TENANT TECHNOLOGY HANDBOOK

MONTGOMERY technologies

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INTRODUCTION TO MONTGOMERY TECHNOLOGIES

As the contracted Technology Management Company for the building, Montgomery Technologies ensures reliable telecom service for your business by maintaining, servicing, and securing the building's telecommunication riser infrastructure. Our service results in safe, secure, code-compliant riser systems.

Montgomery Technologies provides tenants with competitive rates for all cabling, telecom, networking (both wired and wireless), data, VoiP, and electrical needs within the space. As a building-related service, free of charge, we also provide vendor recommendations for access control systems, audio/video solutions, security camera systems, lighting solutions, and server room design-build services.

Montgomery Technologies' Enhanced Tenant Services team helps you save time and money when moving or ordering new Internet services. We will evaluate and implement any type of technology service, including phone systems and internal networks. Montgomery Technologies can assist in ordering telecom service, extending and provisioning your circuits, and performing any inside wiring your suite may require.

This handbook will guide you through the process required to install and maintain your technology and telecommunications in the building, and addresses general questions regarding procedures for work related to the building's telecom infrastructure.

CONTACT INFORMATION
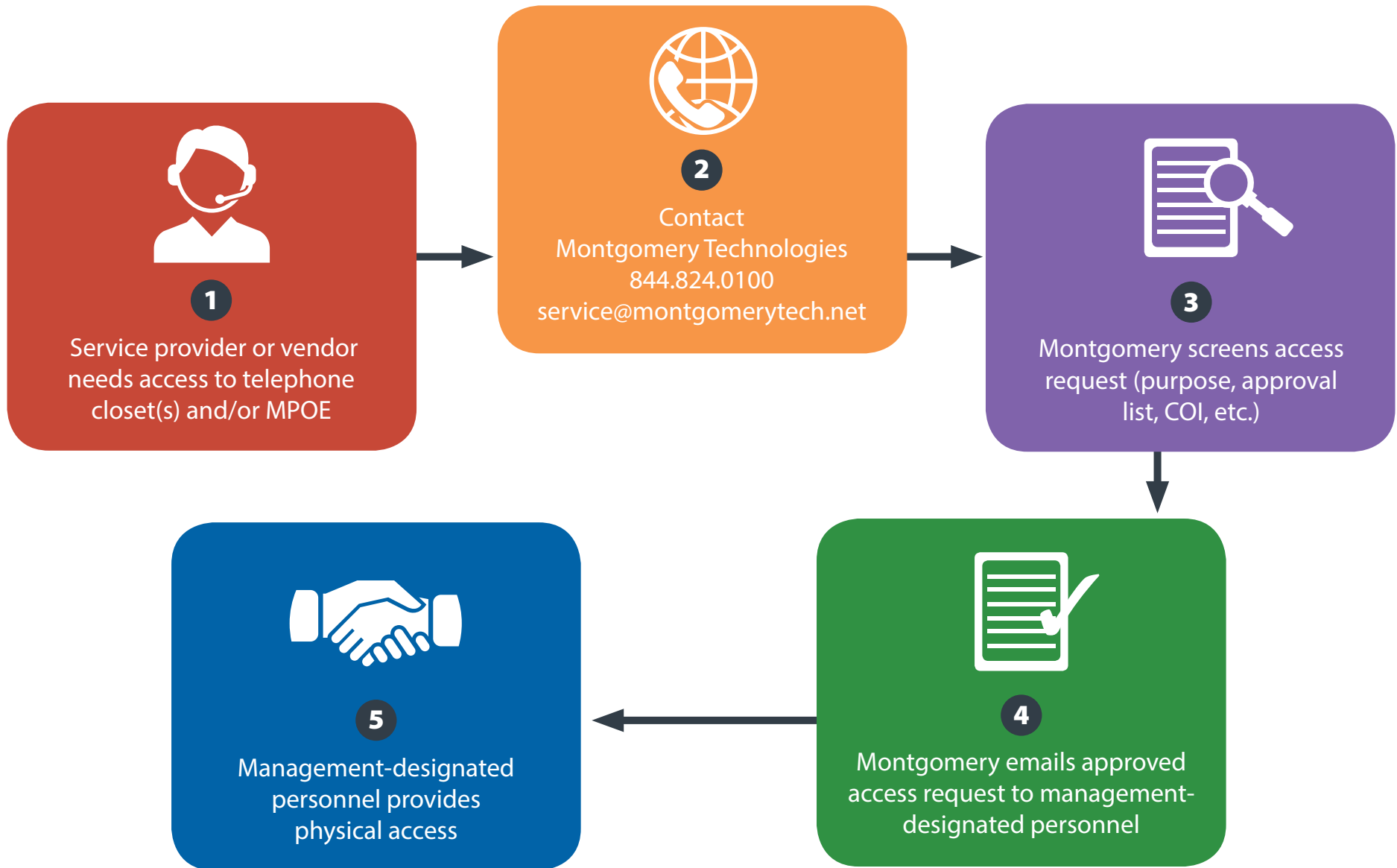You can reach the Montgomery Technologies Service Center 24x7x365 as follows:
844.824.0100
service@montgomerytech.net
www.montgomerytech.net
Please contact us with all cabling, telecom, and network related questions.

RISER MANAGEMENT WORKFLOW

1 — Service provider or vendor needs access to telephone closet(s) and/or MPOE

2 — Contact Montgomery Technologies 844.824.0100 service@montgomerytech.net

3 — Montgomery screens access request (purpose, approval list, COI, etc.)

4 — Montgomery emails approved access request to management-designated personnel

5 — Management-designated personnel provides physical access

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IF YOU ARE ADDING ANY NEW VOICE OR DATA SERVICES TO YOUR SPACE:

To determine what service and/or providers can best fit your needs please contact Montgomery Technologies at 844.824.0100 or by email at service@montgomerytech.net. We can help manage the process for you, and there is no charge for this service.

If you have ordered a new voice or data service prior to contacting Montgomery Technologies:

1. Call Montgomery Technologies at 844.824.0100 with the provider's order number, due date, and circuit identification number(s).

2. Montgomery Technologies will document and record all circuit and order information to facilitate the future access that will be needed.

Please Note:
Once your new service ("circuit") is delivered by the service provider to the building's Minimum Point of Entry ("MPOE," typically in the building's basement), Montgomery Technologies will be responsible for extending the service from the building MPOE to the server/equipment room within your space. This cost of this service is typically the responsibility of the tenant.

IF YOU ARE ADDING ANY SERVICE THAT REQUIRES ACCESS TO THE BUILDING'S RISER:

This building contains a vertical pathway (the "riser") that is used to extend telecom-related servces from the MPOE to the tenant space. It is typically the tenant's responsibility to pay the building's riser manager, Montgomery Technologies, to extend the added service from the MPOE to the tenant space.

To ensure the safety and security of the building and the tenant, Montgomery Technologies manages access to all riser areas.

IF YOU ARE MOVING *INTO* THE BUILDING:

To ensure a smooth onboarding process, please contact Montgomery Technologies immediately. Montgomery can provide most of the answers to your telecom questions, including:

- What service providers have existing infrastructure in the building?
- Does your space have adequate interior cabling?
- Will a service provider be able to deliver service before you move in?
- Does your space have a service feed from the riser closet into the space?
- If it exists, does the service feed have adequate capacity to accommodate your requirements?
- Do you need copper or fiber infrastructure, or both?
- Who is coordinating the delivery of the new services?
- Does your provider have an updated Certificate of Insurance (COI) on file with the building?

IF YOU ARE MOVING *WITHIN* THE BUILDING:

1. Contact your voice and data vendors and Montgomery Technologies.
2. Notify Montgomery Technologies of the new suite/floor number and move date.
3. A Montgomery Technologies project manager will schedule a time to perform a site survey of the new and existing spaces and deliver an estimate to you for the cost of moving the existing service(s).
4. Upon approval of the estimate, Montgomery will schedule and subsequently move the existing services.

IF YOU ARE MOVING *OUT* OF THE BUILDING:

1. Contact Montgomery Technologies prior to your lease expiration for removal of any telecom wiring and/or equipment required per the terms of your lease.
2. Typically, per fire code, all low-voltage cabling (telecom, data and fiber optic) as well as any support or protection mechanisms must be removed upon lease expiration at the tenants' expense.

TENANT CABLING RESPONSIBILTIES

1. It is the tenant's responsibility to order and contract for services with Telecom and/or Internet Service Providers. Montgomery Technologies provides information about the service providers in the building at no charge, but does not place orders.

Once ordered, the service provider's responsibility to deliver service typically ends at the building's Minimum Point of Entry (MPOE).

2. It is typically the tenant's responsibility to pay the building's riser manager, Montgomery Technologies, to extend the new service from the MPOE to the tenant space.

3. In-suite cabling is typically the responsibility of the tenant and performed by building approved contractors. Montgomery Technologies can perform this work under a separate contract with the tenant.

1

Telecom and Internet Service Providers

2

Tenant Space

MPOE   Building Basement

3
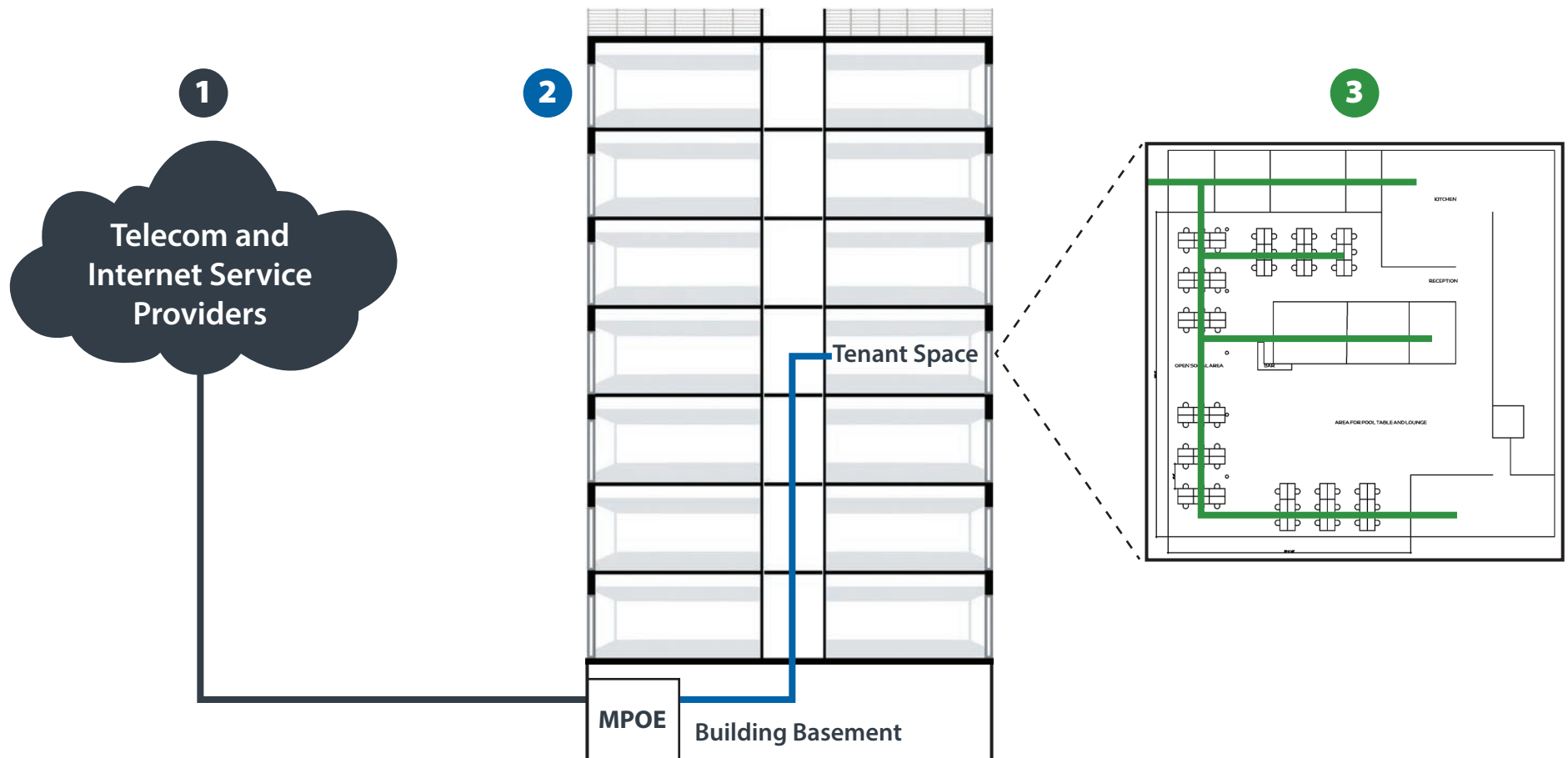
REPAIR & EMERGENCY SERVICES

IF YOU ARE EXPERIENCING A PROBLEM WITH A TELECOM SERVICE:

1. Contact your respective service provider (AT&T, Verizon, CenturyLink, etc.) and, if applicable, request a test of your service.

2. If the is no immediate test of the service available, or if the service provider indicates that the service does not appear to have a problem, schedule a repair ticket with the service provider.

3. Once the service provider's technician has been to the site, if the service technician states that the problem is the building's wiring, please contact Montgomery's Service Center at 844.824.0100 to schedule service.

4. Building cabling problems do arise, but are quite rare. The policy for repairs to existing cabling is as follows:

    • If we determine the problem to be a result of Montgomery Technologies workmanship, we will perform the repairs at no charge to you.

    • If we determine the cause to be related to your service provider, equipment failure, or within the internal wiring system, you will be responsible for the site visit at Montgomery's standard hourly rate.

Please Note:

• Issues with existing building cabling are rare, so please contact your telecom service provider and have them check for equipment failure before scheduling a service call with Montgomery Technologies.

• If emergency or overtime service is not requested, we will perform all service between 8:00am - 5:00pm PST, Monday through Friday. If you request emergency/overtime service, a premium rate will apply.

As the building's telecom infrastructure expert, Montgomery Technologies is uniquely positioned to answer all of your telecom-related questions. To leverage our expertise, save time, and save money, call Montgomery Technologies before:

- **Ordering provider services for your suite** – including Internet and voice circuits.

- **Moving** – to minimize critical downtime and costs associated with cabling and bandwidth.

- **Engaging in any type of IT infrastructure planning** – to ensure you gather all of the information needed to equip your business with the best providers and technologies available for your business and space.

TECHNOLOGY SERVICES MONTGOMERY TECHNOLOGIES PROVIDES FREE OF CHARGE:

- Building Technology Snapshot. This informative, user-friendly document is designed to provide a high-level overview of the voice, data, and IT providers and capabilities within the building.

- Address tenant questions regarding technology, cabling, and the riser.

- Recommend best practices in the areas of cabling, cyber security, networking, and technology.

- When requested, provide multiple, competitive bids for structured cabling, phone, and/or data services.

- Provide high level, strategic consulting services in the areas of smart building services/solutions, cabling and associated infrastructure, and network security/best practices.

- Coordinate installations with tenants and their service providers.

- Inform tenants when enhancements or changes are made to services performed or managed by the building.

- Answer questions, make recommendations, and facilitate best practices regarding technology implementation, cabling, and the riser.

Contact the Montgomery Technologies Service Department anytime at:
844.824.0100 or service@montgomerytech.net

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www.montgomerytech.net | 844.824.0100