

PARKWAY NORTH CENTER
RISER MANAGEMENT Q & A
888-IMG-5520

Q&A

What is IMG Technologies role in the building?

IMG is responsible for maintaining and servicing the telecommunications riser infrastructure from the Netpop (the room where all telecommunications service originates) to the service block in each space. This includes auditing and maintaining a record of all communications cabling throughout the building. IMG can also assist in the evaluation, ordering and implementation of your carrier services such as T1's and DS3's for Voice and/or Data. Whether you're looking for riser management, phone systems, or electrical work, IMG is your one stop shop. We can order your service, extend your lines/circuits and perform any inside wiring you may need. IMG uses union low voltage and high voltage electricians to provide a comprehensive solution for your telecommunication and electrical needs.

How can IMG help with your Telecommunications Services?

IMG can provide one-stop shopping for your voice and data services and coordinate circuit delivery to your floor or suite. IMG offers the newest technology and multiple carrier options. Pricing comparisons and service evaluations are available and provided at N/C in order to simplify the sales process and timely implementation of your services. Simply call 888-IMG-5520 or visit the IMG website: www.imgrisermgmt.com and simply click on Telecom Providers and Price Comparisons.

When is IMG involved with your telephone service?

IMG needs to be involved if you are adding new service or moving existing service within the building. Please call IMG at (888) IMG-5520, with any installation dates, types of service and circuit numbers. IMG will then schedule a technician to complete all of the connections within the building riser system and deliver the service to your space.

Will there be an additional cost for using IMG?

No. The cost for IMG will replace the AT&T building installation charge with a lower more competitive rate. Currently, AT&T charges an origination fee to activate the circuit to the Netpop and a building installation fee to complete the connection in the building. The AT&T building installation fee will not apply and will be replaced by a lower charge from IMG.

What is AT&T's role in the building when IMG provides riser management services?

AT&T is still a primary service provider for the building. Once AT&T or another provider activates a circuit/line in the Netpop, they should notify the tenant or IMG. If the tenant is notified they should call IMG and schedule a service call to extend the line/circuit into their space. If AT&T notifies IMG, we will call the tenant to verify that the service was ordered and schedule a technician as noted above.

Can you use IMG for the inside wiring or telephone system?

Yes. IMG can extend service to any location within your space and handle new or existing Nortel or Avaya Key systems. This will save you time and money. IMG is then responsible for the service from the Netpop to the desktop.

SERVICE SCENARIOS

A tenant is adding a new voice or data circuit to their existing suite.

1. The tenant can contact IMG to determine what service and/or carrier can best fit their needs.
2. If ordering the service through IMG there is nothing additionally that needs to be done.
3. If not ordering the circuit through IMG, tenants should call their telecom service provider and order the necessary circuit (s). Then call (888) IMG-5520 with the provider's order number, due date and circuit number(s).
4. IMG will then extend the circuit(s) from the building Netpop to the service blocks within the tenant's space. We will test and document the circuit(s) in the building's database. The tenant is then free to use their vendor or IMG for inside wiring.
5. If there is trouble with the circuit outside the building, IMG will advise the tenant to call the service provider for trouble-shooting.

A tenant is moving an existing voice or data circuit within the building.

(See "Moving In/Out/within the Building")

1. Call (888) IMG-5520 with the move date, suite numbers (existing and future) and the appropriate circuit number(s).
2. IMG will then relocate the existing circuit(s) to the designated location on the assigned move date.

MOVING INTO/WITHIN OR OUT OF THE BUILDING

Moving into the building

Contact IMG immediately to ensure a smooth transition into the building. A few things to consider:

1. Have I contacted IMG?
2. Does the space have adequate interior cabling?
3. Do I have a service feed from the riser closet into the space?
4. Does that service feed have adequate capacity to accommodate my requirements?
5. Do I have a list of telephone numbers and circuit IDs for my records.
6. When do I anticipate moving in?
7. Have I coordinated services with the necessary providers?

Moving within the building

When moving within the building, contact your telephone system vendor and IMG. Your telephone system vendor will disconnect and re-install your telephone equipment. IMG will relocate your lines from your existing space to your new space.

IMG will provide service on telephone systems should you require assistance.

Unless you are adding new service do not place an order with your service provider.

If you do ... Even though you will retain your telephone numbers, your carrier will transfer them to new facilities entering the building. This can create unnecessary expense and result in temporary loss of service.

Moving out of the building

The tenant is required to use the building's riser management company at the end of this lease to remove any telecom wiring and/or equipment that the management company requests.

All low-voltage cabling (telecom, data and fiber optic) as well as any support or protection mechanisms, must be removed at lease expiration at the tenant's expense. All open cores will also be sealed according to code.

If you experience a problem with your phone line(s), data line(s) or Internet service please follow these guidelines.

- Verify that your equipment is working properly (telephone, fax, computer, router).
- Contact your respective service provider (AT&T, MCI, XO Communications) and request a test of your service (T1, DSL or standard telephone line) while you are on the phone.
- If they indicate that the service appears fine on their end, schedule a repair ticket with the provider. Ask them for a time and date so we can have a technician at your space as well.
- If they indicate the problem is the building's wiring, still schedule a repair ticket. Also indicate that you will contact IMG, the building's riser management company.
- Contact IMG (1-888-IMG-5520) and let us know you are experiencing a problem. Let us know you have contacted the service provider and have scheduled a repair ticket. Then schedule a vendor meet with IMG and your service provider on the appropriate date.

Points to Consider:

1. If we determine the problem to be within the building's riser system or a result of IMG workmanship, *we will perform all repairs at no charge to you.*
2. If we determine the cause to be service provider related, equipment failure or within the internal wiring system, *you will be charged for our time.*
3. Building riser problems do occur but are not common. Therefore, we recommend you contact your telephone service vendor and check for internal equipment failure before scheduling a "vendor meet" with IMG.
4. If emergency or overtime service is *not* requested, we will perform all service between 8:00am – 4:30pm. If you request emergency or overtime services you will be charged at a higher rate per hour.