



Frontier Central Office (CO) Rules of Conduct

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Frontier Wholesale
Rochester, NY

Jurisdiction: All
Effective Date: 08/23/2021
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Connectivity Access and Restrictions

The interconnection point for caged and cageless colocation is the point where colocation cable facilities connect to Company termination equipment. The demarcation point for the Customer is its terminal equipment or interconnect/cross connect panel within its cage, bay/frame or cabinet. The Customer must tag all entrance facilities to indicate ownership. The Customer will not be allowed access to Company connectivity. The MDF and fiber distribution panel are to be considered Company demarcation points only. Only Company employees, agents or contractors will be allowed access to the MDF to terminate facilities, test connectivity, run jumpers and/or hot patch in service circuits.

Staging Area

For caged and cageless colocation arrangements, the Customer shall have the right to use the designated staging area, a portion of the premises and loading areas, if available, on a temporary basis during its equipment installation work in the colocation space. The Customer is responsible for protecting the Company's equipment and premises walls and flooring within the staging area and along the staging route. The Customer will meet all Company fire, safety, security and environmental requirements. The temporary staging area will be vacated and delivered to the Company in an acceptable condition upon completion of the installation work. The Customer may also utilize a staging trailer, which can be located on the exterior premises of the Company's premises.



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Access to Edge Colocation Space

The Company will permit Customer employees, agents, and contractors approved by the Company to have direct access to Customer caged or cageless collocated equipment twenty-four (24) hours a day, seven (7) days a week and reasonable access to the Company's restroom facilities. The Customer must abide by all Company security practices for non-Company employees with access to Company premises as described in the Company's security guidelines, which will be provided upon request. The Company reserves the right, with 24 hours prior notice to the Customer, to access the Customer's assigned collocated space to perform periodic inspections to ensure compliance with Company installation, safety and security practices. Where the Customer shares a common entrance to the premises with the Company, the reasonable use of shared building facilities, e.g., elevators, unrestricted corridors, etc., will be permitted. However, the Company reserves the right to permanently remove and/or deny access for Company premises any Customer employee, agent, or contractor who violates the Company's policies, work rules, or business conduct standards, or otherwise poses a security risk to the Company.

Access to Edge Colocation Space

The Customer shall be responsible for:

- Any damage or network outage occurring as a result of Customer owned or designated termination equipment in Company premises;
- Providing trouble report status when requested;
- Providing a contact number that is readily accessible 24 hours a day, 7 days a week;
- Notifying the Company of significant outages which could impact or degrade the Company's equipment and services and provide estimated clearing time for restoral; and
- Testing its equipment to identify and clear a trouble report when the trouble has been sectionalized (isolated) to a Customer service.



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Security Requirements

A. Security Measures

The Customer must agree that its employees/vendors with access to Company premises shall at all times adhere to the rules of conduct established by the Company for the premises and Company personnel and vendors as described in the Company's Security Guidelines which will be provided upon request. The Company reserves the right to make changes to such procedures and rules to preserve the integrity and operation of Company network, equipment or facilities or to comply with applicable laws and regulations. The Company will provide the Customer with written notice of such changes. Where applicable, the Company will provide information to the Customer on the specific type of security training required so its employees can complete such training.

The Customer will maintain with the Company a list of all Customer employees who are currently authorized by the Customer to access its caged and cageless colocation space and will include social security numbers of all such individuals. The Customer will also maintain with the Company a list of its colocated-approved vendors and their social security numbers who request access to caged and cageless colocation space. Only those individuals approved by the Company will be allowed access to Company premises and caged and cageless colocation space. Where required by agencies of federal, state, or local government, only individuals that are U.S. citizens will be granted access. All Customer personnel must obtain and prominently display a valid non-employee Company identification card. Former employees of the Company will be given access to the Company premises by the Customer in accordance with the Company's normal security procedures applicable to any Vendor(s) or Contractor(s) on the Company's premises. The Company reserves the right to revoke any identification badge and/or access card of any Customer employee or agent found in violations of the terms and conditions set forth herein.

The Customer must follow the Company's security guidelines, which are published on the Company's web site. The Company may suspend a Customer employee or agent from the Company's premises if his/her actions materially affect the safety and/or integrity of the Company's network or the safety of Company or other Customer employees/agents. Unless the Customer employee or agent poses an immediate threat to the Company or other Customers, the Company will provide the Customer with a written explanation of violations committed by the Customer employee or agent four (4) business days prior to suspending the Customer employee or agent from Company premises. The Customer will have two (2) business days to respond to the Company's notification. Any such employee or agent may later be allowed readmission to the Company premises on mutually agreeable terms. Nothing in this section, however, restricts the Company's authority to bar the Customer employee or agent from Company premises for violating the Company's security guidelines.



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B. Security Standards

The Company will be solely responsible for determining the appropriate level of security in each premises. The Company reserves the right to deny access to Company buildings for any Customer employee, agent or contractor who cannot meet the Company's established security standards. Employees, agents or contractors of the Customer are required to meet the same security requirements and adhere to the same work rules that Company employees and contractors are required to follow.

The Company also reserves the right to deny access to Company buildings for Customer employees, agents and contractors for falsification of records, violation of fire, safety or security practices and policies or other just cause.

Customer employees, agents or contractors who meet the Company's established security standards will be provided access to the Customer's colocation equipment twenty-four (24) hours a day, seven (7) days a week and reasonable access to the Company's restroom facilities. If Customer employees, agents or contractors request and are granted access to other areas of the Company's premises, a Company employee, agent or contractor may accompany and observe the Customer employee(s), agent(s) or contractor(s) at no cost to the Customer.

The Company may use reasonable security measures to protect its equipment, including, for example, enclosing its equipment in its own cage or other separation, utilizing monitored card reader systems, digital security cameras, badges with computerized tracking systems, identification swipe cards, keyed access and/or logs, as deemed appropriate by the Company.

The Company may require Customer employees and contractors to use a central or separate entrance to the Company's premises, provided, however, that where the Company requires that Customer employees or contractors access collocated equipment only through a separate entrance, employees and contractors of the Company's affiliates and subsidiaries will be subject to the same restriction.

The Company may construct or require the construction of a separate entrance to access caged and cageless colocation space, provided that each of the following conditions is met: (i) Construction of a separate entrance is technically feasible; (ii) Either legitimate security concerns, or operational constraints unrelated to the incumbent's or any of its affiliates' or subsidiaries' competitive concerns, warrant such separation; and (iii) Construction of a separate entrance will not artificially delay colocation provisioning.



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C. Access Cards/Identification

Access cards or keys will be provided to no more than a reasonable number of Customer appointed individuals for each Company premises. All Customer employees, agents and contractors requesting access to the premises are required to have a photo identification card, which identifies the person by name and the name of the Customer. The ID must be worn on the individual's exterior clothing while on Company premises. The Company will provide the Customer with instructions and necessary access cards or keys to obtain access to Company buildings.

The Customer is required to immediately notify the Company by the most expeditious means, when any Customer employee, agent or contractor with access privileges to Company buildings is no longer in its employ, or when keys, access cards or other means of obtaining access to Company buildings are lost, stolen or not returned by an employee, agent or contractor no longer in its employ. The Customer is responsible for the immediate retrieval and return to the Company all keys, access cards or other means of obtaining access to Company buildings upon termination of employment of an employee and/or termination of service. The Customer shall be responsible for the replacement cost of keys, access cards or other means of obtaining access when lost, stolen or upon failure of it or its employee, agent or contractor to return them to the Company.



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Emergency Access

The Customer is responsible for providing a contact number that is readily accessible 24 hours a day, 7 days a week. The Customer will provide access to its colocation space at all times to allow the Company to react to emergencies, to maintain the building operating systems (where applicable and necessary) and to ensure compliance with Company regulations and standards related to fire, safety, health and environmental safeguards. The Company will attempt to notify the Customer in advance of any such emergency access. If advance notification is not possible the Company will provide notification of any such entry to the Customer as soon as possible following the entry, indicating the reasons for the entry and any actions taken which might impact Customer facilities or equipment and its ability to provide service. The Company will restrict access to Customer colocation space to persons necessary to handle such an emergency.

The Company reserves the right, without prior notice, to access Customer colocation space in an emergency, such as fire or other unsafe conditions, or for purposes of averting any threat of harm imposed by the Customer or Customer equipment upon the operation of Company equipment, facilities and/or employees located outside the Customer's colocation space. The Company will notify the Customer as soon as possible when such an event has occurred.

In case of a Company work stoppage, Customer employees, contractors or agents will comply with the emergency operation procedures established by the Company. Such emergency procedures should not directly affect Customer access to its premises, or ability to provide service. The Customer will notify the Company point of contact for any work stoppages by Customer employees.

Vendor Meet

To schedule a Maintenance Vendor Meet (Frontier escort) for an existing Edge Colocation, a Customer would open a ticket at 888-637-9620. These type of meets generally require 24-48-hour notice for scheduling.

Miscellaneous

To the extent that a Customer requires use of a Company local exchange line, it must order a business local exchange access line (B1). A Customer may not use Company official lines.



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Change Log

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