



## PHYSICAL ACCESS POLICY

**Clients that need access to Globix facilities, as stipulated in their contracts, will be issued two unique access badges for two distinct personnel or client representatives.**

### Access Badges

Only personnel authorized by the client and granted an individual access badge by Globix will be permitted to physically access the data centers. Globix keeps a record of such authorized personnel, as listed on the client's Master Service Agreement and in the Globix Contact List. Clients should notify their Account Manager or Customer Care of any changes in the status or contact information for those people.

If a client needs more than two access badges, Globix will issue additional badges at a **cost of \$25 per badge**. All access badges remain the property of Globix.

**Client's access badges will provide access to only the following areas:**

- The main lobby
- The second floor lounge (*in New York only*)
- The data center (in combination with the biometric readers)
- The client's equipment cage (if reader controlled)

Clients and their representatives are not permitted to loan out an access badge or pass a badge to anyone behind them. The client accepts full responsibility for its representatives and their actions.

All clients and their representatives must wear their access badges where they are clearly visible at all times while visiting any Globix facility. Globix reserves the right to inspect the badges upon request.

### Hours of Operation

Globix Internet Data Centers are operational and accessible 24 hours a day. **Normal business hours are 9 a.m. through 6 p.m., Monday through Friday.**

### Accessing the Facilities

**To enter the Globix building, clients must:**

1. Display their access badges to security personnel at the lobby reception desk and/or data center entrance and pass their access badges over the card readers.
2. In the Globix Santa Clara and London facilities, clients should sign for and pick up their cage keys from the Security Dispatch Center. Cage keys must be returned to the Security Dispatch Center before clients leave the Globix facilities.
3. Clients will be charged \$120 to replace the locks on a cage or cabinet when a key is lost.



4. To enter the data centers, clients must pass their access badges over the card readers at the entrance to the data center and verify authorization via the biometric reader.
5. To leave the Globix facility, clients must pass their access badges over the card readers at the exit of the facility.

### **Requesting New Access Badges**

In **New York and the UK**, access badges will be issued **Monday – Friday 9AM-5PM** at the Security Dispatch Center. In **Santa Clara**, access badges are issued **by appointment ONLY: 9AM-11AM, 1PM-3PM, 5PM-7PM, Monday through Friday**, at the Security Dispatch Center. (Biometric finger scan imprints can be taken between 9 a.m. and 5 p.m., Monday through Friday.) Customers and their representatives must furnish a valid photo ID and be listed in the Globix Contact List as an authorized user before receiving an access badge.

To receive a new access badge for an additional customer contact, call or send an email to Customer Care at [support@globix.com](mailto:support@globix.com). This will initiate an access badge permission form, which must then be reviewed and signed by both Globix Security and the data center manager. The customer request for a new access badge must come from an authorized customer contact. Clients are entitled to TWO (2) access ID badges. Any additional badge or replacement will be charged at \$25/per badge,

Access badges will be issued at the Security Dispatch Center only after the proper clearances have been approved. When requesting an access badge, you should notify Globix at least **24 hours** in advance.

### **Replacing Access Badges**

The Security Dispatch Center will verify the proper security clearances from the data center manager and the Globix Security staff before a badge will be replaced. Globix charges a steep fee to replace a lost or stolen badge.

Customers must report immediately any changes in the status of customer representatives or any lost or stolen access badges to the Security Dispatch Center to prevent breaches in Globix security or abuse of the Globix facilities.

### **Forgotten Badges**

If a customer representative forgets his/her access badge and does not need a replacement badge, Globix will issue a temporary visitor's pass. The customer must sign in at the reception desk and/or Security Dispatch Center and provide a valid photo ID. Since the customer will not have the automatic access to the data center afforded by his/her access badge, a representative from the Globix data center will escort the customer to the data center. ***This Internet Data Center (IDC) request is billable at the then current T&M rate.*** The temporary visitor's pass must be returned to the reception desk or Security Dispatch Center before leaving the facilities.



## **Modification of the Physical Access Policy**

***It is the Customer's responsibility to check the Globix Web page for updates or modifications of Globix policies. Globix reserves the right to modify its policies at any time without notice.***

## **Temporary Access**

Clients entering Globix premises will not be permitted more than one person/visitor to accompany them onto Globix premises at a time. If there is a need for more than one person/visitor to enter the premises with the client, (i.e. vendor warranty repair technicians), prior approval must be obtained from a Globix Sales Executive or other relevant department manager that is associated with the client i.e. NOC/IDC manager. Client should notify Globix at least **24 hours** in advance. The e-mail should include the name of the person requiring access, the company they work for, and the time and date they will be arriving

This procedure is applicable 24/7 and must be followed at all times. ***Again, all Internet Data Center (IDC) requests are billable at the then current T&M rates.***

In case of an emergency, an authorized customer contact should call the Customer Care at 1- 877-2-GLOBIX or send an email to support@globix.com with the details of the person(s) requiring access and the time they are expected to arrive. The authorized customer contact will be requested to state their pass phrase to authorize the access. Upon arrival, a Globix employee will escort the customer representative to the Data Center.