitoring their equipment power load at the individual circuit level.

DCN requires Customers to adhere to the National Electrical Code which states that continuous power consumption on any given power circuit shall not exceed 80% of the circuit's rated capacity. **There are no exceptions to the code.** Any violation could potentially overheat a circuit, causing loss of power and additional charges.

Customers may order a single primary (A) power circuit or primary and redundant (A+B) power circuits.

DCN installs primary-only (A) power circuits from a single distribution path. Customers are unable to order diversely routed primary (A) power circuits because it compromises failover scenarios and capacity planning. Any diversity or redundancy requirements must be handled through a redundant (A+B) power service.

DCN installs A+B power circuits as two feeds into a **single** Suite, Cage, or Cabinet. These feeds are routed through diverse power distribution units (PDUs) and N+1 uninterruptable power supplies (UPS). The UPS is backed up by generator power. *The UPS's N+1 configuration ensures no single point of failure via the UPS.*

Customers who use A+B power circuits must maintain diverse feeds. For example, power (A) must be plugged into PDU strip A, and power (B) must be plugged into PDU strip B. The Suite, Cage, or Cabinet's total power load cannot exceed the 80% threshold of either power source. This is to ensure that in the event one side fails (A), the other side (B) can carry the Suite, Cage, or Cabinet's full load.

Examples for dual power supply equipment:

- For two (2) 15A/120V redundant circuits (A+B), each circuit should not be loaded over 6A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 20A/120V redundant circuits (A+B), each circuit should not be loaded over 8A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 30A/120V redundant circuits (A+B), each circuit should not be loaded over 12A, which is 40% of each circuit (80% total cabinet load).
- For two (2) 50A/120V redundant circuits (A+B), each circuit should not be loaded over 20A, which is 40% of each circuit (80% total cabinet load).

Customers who have single power supply equipment must ensure they have an ATS PDU strip plugged into the A and B power feeds.

Examples for single power supply equipment:

- For two (2) 15A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 12A, which equals 80% of each circuit.
- For two (2) 20A/120V redundant circuits (A+B), the ATS PDU should not be loaded over 16A, which equals 80% of each circuit.
- For two (2) 30A/120V redundant circuits (A+B), the PDU should not be loaded over 24A, which equals 80% of each

circuit.

- For two (2) 50A/120V redundant circuits (A+B), the PDU should not be loaded over 40A, which equals 80% of each circuit.

4.4 NETWORK CARRIERS

DCN understands Customers may need to interconnect with other data center/co-location Customers and/or tenants. DCN will facilitate these arrangements after Authorized Representatives receive approval from their Account Executive.

These arrangements must adhere to the following requirements:

- Customers are not allowed to transport cross connects to locations outside DCN's data centers for the purpose of resale or transfer to carriers that don't have a presence in DCN's Meet-Me Room. For example, Customers cannot offer direct cross connects to networks in DCN's data centers unless it's part of an embedded and integrated network solution beyond network access.
- All cross connects outside a Customer's Suite, Cage, or Cabinet(s) must be managed by DCN.
- Customers and carriers are not permitted to connect via Wi-Fi with other Customers and/or carriers in DCN's data centers.

4.5 SUITE, CAGE, & CABINET SECURITY

DCN encourages Customers to implement multi-layer security to protect their equipment and data.

- Suites, Cages, and Cabinets are individually secured with combination/key override locks. Biometric or other locking devices are available for an additional charge.
- Customers are solely responsible for locking and/or unlocking their Suite, Cage, or Cabinet(s).
- DCN will assist Customers with setting Suite, Cage, or Cabinet(s) combinations during Customers' initial visit.

DCN does not document and/or store Customer Suite, Cage, or Cabinet lock combinations. Customers that lose their Suite, Cage, or Cabinet combinations will need to work with DCN to replace their lock at their expense.

DCN also offers HA firewall and DDoS protection cybersecurity services. Customers may contact their Account Executive to learn about available options or request a free estimate.

4.6 VIDEO SURVEILLANCE

Providing enhanced security for its data center/co-location customers, DCN's Bismarck and Fargo facilities are monitored 24/7 using closed captioning video surveillance.

Customers that want to install video surveillance equipment and cameras in addition to what DCN provides must adhere to the following policies.

Camera Installation

Customers that want to install video surveillance equipment and cameras in their suites, cages or cabinets must receive prior approval from their Account Executive. *DCN reserves the right to remove a Customer's video surveillance equipment and cameras that has not been approved by their Account Executive.*

After installation is complete, Customers must allow DCN's maintenance technicians to review and approve footage captured by their camera(s) to ensure DCN's critical infrastructure and other Customers' equipment and employees aren't visible. *DCN reserves the right to review any footage captured by a Customer's video surveillance equipment.*

Camera Reconfiguring

Customers that want to change the position, angling, etc. of their video surveillance equipment and cameras must receive prior approval from their Account Executive.

After installation is complete, Customers must allow DCN's maintenance technicians to review and approve footage captured by their camera(s) to ensure DCN's critical infrastructure and other Customers' equipment and employees aren't visible. *DCN reserves the right to review any footage captured by a Customer's video surveillance equipment.*

4.7 WORKSPACE AREAS

DCN offers workspaces in its Bismarck and Fargo facilities for data center/co-location Customers to use on a first come, first served basis. These workspaces provide tables, chairs, and Wi-Fi.

Customers who use **DCN's Bismarck workspace** must adhere to the following requirements:

- The workspace may be used for normal office tasks only and should not be used as repair space/workbenches.
- Customers must vacate workspace areas at the end of each day.
- DCN is not responsible for lost, stolen, or damaged items.

Customers who use **DCN's Fargo workspace** must adhere to the following requirements:

- The workspace may be used for normal office tasks only and should not be used as repair space/workbenches.
- Customers must vacate workspace areas at the end of each day.
- DCN is not responsible for lost, stolen, or damaged items.
- Food and beverages are prohibited.

In addition to workspaces, DCN's Bismarck facility also features a Multi-Purpose room which Customers may reserve for their use. Customers may contact their Account Executive regarding availability and pricing inquiries.

4.8 DISASTER RECOVERY SPACE

Disaster recovery space may be offered to Customers on a shared or dedicated basis. This space is subject to availability and applicable charges may be applied. These charges will be listed on the Service Contract provided at the time of request.

When offered on a shared basis, Customers can "activate" their reservation for the space on a first come, first served basis by calling their Account Executive. Customers are required to keep any disaster recovery space in clean, operable condition and in compliance with all applicable laws and regulations.

DCN reserves the right, at any time, to require Customers to remove certain equipment or personnel, or to cease certain activities that DCN determines, in its sole discretion, to be disruptive, unsafe, or otherwise in conflict with the general operation of the applicable DCN facility in which such space is located.

4.9 EVACUATION POLICY

DCN is committed to having a safe environment for Customers, employees, and equipment in its facilities, and requires Customers' employees to comply with its evacuation policies.

Emergency Planning

- Authorized Contacts are responsible for ensuring Customer's Account Record is always current.
- DCN's Operations employees can answer questions about DCN's evacuation procedures, routes, and meet points.

Emergency Communication

- Customers' employees should evacuate immediately if alarms are seen or heard.
- If Customers' employees are in a DCN facility during an emergency evacuation, the Customer's Authorized Contact may reach out to their Account Executive for status updates.

Access Management

In all circumstances, DCN, in its sole discretion, reserves the right to make the final determination about when it is safe to re-enter the facility. DCN will work with the appropriate facility, local, state, and federal authorities in this process.

5.0 FACILITY POLICIES

5.1 MAINTENANCE

DCN's maintenance responsibilities include:

- Janitorial services.
- Environmental systems maintenance to achieve ASHRAE standards for temperature and humidity.
- Power plant maintenance.
- Security and fire protection maintenance.
- Other actions reasonably required to maintain the facility.

Customers' maintenance responsibilities include:

- Maintaining an orderly and safe condition of Suite, Cage, or Cabinet(s) in accordance with nationally published OSHA standards.
- Disposing of cardboard boxes, paper, or flammable materials in Suite, Cage, or Cabinet(s). Customers that have Suites may procure a metal, fire-rated cabinet for use in their Suite to store these items. Cardboard boxes, paper, or flammable materials not removed or secured in a fire-rated cabinet will be removed by DCN without prior notice. DCN will charge a removal fee for these items at its standard Remote Hands Services rate.
- Keeping aisles free and clear of obstruction.
- Removing all disconnected or unused equipment from Suite, Cage, or Cabinet(s). Disconnected or unused equipment will be removed by DCN without prior notice. DCN will charge a removal fee for these items at its standard Remote Hands Services rate as well as a storage fee of \$100 per day.
- Returning Suite, Cage, or Cabinet(s) at the conclusion of the Service Contract term in the same condition, unless otherwise expressly stated in your Service Contract. Reasonable wear and tear are expected.

5.2 TRASH REMOVAL

- Customers' employees should place all trash, including equipment boxes, in the appropriate bin at the end of each visit.
- Cardboard boxes, paper, or flammable materials not removed or secured in a fire-rated cabinet will be removed by DCN without prior notice. DCN will charge a removal fee for these items at its standard Remote Hands Services rate.
- For a large cage or cabinet build-out, Authorized Contacts must contact their Account Executive for assistance in arranging for dumpster and/or freight elevator usage.

5.3 SMOKING AREA

DCN follows North Dakota's Smoke Free Law which prohibits smoking in all enclosed areas of places of employment.

6.0 RECEIVING, SHIPPING & STORAGE

DCN will receive, ship, and store equipment and/or related items on behalf of its new or existing data center/co-location Customers.

Receiving

Authorized Representatives must receive prior written approval from their Account Executive for DCN to receive packages on their behalf.

After receiving approval, they should email the following information to their Account Executive:

- List of materials being shipped, including package(s) weight and size.
 - Maximum package weight is 50 pounds (22kg). *Customers must receive prior written approval from their Account Executive if their package(s) exceeds limit.*
 - Maximum package size is 3'X3'X3' (91cm³). *Customers must receive prior written approval from their Account Executive if their package(s) exceeds limit.*
- Courier*.
- Tracking number.
- Expected date of delivery.
- Special receiving instructions, if required.

Customers' packages must be shipped for Inside Delivery and must arrive at DCN from 9 a.m.-4 p.m. Monday-Friday. Customers are responsible for informing their carrier of site-specific instructions as provided by their Account Executive.

**Brokerage fees are a Customer's responsibility. Shipments sent Collect on Delivery (C.O.D) will be refused.*

Customers must include contact name, business name, and Suite, Cage, or Cabinet(s) number within the mailing address on the address label. *See example below.* DCN will not accept incorrectly addressed packages.

Example: Address label to DCN's Bismarck facility:

John Doe (i.e. Customer contact's name)
Customer Name (including Suite, Cage, or Cabinet(s) No.)
c/o DCN (Dakota Carrier Network)
4202 Coleman Street
Bismarck, ND 58503

Received packages will be cross-referenced with the courier's paperwork (i.e. 4 of 4 received), entered into a log sheet, and, pending availability, moved into a secure storage area for up to seven (7) days at no charge to Customers. Beyond the initial storage period of seven (7) days, Customers must remove their equipment or pay a \$10/day storage fee. Any visible physical damage to the package will also be noted on the log sheet.

DCN will not open, inspect, or inventory the contents of any packages prior to or after moving equipment to the secure storage area, pending availability. DCN is not responsible for lost or damaged packages.

DCN will not accept the following items:

- Personal items
- Damaged items
- Items over weight and/or size limits
- Food deliveries
- Radioactive materials
- Hazardous materials

Shipping

Authorized Representatives must receive prior written approval from their Account Executive for DCN to ship packages on their behalf.

- All costs associated with shipment are at the Customer's expense.
- Customers must provide all shipping paperwork, including shipping labels, customs forms, and waybills.
- Customers are responsible for providing packing and shipping materials.
- Customers must schedule a time from 9 a.m.-4 p.m. Monday-Friday to pick up their shipments.
- DCN will contact Customers when their shipment is ready for pick-up.
- DCN is not responsible for any loss, damage, or costs associated with shipment, including shipment packing quality.

Storage

Authorized Representatives must receive prior written approval from their Account Executive for DCN to store packages on their behalf.

- Pending availability, secure storage is provided for up to seven (7) days at no charge. Beyond the initial seven-day storage period, Customers must remove their equipment or pay a \$10/day storage fee.
- Retrieval of customer equipment requires the following:
- Email retrieval request to Account Executive a minimum of two (2) business days prior to the date packages need to be retrieved. In the event of a Customer-impacting outage, DCN will make every attempt to retrieve packages within the same business day.
- Upon equipment retrieval, customer will uncrate/unbox equipment in accordance with facility requirements.

- DCN will not store equipment removed by Customers.

7.0 ADDITIONAL SERVICES AVAILABLE

7.1 REMOTE HANDS SERVICES

Customers may request Remote Hands Services from DCN's technicians at the rate of \$120/hour during normal business hours and \$180/hour outside normal business hours. Normal business hours are from 8 a.m.-5 p.m. CST Monday-Friday. All charges are billed in 15-minute increments.

DCN provides the following Remote Hands Services:

- On-site technical assistance.
- Visual verification during remote troubleshooting efforts.
- Racking-and-stacking new equipment.
- Pushing a button. *Customer to provide detailed description for required action.*
- Power cycling equipment (turning it off and on). At Customer's instruction, turning off described equipment, waiting prescribed time, and turning it back on.
- Securing and/or organizing cables or ties. *Twisting cable to secure connection.*
- Observing, describing, or reporting on indicators or display information on machines or consoles, and providing visual feedback to Customer.
- Relaying equipment status and typing commands into pre-installed consoles.
- Modifying basic cable layout, such as Ethernet connections. *Where possible, move Ethernet connections to alternate ports or possibly change in-cabinet physical routing.*
- Labeling and/or re-labeling equipment for new or refurbished equipment. Customers must provide details and verbal verification before DCN technician is dispatched.
- Swapping existing equipment for new or refurbished. Customers must provide details and verbal verification before DCN technician is dispatched.
- Swapping of visible and accessible cards. *DCN will not open outer encasement of equipment.*
- Swapping hot-swappable power supplies and/or hard drives; however, Customers must provide power supplies and/or hard drives.
- Changing of pre-labeled removable media (tapes/CDs). Customers are responsible for removing media from the data center and storing it.

To protect Customers' security, DCN requires Authorized Contacts and/or Technical Contacts submit Remote Hands Services requests by calling DCN's NOC at 800-296-5956.

8.0 TERMINATIONS & DISCONNECTS

Customers' Authorized Contacts must submit disconnect requests via email to their Account Executive. The email must contain the following information: Customer name, contact's name, email address, and phone number, disconnect request date, work order/service order number, and circuit ID/tag number.

Customers must disconnect all circuits within their Suite, Cage, or Cabinet(s) before DCN can process their co-location disconnect request. DCN will place a hold on co-location disconnect requests if any circuits remain open and provide Customers with a list of active circuit IDs. Charges for Customers' Suite, Cage, or Cabinet(s) will continue through (i) the date in their Service Contract or (ii) all circuits are removed. DCN requires 30 days' notice prior to the start of the next term and does not disconnect for partial terms. Once a disconnect order is processed, Customers

are responsible for removing all equipment as specified in their Service Contract. A non-recurring disconnect charge may apply.

Note: At DCN's discretion, equipment not removed and/or claimed within 30 days of a Customer's disconnect may become DCN property.