



# **COLLOCATION SECURITY GUIDELINES**

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# COLLOCATION SECURITY 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 individual “collocation spaces” (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, the terms “CLEC” and “Collocator” will refer generally to all collocators and collocation arrangements. This document supersedes previous documentation by any Verizon entity on security guidelines.

### 1.2 ORGANIZATION OF THE DOCUMENT

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

- Section 2. Security and Adherence to Rules and Regulations
- Section 3. Safety Requirements
- Section 4. Collocation Care Center (CCC) and Contact Numbers
- Section 5. 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 that house Verizon’s network facilities.

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 REISSUANCE

These guidelines are being issued to standardize the Collocation Security practices of the former Bell Atlantic and the former GTE regions into one Verizon Collocation Security Guideline document.

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 following VZ organizations: Network Operations, Real Estate, Central Office Engineering, National Markets Center (NMC), local building management, the Building Coordinator, Collocation Infrastructure Program Manager (CIPM) or Local Collocation Coordinator (LCC) with site selection security procedures and access requirements.

### 2.2. CERTIFICATION OF BACKGROUND INVESTIGATION

1. The "Certification of Background Investigation and Application for Keycard" form must be completed and signed by an authorized Collocator representative for each of its employees, agents or contractors requesting access to a VZ central office. This form must be received and approved by VZ before an ID Card is issued to the Collocator employee, agent or contractor.
2. The "Certification of Background Investigation and Application for Keycard" form certifies that a background investigation was conducted at the time each of the Collocator's listed employees, agents or contractors was hired or anytime thereafter, and that these employees, agents or contractors have:
  - a. No felony convictions for the seven years prior to the date of the background investigation, and that the Collocator or its contractor has no knowledge of any felony convictions after the date of the background investigation.
  - b. Had a drug screening performed as part of the background investigation (unless hired before March 1990), and that there was no indication of the presence of marijuana, cocaine, opiates, phencyclidine or amphetamines in the body.
  - c. Not been discharged for cause from VZ, if a prior VZ employee.
  - d. Not been removed from VZ property for cause, if a prior VZ contractor.

3. The Collocator must notify VZ immediately (verbally and in writing) when it discovers one of its employees, agents or contractors already certified for access to VZ central offices has been convicted of a felony offense, or otherwise poses a security risk to VZ.

### 2.3 IDENTIFICATION (ID) CARDS

The CCC will provide the CLEC with VZ Non-Employee Collocation Identification Card applications. The CLEC will supply the CCC with a completed application including two passport photos for each CLEC employee or contractor. In the event the CLEC wishes to sublease/share their caged collocation facility to another CLEC, the CLEC of record ("host"), the sublessor, must notify the LCC or WS representative of this situation. The host is responsible for providing to the LCC or WS contact the name of the sublessee Company ("guest"), as well as 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 and Background Investigation information for the employees of a sublessee, a list of their social security numbers (or alternative forms of identification acceptable to Verizon), proof of their citizenship status and two passport sized color photo for each individual. Further, said "guests" and their employees and approved vendors shall be subject to these guidelines.

The ID card will be black and 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 the CCC 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. The expiration date may be earlier than one year from issuance, depending upon contract specification between CLEC and contractor. The CLEC is responsible for requesting renewal applications from the CCC. The CLEC should begin the renewal process early to ensure the identification badges do not expire.

**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 CCC of any lost or stolen ID cards.

All ID cards will be returned to VZ upon termination of the Collocation arrangement and/or termination of CLEC/contractor arrangement.

### 2.4 METHODS OF ACCESS

There are three general methods of providing access to VZ premises: Card Reader Access, Key Access or Guard Access. 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, depending on the arrangement at the particular premises.

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).

Upon VZ's request, the Collocator is required to perform a key and/or access card audit to verify that only authorized Collocator employees, agents and contractors are in possession of the keys and/or access cards originally issued and assigned to them.

The Collocator must notify VZ in writing immediately when keys and access cards are lost or stolen. Under conditions where the loss of keys or access cards by the Collocator requires, in VZ's opinion, recombination of locks or reconfiguration of the access control system, and/or issuance of new keys and access cards, the cost of labor and material will be charged to the Collocator at VZ's discretion. Corporate Security will notify the Deputy Building Security Coordinator (DBSC) of the affected buildings.

Keys and access cards must be returned to VZ upon request, and must also be returned to VZ when the Collocator employee, agent or contractor who was originally issued the key or access card no longer needs the key or access card (i.e., no longer is employed by Collocator or contractor, or no longer performs work functions in VZ central offices). All keys and access cards must be returned to VZ upon termination of the Collocation arrangement.

## 2.5 SIGN IN LOGS

Sign-in logs will be located at the collocation site and the CLEC and CLEC contractors must sign in and out where required.

## 2.6 CARD READER ACCESS (CRAS)

CRAS cards shall be issued to all CLEC personnel requiring access to CRAS equipped sites by the WS/CCC. The WS/CCC 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. The CLEC customer will complete the card access application and obtain the appropriate CLEC supervisory signature. This form will be forwarded to the CCC for review and concurrence. The CCC will forward the application to the closest geographically- based Access Control supervisor. The Access Control supervisor will issue an appropriate access card to the CCC 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 Collocator ID Card has been issued.

If the CLEC has sublet their caged collocation facility, they will be the contact with the CCC representative and will provide or necessary identification information on the sublease 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 CCC contact of any sublease CRAS cards lost or stolen.

**All CRAS cards remain the property of VZ and will not be borrowed, transferred or otherwise used by anyone other than the CLEC employee/contractor/sublease to whom it was issued.**

## 2.7 KEY ISSUANCE

Where access is required in non-CRAS equipped buildings, the CCC 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 CCC. 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 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. Problems with keys should be reported to the CCC.

In the case where VZ provides the cage enclosure, Corporate Real Estate will provide three (3) cage enclosure keys to the 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.

All building keys provided by VZ remain the property of VZ. Upon vacating cage(s), CLEC management shall return all keys to Verizon via the CCC.

## 2.8 GUARD ACCESS

A VZ Non-Employee Collocator ID Card must be displayed to the guard for entrance and must be visible at all times while on VZ premises.

## 2.9 BUILDING ACCESS

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).

## 2.10 CABLE VAULT ACCESS

Access to a physical collocation arrangement installed in a cable vault (ie: CATT arrangement) will require an escort at all times. The CLEC will be given a contact number to the local Construction Director area for the purpose of arranging an escort when needed. The CLEC must give 72 hours notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

## 2.11 ROOF ACCESS

Access to the roof will require an escort and must be arranged in advance whenever possible. The escort must be arranged by contacting the CCC. The CLEC must give 72 hours notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

#### 2.12 ACCESS TO VIRTUAL COLLOCATION

Access to Virtual Collocation is limited per tariff.

#### 2.13 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, staging areas, loading docks, freight elevators,, designated restrooms, etc.) will be permitted. However, in instances where these areas can not be secured or segregated from Verizon equipment areas, 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.

#### 2.14 ACCESS TO COLLOCATION ARRANGEMENTS AT REMOTE TERMINALS

Access to a physical collocation arrangement installed in a remote terminal will require an escort at all times. The CLEC will be given a contact number to the local Construction Manager for the purpose of arranging an escort when needed. The CLEC must give 72 hours notice during regular business hours to arrange an escort for non-emergency situations. Emergency access will follow the normal call out process.

#### 2.15 CLEC AREA ACCESS

The individual CLEC may provide any additional security with Verizon approval to its cage or cageless collocation arrangement 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.

## 2.16 ADHERENCE TO RULES AND REGULATIONS

The CLEC will ensure 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 ensure 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; 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.

VZ reserves the right to interview any Collocator employee, agent or contractor as part of an official VZ investigation.

The Collocator and its contractors will cooperate fully with VZ's investigation into allegations of wrongdoing or criminal conduct committed or witnessed by, or involving in any way, the Collocator's employees, agents or contractors. Further, VZ reserves the right to bill the Collocator for the expenses and labor costs of the investigation, as well as for the value of any VZ property removed or damaged, if it is proven that the Collocator's employees, agents or contractors were responsible for the alleged act(s).

Any criminal (e.g., theft, vandalism, assault, etc.) or non-criminal (e.g., EEO complaints, etc.) allegation made by a VZ employee or contractor involving a Collocator employee, agent or contractor may be investigated by VZ's Security Department according to their established internal procedures.

Any criminal allegation (e.g., theft, vandalism, assault, etc.) made by a Collocator employee, agent or contractor is to be reported to the local law enforcement agency and VZ's CCC. Allegations of non-criminal wrongdoing (e.g., EEO complaints, etc.) made by a Collocator employee, agent or contractor should be reported to VZ's Wholesale Services CCC. VZ's Security Department will cooperate fully with any law enforcement investigation and may conduct its own investigation if necessitated by their established internal procedures.

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.

### **3. SAFETY REQUIREMENTS**

#### **3.1 FIRE SAFETY/EMERGENCYEVACUATION 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 hotline 1-800-386-9639. All accidents, particularly those involving physical injury, should be reported immediately as required by OSHA to the same number.

#### **3.2 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 must be reported immediately to VZ Corporate Security (1-800-997-3287). Violations will not be tolerated.

#### **3.3 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.

### 3.4 ADDITIONAL WORKPLACE RULES AND REGULATIONS

Verizon shall require that all CLEC personnel adhere to Verizon's 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. 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.

(3) **No Cameras** of any type - Camera use is expressly forbidden within the VZ premises.

(4) **Verizon issued non-employee ID Cards must be worn and displayed at all times while on Verizon property.**

(5) Rules set forth in any other signage (i.e. designated walkways, access to common areas, restricted areas, safety and environmental requirements)

**Verizon reserves the right to make changes to these procedures and rules for reasons that include preserving the integrity and operations of the Verizon network and facilities, and complying with applicable laws and regulations. Failure to adhere to posted rules and regulations could result in denial of access and/or removal from the premises.**

## 4.0 COLLOCATION CARE CENTER AND CONTACT NUMBERS

### 4.1. COLLOCATION CARE CENTER

Collocation Care Center (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 and e-mails from the CLECs or from 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.

#### 4.2 CONTACTING THE COLLOCATION CUSTOMER CARE GROUP

Collocation Care Center	1-800-483-4116
Fax	1-617-743-4731
E-Mail	<a href="mailto:collocare@verizon.com">collocare@verizon.com</a>

#### 4.3 HOURS OF OPERATIONS

Customer Service Representatives are available to answer calls Monday through Friday 8:30 AM EST through 4:30 PM EST. The CCC is located at 125 High Street, 5<sup>th</sup> floor, Boston, Massachusetts.

#### 4.4 OUT OF HOURS

Emergency calls received out of hours are directed via voice mail to the appropriate Regional Response Center.

#### 4.5 CONTACT INFORMATION

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

- Verizon Security 1-800-997-3287
- Collocation Care Center 1-800-483-4116  
(8:30AM-4:30PM EST, M-F)

### 5. **APPENDICES**

#### 5.1 APPENDIX A: ACRONYMS AND

ACC	ACCESS CONTROL CENTER
BSC	BUILDING SECURITY COORDINATOR
CCC	COLLOCATION CARE CENTER
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
NMC	NATIONAL MARKETS CENTER
NOC	NETWORK OPERATIONS CENTER
RCMC	REGIONAL CLEC MAINTENANCE CENTER
RECSC	REAL ESTATE CUSTOMER SERVICECENTER
VZ	VERIZON
VZ East	FORMER BELL ATLANTIC REGION
VZ West	FORMER GTE REGION
WS	WHOLESALE SERVICES