

# BBUDC Customer Guidelines-May 2023

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## Conduct of Customers, Visitors, and Contractors

This document serves to establish the operating guidelines for customers within Bluebird Underground. Failure to follow these guidelines can result in expulsion from the facility and/or refusal of entry. This document is intended to aid in the protection of all personnel and assets within Bluebird Underground. To preserve security and safety all customers, visitors, and contractors must follow these rules. In this document, "visitors" refers to any person not employed by Bluebird Network. It is the policy of Bluebird Underground that services and facilities provided by Bluebird Underground are readily accessible and usable to individuals in compliance with the Americans with Disabilities Act

### Parking Access

Parking at Bluebird Underground is provided on a first-come-first-served basis. Customers are allowed reasonable use of and access to the loading docks.

The handicap parking space is reserved for that use only.

Two marked parking spaces immediately to the east of the handicap space are reserved for short term (30 minute) parking for customers only.

Thirty-nine parking spaces are reserved and available for general customer parking.

Vendors and customers, unless unloading a significant amount of equipment or product, are to use any available parking spaces *except* those reserved spaces mentioned above.

## Entering and Navigating the Facility

- Customers bringing visitors to Bluebird Underground shall provide the names and employers of the visitors to the Bluebird Underground Facilities Administrator and Security Guard at least four hours before arrival. This information may be e-mailed to [bbuguard@bluebirdnetwork.com](mailto:bbuguard@bluebirdnetwork.com)
- Visitors must:
  1. Be at least 16 years of age or participating in a job shadow or chaperoned tour led by a Bluebird employee or and Bluebird badged Customer.
  2. Sign in at the Security Guard station.
  3. Surrender a valid, government-issued photo ID. The Security Guard will then issue a visitor's badge.
  4. Display the visitor's badge provided to them upon arrival at all times while in the facility.
  5. Return the badge when exiting the facility. The Security Guard will then return the government-issued ID.
- Company representatives must remain on site during any contract work unless prior written arrangements have been made with the Bluebird Underground Facilities Administrator or his designee.
- Visitors must use their badge to enter and exit all doors. "**Tailgating**" (one person swiping a badge to open a door and allowing others to pass through) **is strictly prohibited**. For security and safety reasons, each visitor must present his/her personal badge to all door scanners before passing through.
- Customers are held strictly responsible for the actions of their visitors and contractors.

## Work Area Expectations

- Food or drink are not allowed outside the office areas and conference rooms.
- Dispose of all trash in the proper receptacles.
- Customers may only access the common office areas and their assigned custom or cabinet space.
- No one may lift floor tiles without prior permission from the Bluebird Underground Facilities Administrator or his designee.
- Combustible materials are not to be stored in cabinets, cages, or custom spaces.
- When completing work, visitors are required to:
  - Dispose of all waste in their area.
  - Breakdown empty boxes and place in the dumpster in the receiving area.
  - Clean their work area.
- Only HEPA rated vacuums with a clean filter element are acceptable for cleaning within the data center buildings. The use of brooms or dust-mops is not allowed. A HEPA rated vacuums are available upon request from the Bluebird Underground Security Guard staff.

## Injuries in the Facility

- Visitors must notify the Bluebird Underground Security Guard of injuries as soon as possible.

- The Security Guard will complete an incident report
- A first-aid kit is available in the Bluebird Underground Security Guard station.
- An AED is available in the Bluebird Underground Security Guard station.

## Available Resources

- Downstairs office area:
  - Break room with a refrigerator, microwave and restrooms.
  - Conference rooms are available on a reservation basis (see Conference Rooms/Tours below).
  - The work area is available on a first-come-first-served basis for short-duration use.
- Wireless access points for Internet access in the office, staging, and conference areas.
  - Open WI-FI for customers is “BBN-Guest” password: (Check large monitor in open area or with the Security Guard). Smoke in outside designated area only

## Prohibitions

- The following are not allowed in the Bluebird Underground facility:
  - Loud music, horseplay, or abusive language.
  - Firearms, knives, weapons, explosives, flammable materials, or toxic materials.
  - Clothing with logos or prints representing or depicting illegal substances, profanity, or sexual imagery or innuendo.
  - Alcohol, controlled substances, or the use of tobacco of any kind (smokeless, pipe, cigar, cigarette). Smoking in outside designated areas only.
- Photography, cameras, or any image capturing devices are strictly prohibited. Cellular phones with cameras are permitted, however the camera may not be used. The Bluebird Underground Facilities Administrator must approve exceptions in advance.
- Visitors may not modify or alter the facilities (e.g. mount objects on the wall, cut or drill floor tiles, run or move electrical circuits, access electrical panels, etc.).

## Audits and Requests for Information

- Upon a 30-day written notice to the Bluebird Underground Facilities Manager, Bluebird will provide the following information:
  - Logs of access to Customer cabinet/cage to cover the previous 75 days from the date of report.
  - Video logs of access to Customer cabinet/cage to cover the previous 75 days from the date of report.
  - PM reports on Generators, UPS, Batteries, and HVAC systems within Bluebird Underground.

## Badges

All employees, customers, Carrier representatives and visitors must present proper identification to the guard before entering Bluebird Underground. If a customer or visitor produces

identification other than a Bluebird photo ID badge, they must surrender it in exchange for a Bluebird visitor or Carrier badge. The Security Guard will return the visitor's ID when the Bluebird badge is surrendered. Security Guard staff shall verify that the presented identification belongs to the presenter prior to its return.

## Acceptable identification

- A current, active, Bluebird photo ID badge
- A current government-issued photo ID, such as:
  - A driver's license
  - A state ID card
  - A passport
- A company-issued ID may be surrendered if one of the above has first been verified.

There are four different types of badges employed at Bluebird Underground

- **Customer Badges:** Allows the person access to the common areas plus access to the room and cabinet/cage space assigned to the company they represent.
- **Visitor Badges:** Allows the person access to the common areas. This requires surrendering a government issued ID.
- **Carrier badges:** Allows the person access to the Carrier Cage areas. This requires surrendering a government issued ID and a verification of their company identification badge.
- **Vendor Badges:** Allows contracted service technicians and personnel access to the data center support areas. This requires surrendering a government issued ID.

To initially authorize employees for badges, customers designated badge administrator must submit by e-mail the **Badge Request Form**. This form is located on the Bluebird Network web site. To make any changes to their badged employees, customers must submit the **Badge Request Form**, available at <https://bluebirdnetwork.com/badge-request-form/>. This form is to be completed online and submitted to Bluebird Underground by clicking the "Submit" button. Upon receiving the submitted form a Bluebird Underground person will contact the person to be badged and schedule an appointment for badging.

Badges are issued for a 5-year period from the issuing date. It is the sole responsibility of the customer to notify Bluebird Underground if a badge should be either disabled or not renewed for a particular badge holder. The required form is located at the URL listed above.

## Equipment Shipping, Delivery, Storage, and Installation Expectations

Bluebird Underground is a secure facility, with customer access available twenty-four hours per day, seven days a week. All customers or customer contractors must strictly keep to the following

rules while in the facility. In this section, customers and contractors are collectively referred to as customers.

## Equipment Shipping, Delivery and Storage

- **Receiving hours are Monday-Friday, 8:00 a.m. – 3:30 p.m.**
- Bluebird Underground Data Center shipping and receiving address is: 1904 N. Le Compte Road, Building 25, Springfield, Missouri, 65802.
- Customers are solely responsible for shipping equipment from Bluebird Underground and for meeting the carrier for pickup of the shipment. Bluebird *will not participate* in the shipping of customer equipment in any manner.
- Customers are solely responsible for equipment delivered to and stored at Bluebird Underground. Bluebird Underground is not responsible for receiving any customer equipment. However, Bluebird will, at the specific request of a customer, accept delivery of a specific shipment for that customer. The customer shall notify Bluebird Underground at least 24 hours in advance with the point of contact, a phone number, expected delivery date and time, the carrier, and a description of the shipment to [BBUnderground@bluebirdnetwork.com](mailto:BBUnderground@bluebirdnetwork.com) prior to delivery. **Failure to provide this information to Bluebird Underground can result in refusal of the shipment.**
- The customer will absolve Bluebird Underground of any responsibility for the contents and condition of the received shipment.
- Bluebird Underground shall identify the proper area for storing customer equipment in the receiving area.
- All customer shipments must be removed from the Bluebird Underground receiving area within 14 calendar days.
- Customers may reserve the designated staging area to assemble and disassemble equipment for periods not to exceed 24 continuous hours. Bluebird Underground is not responsible for any equipment or tools left in this area.
- Customers may not store boxes in custom or cabinet areas. Customers may leave equipment in its shipping boxes for a period not to exceed seven days. Customers must break down and dispose of empty boxes and trash before leaving the facility.

## Custom or Cabinet Equipment Expectations

- Customer has sole responsibility for installation, testing, and operation of Customer provided equipment other than that specifically provided by Bluebird Underground.
- Customers may not modify, or cause to be modified, Bluebird Underground equipment or facilities.
- Customers must keep their assigned areas clean and free of debris and combustible materials.
- Customers drilling and cutting on cabinets or racks must do so outside the data center buildings, using a tarp or box to catch debris. If the work must be completed inside, customers must receive written permission from the Bluebird Underground Facilities Administrator and use a HEPA rated vacuum to collect dust and debris while cutting and drilling.

- Customers shall take precautions to prevent its equipment from tripping fire detection and suppression systems. If Customers equipment, employees, visitors, contractors, or guests trips any fire suppression system, Customer shall be liable for all damages that result.
- Customers may not use brooms or dust mops in the custom or cabinet buildings. Only HEPA rated vacuums are acceptable. A HEPA rated vacuum is available upon request from the Bluebird Underground Security Guard staff or from any Bluebird Underground personnel.
- Customers may not install any equipment under the raised floor. Contact the Bluebird Underground Facilities Administrator to submit a request to Bluebird Operations.
- All customer equipment (servers, routers, switches, hubs, PDUs, power strips, etc.) must be located above the raised floor within the customer cabinet or custom space.
- Customers may not use extension cords or power strips connected in series.
- Customers may not manipulate electrical or transport facilities. If electrical or transport facilities need to be added or changed, contact the Bluebird Underground Facilities Administrator to request changes or additions.
- Customers may not allow access to their space to a contract carrier without a customer badge holder being present.
- Customer is to provide Bluebird Underground a means of access to their Colocation. Bluebird Underground shall have access for inspection purposes and installation of power and cross connects.
- Customer will provide Bluebird Underground circuit demarcation information for purposes of installing cross connects.
- Prior to equipment installation customer will review equipment requirements and placement in the space with Bluebird Underground, for written approval. No unapproved items will be installed and will be subject to disconnect or removal.
- Customer equipment must be installed within the assigned Colocation space. Equipment not allowed in Colocation include the following: UPS Batteries or any electrical generating equipment.
- Customer shall not install signs anywhere without written permission from Bluebird Underground.
- Customer WIFI equipment/signals cannot be install without approval of Bluebird Underground Data Center.

# BBU Server Lift Usage Procedure

Bluebird Underground has a server lift available for customer usage as a component of its colocation service. The following procedure outlines the process, rules and requirements for customer usage.

1. The server lift is located within room 301.
2. Customers may check out the server lift for use at Bluebird Underground at any time by completing the following:
  - a. Contact the on-duty Security Guard.
  - b. Read the user's manual, which is attached to the server lift.
  - c. Surrender Government issued photo ID to the Security Guard.
3. The Security Guard will roll the server lift outside of room 301. Once outside, the Security Guard will provide a brief operational demonstration to the customer prior to releasing the server lift to the customer.
4. Moving the server lift up or down any of the room ramps shall be a two-person operation. If customer does not have a second person, they may request assistance from Bluebird personnel. There shall be no exceptions to this requirement.
5. When finished, customer shall return the server lift to the security person on duty.
6. Customer shall return the server lift key to Security Guard, at which time their photo ID shall be returned.
7. The Security Guard shall return the server lift to its designated location, plug it back into the charging station and remove the key.

## Conference Rooms/Tours

### Reserving Conference Rooms:

- Either conference room may be reserved by contacting the Bluebird Underground Facility Administrator, or the General Manager one week prior to the date of the requested reservation.
- A complete list of attendee names must be supplied to Bluebird Underground no less than two business days prior to the scheduled reservation.
- All non-badged attendees must possess and surrender a government-issued photo ID.
- A customer contact name must be provided in regard to the reservation. The customer contact will be responsible for the conduct of the attendees and maintaining a clean environment.
- Once the reservation is made, the Bluebird person contacted will place the reservation on the Bluebird conference room calendar.
- Customers reserving a conference room are responsible for placing all trash in the appropriate receptacles and generally leaving the room in the same condition prior to the reservation.
- If catering is required, the customer contact must be present to receive and sign for the catered goods.

- The customer contact must arrive at least 30 minutes prior to the reservation to receive instruction on the A/V system, if required. The customer must provide their own laptop for presentations.
- Maximum Capacities:
  - Upstairs Conference room= 24
  - Downstairs Conference room= 10

## Scheduling Tours

- When scheduling a tour, indicate whether a conference room will be needed.
  - Maximum tour size is 24.
- A complete list of attendee names must be supplied to Bluebird Underground no less than two business days prior to the scheduled tour.
- All non-badged attendees must possess and surrender a government-issued photo ID.
- A customer contact name must be provided in regard to the reservation. The customer contact will be responsible for the conduct of the attendees.
- No food or drink is allowed on tours.
- A Bluebird contact name will be provided. The Bluebird contact will place the reminder on the Bluebird calendar.

## Break Room/Cubicle usage

- Break room
  - Individuals placing items in the refrigerator or cabinets shall write their name and current date on the item.
    - There is a marker in the drawer next to the refrigerator.
  - Items in the refrigerator will be disposed of every two weeks.
  - Dirty dishes shall be cleaned the same day they are used and not left in the sink. If remaining the next day, they will be disposed of.
  - If you spill a liquid, use a disposal towel, and wipe it up.
  - Clean up tables after use and push chairs under tables.
  - Keurig coffee system is there for customer and visitor use, dispose of used cups.
  - When using microwave, items will be covered to prevent spilling.
- Work Area
  - Remove all items brought into the work area.
  - Throw away all trash.
  - Push chair under tabletops when done.
  - If you spill a liquid, use a disposal towel, and wipe it up.



## Customer Power & Breaker Budgets

Current breaker positions and kW/kWh usages can be obtained for a customer's space by request to the Bluebird Underground Facilities Administrator.

Customer can request additional power at any time, through their Account Manager or the Bluebird Underground Facilities Administrator. Customer will not modify existing power without Bluebird Underground approval.

### Power Monitoring

Bluebird utilizes a *Branch Circuit Monitoring System* (BCMS) to monitor and meter individual customer electrical circuits.

Customer's individual electrical circuits shall comply with the National Electric Safety Code (NESC) and National Electric Code (NEC). If limits are exceeded, the BCMS will alert the Bluebird Underground Security Guard staff and the Bluebird Underground Facilities Administrator. Bluebird will notify the customer of the infraction and request that the electrical load be reduced or moved to another electrical circuit. If the load cannot be reduced and there is no other existing electrical circuit available, another circuit may be ordered.

Failure to reduce the electrical load may result in tripping the circuit breaker. In this instance Bluebird will accept no responsibility for loss of power to customer equipment.

If a circuit breaker trips, the BCMS will alert the Bluebird Underground Security Guard staff and the Bluebird Underground Facilities Administrator. Bluebird will then verify the circuit has actually tripped and, if so, will notify the customer's primary/secondary technical contacts and/or primary/secondary administrative contacts.

## Customer Relocation

Bluebird Underground shall not arbitrarily require a customer to relocate equipment; provided however, upon sixty days prior written notice, or such lesser time as may be reasonable in the event of an emergency.

## Data Center Maintenance Notifications

**Event:** Informational only, non-service affecting.

**Scheduled:** Seven (7) day notification provided. Maintenance work is usually conducted between the hours of 12:00 midnight and 05:00 a.m.

**Emergency:** Imminent equipment failure likely, work to be completed as soon as possible

## Trouble Reporting

Customers experiencing any service interruption should notify Bluebird Underground immediately at the trouble reporting number 1-877-766-2662 and e-mail BBU at [BBUTrouble@Bluebirdnetwork.com](mailto:BBUTrouble@Bluebirdnetwork.com).

## Cross Connect and Power Audit Requests

Customers can request a cross connect or power audit by e-mailing [BBUAuditRequest@bluebirdnetwork.com](mailto:BBUAuditRequest@bluebirdnetwork.com)

## Billing Disputes Request

Customer billing disputes should be sent to [DisputeResolution@bluebirdnetwork.com](mailto:DisputeResolution@bluebirdnetwork.com)

## Customer Level 1 Technical Support

### Hands and Feet Request

Bluebird Underground offers Hands and Feet service. This service allows a qualified Level 1 technical support person access to a customer equipment at the customer's request. Below is the link for making such a request.

1. Customer completed the online request located on the Bluebird underground website.

<https://bluebirdnetwork.com/remote-hands/>

## Data Center SOC 2 Type II Audit Request

Bluebird Underground completes a SOC 2 Type II audit annually. To receive a copy of the report an NDA must be in place or signed, a copy of this report can be obtained by:

1. Submitting an e-mail request to [BBUOps@bluebirdnetwork.com](mailto:BBUOps@bluebirdnetwork.com).
2. Once received a team member from the Data Center will reach out to the customer.

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*Bluebird Underground reserves the right to modify its Customer Guidelines at any time for any reason.*