



Welcome to O1 Communications

We thank you for choosing O1 for your Colocation needs

This document was designed as an introduction to using our Data Center services.

Move-In Information

An O1 sales administrator will provide you with information regarding your cabinet ready date, IP address assignment, access list and other information you may need to set up your cabinet.

Accessing the Facility

The O1 IDC is a 24x7 facility located at 1515 K Street, Sacramento, CA 95814. Between the hours of 8:00 AM and 5:00 PM, a front desk attendant will be onsite to assist you. The Internet Data Center entrance is on the 15th Street side of the building. There is an intercom system on the building post nearest to the door to notify the Network Operations Center (NOC) if the attendant has stepped away or if it is during after hours. The NOC is always staffed by at least two NOC technicians. There is also an alley-side door that can be used if you plan to move-in large equipment. All customers must first sign in at the main entrance before the side door can be used.

Sign-In Procedure

Once your account status and access list have been verified, you will be required to fill out the Sign-In Sheet. An authorized O1 employee will verify the accuracy of the provided information and complete the other necessary information on the sheet.

You will be requested to present your driver's license or any valid form of company ID in exchange for a Colo badge, which you must keep with you at all times while you are inside the Internet Data Center (IDC). You will also have a photo badge created that is kept on file. The Colo badge allows you to access the IDC floor, mantrap doors, front door and building restrooms. Once you have signed in and are provided with a Colo badge, NOC personnel will escort you to your cabinet and unlock it.

Security

All entryways, hallways and IDC Floor are monitored using a digital video recording system. If it is necessary to confirm any activity at your cabinet, O1 maintains the video recording for 30 days, which may be made available to customers upon request.

Access List

The Primary Point of Contact (PPOC) is the only person that can add or remove people from the access list. Additional names may be added or removed from your company's access list by having your PPOC email support@o1.com. Your company's access list will be updated within one business day. To ensure your security and access list accuracy, we encourage the PPOC to verify the list with O1 regularly. If the currently listed PPOC for your company has changed, please contact Support so that proper arrangements can be made.

Parking

Parking is available for Colocation customers in the alley next to the 1515 K Street building (Between J and K Streets on 15th street) in the designated "O1 Customer" parking spaces.

Shipping Equipment to the IDC

It is necessary to make arrangements in advance, by contacting Support, prior to shipping any equipment or materials directly to the O1 IDC. O1 can not be held responsible for unidentified packages or shipments without proper documentation. Arranged large deliveries require a truck-mounted lift-gate and pallet-jack if delivery is crated or palletized. Pallets must not exceed ½ or ¾ in size. Larger pallet deliveries will require disassembly and if not accompanied by full content inventory documentation, delivery will be declined.

IDC and Equipment Guidelines

Colocation customers must adhere to the guidelines below in order to maintain the most optimal environmental configuration.

Cables & Wiring

- All cables and wiring should be neatly dressed, labeled and must remain within your cabinet.
- Extension cords are not allowed. Single, inline UL-approved surge suppressors are acceptable provided they are cleanly mounted and labeled.
- Installation of cable interconnection between non-contiguous equipment racks will be performed by O1

Equipment

- O1 would prefer that all customers operate a router or firewall on the Ethernet X-Connect from O1.
- Customers operating an Ethernet switch with Spanning Tree Protocol enabled, directly on the Ethernet X-Connect from O1, must notify Support prior to installation.
- Equipment must be mounted with the intake facing a designated cold row which has the perforated tiles.
- Recommended mounting of equipment should be performed starting from the bottom of the cabinet. Equipment and components not properly mounted in your cabinet will be identified and O1 will contact you for proper action.
- Please contact O1 Support in advance for any specific mounting adjustment to your equipment.

Warm-Hands NOC Support

- Power Cycle/Re-Boot of customers' equipment.
- Reading of display from monitor plugged into the customers' server.
- Additional support available with prior arrangement.

Overall Work Area

- No food or drink is allowed in the IDC center at any time. Feel free to utilize the O1 break room.
- Extra boxes and miscellaneous equipment should be removed by the customer after use.
- Storage lockers are available upon request to Support. Customer supplies the lock.
- Head unit carts are available with PS2 and USB Keyboards on the IDC floor. Additional tools are available to checkout from the NOC.
- Head units should be properly stowed when not in use.
- All shipping containers and packing material must be removed from the premise immediately after the equipment is unpacked. Please inform the NOC so that they may assist you by unlocking the dumpster.
- Trash cans are available on the IDC floor for customer use.

- Please keep floors and aisles free from all trash and obstructions.
- No equipment or objects can be mounted, affixed, or attached outside the customer's cabinet without the prior expressed written consent from O1 Communications.

Power Balancing and Redundancy

Before the installation of your equipment, please confirm your needs for Power Supply (A/B) redundancy. Many servers come with two Load-Balancing power supplies installed by the manufacturer. You determine what level of redundancy you need for your equipment. Should one of the power supplies fail on your A/B Power Supply server, the other picks up the remaining shared load assuring you do not experience a power outage. A properly designed A/B system must not utilize more than 50% power from either the A or B cabinet power circuit.

Power Policy

Whether or not A/B redundancy applies to you, the recommended maximum safe power load from any single O1 20Amp cabinet power circuit is 18A. Planned operation up to 18Amps allows for unexpected equipment operation load changes and circuit component tolerance. Customers operating any 20Amp power circuit beyond 18Amps will be tagged and the customer notified to offer corrective options or additional power circuits. Customers that have been notified and continue to operate load in the range of 18A-20A, may do so at their own risk. Circuits that are damaged or breakers tripped due to overload are subject to repair and labor charges.

Colocation customer support
888.444.1111, support@o1.com