



Data Center Move-In Information

Dear Customer,

Please take a moment to read through the below information as it pertains to your data center move-in.

Power

You will need a power strip with a twist-lock plug with NEMA configuration L5-20P. This will be plug into an L5-20R receptacle under the floor of your cabinet. I or someone from the NOC will assist you when you plug in, as customers are never allowed under the floor for safety reasons. Your power should be installed next week at the latest.

Bandwidth

If you are requesting (6) or more IP addresses, you must fill out the IP Address Justification form completely and accurately. Most importantly, you must provide a description (device name) for each address. ARIN, the organization that awards IP addresses, is very particular about the completion of this form (one address per line with device name). Please call me if you have questions. As soon as this form is completed and accepted, we will test your internet connection and send you your IP addresses.

Move-In

You will receive an email from me with a projected readiness date for your space and power, and you can move-in anytime after that. Always best to plan and give us notice, even if it is only a day or two. And always it is best to move-in during regular business hours, although this is not mandatory. During regular hours, we have sufficient staff present and will be readily available to deal with any unforeseen issues. During the weekend or night hours, technical assistance is available but not as readily. Again, this is recommended if possible. Many of our new customers move in on a day and time that least affects their customers and that may also be the case with you. Bottom line, keep me posted as best you can as move-in day draws closer. If you need to deliver equipment prior to your cabinet receiving power, we can provide storage space until your cabinet is ready.

Access Badge

At your earliest convenience, make an appointment with our Security Manager, Eric Padron, to get your access badge. It requires your presence, your California driver's license and about 15 minutes of time. We will also need to know who is in charge of granting/removing names from the access list. Eric can be reached at epadron@telekenex.com or by calling 714-361-0002 during regular business hours.

Cabinet

Besides your power strip, you will need rack mount screws with locking nuts for square-hole racking. You should also bring a simple tool kit in case you find a need to move the racks/rails/wire management, etc, inside your cabinet.



Billing

We invoice in advance of each month. You can expect an invoice, via email, on or about the 20th of the month, in advance of the next month. Although there is a 5-day grace period we do appreciate prompt payment. Within the next few days, you will receive your Firm Order Commitment (FOC) invoice. This amount will be credited to your first invoice for services. Your first services invoice will be sent on the first 20th of the month following your Billing Commencement date. It will contain current charges and pro-rated charges for the prior month (along with a credit for your FOC amount). If there are any questions on billing, don't hesitate to ask.

Payments

All payments should be sent to our payment center:

OCiX LLC
Dept. LA 22960
Pasadena, CA 91185-2960

Technical support

I recommend opening a Trouble Ticket (TT) for any technical issues. For urgent issues or concerns, I have attached an escalation list so that you are able to escalate beyond the normal support structure. You can reach support online or by phone. I recommend phoning for any emergency issues and emailing for all the rest. Both are monitored/maintained 24/7:

Email: support@ocinternetx.com

Phone: 1-877-600-OCiX (6249)

Finally, please know you are free to call me anytime with any questions or issues relating to the data center. Thanks for choosing OCiX as your data center.

Regards,

Bob Tolifson
General Manager