



CORESITE

An American Tower Company

Access Policies & Rules

Access Policies & Procedures

This policy helps ensure physical security of your space and the CoreSite data center through the specific management of access to all spaces. Due to the importance of physical security, CoreSite strongly recommends the customer's Account Administrator performs a quarterly audit to review their database and verify those individuals with Long-Term Access maintain the level of authorization. This will also ensure no changes are needed due to employee or vendor turnover.

Requesting Access

1. An Account Administrator must authorize access through CoreSite's service delivery platform at MyCoreSite.CoreSite.com at least 48 hours in advance.
2. Long-Term Access (access with no end date) must be requested via the User Permission List on MyCoreSite.CoreSite.com. Access may also be revoked at any time by an Account Administrator in the same location on the CoreSite customer service delivery platform.
3. Short-Term Access (one time access or access for an identified period) must be requested via a Short-Term Access Case on MyCoreSite.CoreSite.com. No Short-Term Access can be available for longer than 90 days.
4. If a customer has licensed a locking cabinet or cage, CoreSite will make a physical key available for that space. If additional keys are needed, the customer must submit a Key Request, found on the CoreSite service delivery platform. A fee for additional keys will be assessed.

Government ID Required

Note that to gain access to the data center, a valid government issued ID is required. Examples of a valid government ID include, but are not limited to, a state driver's license and/or a government-issued passport.

- The name on the access request must match the name on the government issued ID (no nicknames).
- A local or city government ID does not qualify as an approved government picture ID.

Picking Up a Badge

1. CoreSite Security will validate an access request and offer Short- and Long-Term badges when an individual arrives on site. CoreSite offers 24x7x365 security in all markets, but it is not available in all buildings.
2. Referencing the case number (CAS-XXXXXX) associated with the request in the CoreSite service delivery platform is not required but will assist in ensuring quick and easy access. The case number is made available upon submission of the Short-Term Badge Request form or may be found under the Access History section of the Activity History tab of CoreSite's service delivery platform.

Maintaining Access

If you have proper Long-Term Access, you can access the data center at any time with your CoreSite badge and building badge, as required. However, if your badge is deactivated due to non-use after 90 days, you must obtain access by presenting your badge to the Data Center Operations team upon arrival.

Access History

Two types of access history are available for customers through MyCoreSite.CoreSite.com.

1. Security Access Logs allows customers to see when individuals accessed their space. Note that CoreSite cannot make available access history to an entire computer room unless the requesting customer is licensing the entire computer room.
 - a. To view when an individual with Long-Term/Short Term Access visited a space, go to the Security Access Logs section of the My Account tab and select the applicable location.
2. Access Authorization allows customers to see who they have authorized to receive Short- or Long-Term access to their data center locations. Customers may locate the case associated with each Access Authorization by going to MyCoreSite.CoreSite.com and clicking on the Access History section of the Activity Tab.

For inquiries related to compliance documents (SOC1, SOC2, HIPPA, or PCI reporting), please contact Client Services at info@CoreSite.com.

LA1 Access (624 S. Grand)

- Access to this building requires an access card made available by GI Partners:
 - Entry doors on Grand Ave. are secured between 1800-0600 hours but may be accessed with a valid GI Partners access badge.
 - Side doors are secured between 2100-0500 hours.
- CoreSite will help customers obtain permanent or visitor access badges from GI Partners. A fee may apply.
 - GI Partners visitor badges expire after 7 days
 - GI Partners permanent badges expire after 1 year
- All hand-carried deliveries can enter through the lobby. Any delivery that requires a dolly must be brought in through the loading dock.
- Loading dock entrance is locked and secured from 19:00 to 05:00. GI Partners is not in the guard shack during that time. To enter the building during this time, contact GI Partners security in the 1st floor lobby to have them open the loading dock area for entrance.

Access Rules

- CoreSite Security must authorize all card-reader access to the perimeter, interior, and building infrastructure areas.
- CoreSite management must authorize all card-reader access to the data center and storage area.
- Individuals entering the data center must be authorized by CoreSite management and security.
- Individuals must demonstrate a work-related need for regular physical access to the data centers.
- Customers must have an authorizing Short- or Long-Term access case in CoreSite's service delivery platform to obtain access. These cases can be found under the Access History section of the Activity History tab in CoreSite's service delivery platform.
- Customers must ensure access request forms are submitted at least 48 hours in advance through MyCoreSite.CoreSite.com.
- Data center access will be limited to the customer's specified data center space.
- "Tailgating" or entering a secure area via someone else's biometric reader scan or access card scan before the system resets is strictly prohibited and may result in the revocation of access privileges for both parties.
- CoreSite management authorizes access - the record of authorization must be maintained for 12 months.
- Upon customer request, CoreSite may assist in reducing or deleting access for individuals who have been reassigned or their job responsibilities changed.
- Minors under the age of 16 are not permitted in the Data Center.
- If a Long-Term badge is not used for a period of 90 days, the badge will be automatically deactivated. Upon arrival on site following automatic deactivation of a badge, CoreSite security will re-activate access after verifying the individual continues to have authorized access to the space. You may also choose to contact CoreSite security on the same day of your arrival and request that your badge is reactivated. **Note:** you must request this on the day you intend to arrive AND use your badge on the same day for the reactivation to take effect.
- A maximum of one access badge and/or office key will be given to a customer to prevent unauthorized access.
- Access badges may not be "loaned" to anyone at any time and must be worn in a visible location on your person while in the data center area.

For facility specific access and delivery information, please review the Building Summary document or email info@CoreSite.com.