



Edge Colocation Service Guide

Frontier Wholesale

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General Information

Purpose This information explains the process used to order Frontier Edge Colocation, including important information about processes and requirements.

Description Edge Colocation involves the placement of equipment within Frontier central offices and data centers, and the facilities required to connect to Frontier's network. The Customer's equipment may be used to provide either data applications or access services in multiple use cases except for switched voice services.

Frontier Edge Colocation documentation is available online:

NOTE:

[Frontier® Edge Colocation | Frontier® Wholesale](#)



General Information

Insurance Requirements

The Edge customer will be responsible for obtaining and maintaining at their expense, appropriate insurance coverage, including fire, theft, and liability.

The coverage must be issued by an insurance company that holds a current rating of not less than “A”, according to Best’s Key Rating Guide.

Frontier will require the Customer to provide copies of pertinent portions of any policy and Certificate of Insurance executed by an authorized representative of the insurer.

The insurance policy must contain the following:

- Commercial General Liability
 - Fire/Automobile/Property
 - Combined Single Limit Per Occurrence, and
 - Employer’s Liability
-



Lease Agreements

Lease
Agreement
Policy

Following the contract agreement (MSA/FSA and Edge Colo Schedule), Frontier will offer space, power and cooling based on the Frontier office's availability.

Physical
Colocation
Space

An agreement providing for physical colocation within Frontier central offices will be offered providing:

- There is sufficient plant space available at the location to accommodate the needs of the requesting customer, and
 - Requesting Customer agrees to comply with Frontier agreement (MSA/FSA and edge colocation schedule)
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Terms and Conditions

Each colocation will include, but will not be limited to, the following terms and conditions:

- Caged Colocation – All equipment physically colocated at Frontier central offices shall be physically separated by a partition or fence from Frontier central office equipment. Customer will have access to their own equipment at the premises but shall not have access to Frontier central office equipment.
- Cageless Colocation – All equipment physically colocated at Frontier central offices shall not be separated by a partition. Customer will have access to their own equipment at the premises but may not have access to Frontier central office equipment.
- Each carrier seeking to colocate at any Frontier central office must assure that the Customer's equipment is following written guidelines.
- Frontier shall not be responsible for the design, engineering, testing, maintenance, or performance of the Customer's equipment.
- Frontier shall not be required to purchase additional plant or equipment to:
 - Relinquish floor space or facilities designed for Frontier use
 - Undertake new construction
 - Construct additions to existing central offices to accommodate a Customer's needs.
- Frontier shall not be required to provide new or upgraded electrical power or security facilities/equipment to accommodate additional needs occasioned by the interconnection of the colocating carrier's equipment with Frontier central office equipment.
- Frontier reserves the right to upgrade Frontier equipment at central offices. Frontier shall provide a notice of an impending upgrade. It shall be the responsibility of Customers to assure their equipment remains compatible with the guidelines provided.



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- Any requests made by Customers with existing Edge colocation agreements to Frontier for additional space will follow the same FSA/MSA and schedule guidelines.
 - Customers will be permitted to add or change equipment in colocation space with Frontier approval.
 - Frontier will provide security and environmental controls for Customers physically collocating at the central office to extent such controls are already in place at the site.
 - Customers are not allowed to interfere with Frontier central offices equipment and operation.
 - Customers will be responsible for maintaining adequate liability and indemnification insurance policies and must agree to comply with all Frontier mandated procedures designed to preserve and maintain the integrity and operation of Frontier network and facilities or to comply with applicable laws and regulations.
 - Frontier implementation completion will be the billing start date of the lease, as it is described in the edge colocation schedule.
 - Depending on availability, Customers are responsible for providing their own uninterrupted power source (UPS) system.
 - All AC and/or DC power requirements will be supplied on a dedicated basis only.
 - All AC and/or DC power requirements will be provided with circuit breakers.
 - The demarcation point will be at the colocation cage or designated demarcation point for cageless colocation.
 - Customer is responsible for any cross connects on the inside of caged area.
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Terms

Timeline for Processing Edge Colocation Requests

Frontier will provide an estimate for locations meeting standard configurations, as depicted in the location assessment form, within five (5) calendar days from the date of receipt of the completed location assessment form.

Estimates accepted by the Customer (or initial requests outside the scope of standard configurations) will be sent through the quoting process. The length of time required to provide a quote and physical site space assessments once estimates are accepted can vary based on the criteria of the request, however, will typically be completed within a subsequent ten (10) calendar days, depending on the number of locations within the request.

Types of Equipment

Frontier will allow any equipment that supports the Customer's solution or needs, if the equipment follows all the Frontier guidelines and operation standards.

Protection of **Frontier'** equipment

Frontier will not provide Customer personnel or agents with direct access to:

- Frontier distribution frames
 - Fiber distribution frames, or
 - Frontier equipment not specifically designated by Frontier for Customer access.
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Products & Services Not Allowed

The following are products & services not allowed in colocation:

- Switched voice
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Physical Colocation

Physical Colocation Description

Physical Colocation refers to a physical space or cage in which the Customer can install telecommunication equipment. This space or cage is typically interconnected with Frontier's:

- Main Distribution Frame (MDF) or equivalent
- Fiber
- Multiplexer (MUX).

Physical Colocation Availability

Frontier will determine space availability in the Central Office and coordinate the installation work.

Physical Colocation Charges

Customers are charged for the following:

- Installation, typically as part of the NRC
- Power consumed, mainly MRC

Frontier's Responsibility

Frontier provides the floor space, power, air conditioning, security and maintenance of the connectivity and power equipment.

Customer's Responsibility

The Customer maintains their own equipment and the facilities up to their side of the demarcation or Point of Interconnection (POI).



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Types of Physical Colocation

The types of physical colocation are:

- Caged
- Cageless, and
- Virtual.

The following table provides a description of each

| Colocation | Definition |
|------------|---|
| Cage | Provides the Customer with an individual enclosure. This enclosure is an area designated by Frontier within the Central Office structure to be used by the Customer for the sole purpose of installing, maintaining and operating the Customer provided equipment. Frontier will provide Floor space based on a square foot basis. |
| Cageless | <p>A standard method of provisioning where Frontier installs in its own lineups and bays. Frontier will provide the infrastructure, cable racks and lighting to support a bay layout.</p> <p>Cageless Colocation will be assigned based on typical cabinet/rack increments on a first come first serve basis. Due to egress needs the minimum floor space is 10 square feet for one standard bay. A larger bay will accommodate a 36-inch deep cabinet with swing-out doors. Frontier will provide Customers with cageless physical colocation in any space in the eligible structure, which is not occupied by Frontier personnel, occupied or reserved for Frontier network equipment, or needed for access to occupied or reserved space. Frontier will provide Customer with an entrance to the central office premises and once inside, the Customer will have direct access to their equipment. Frontier will make cageless colocation space available in single bay increments. Customer can purchase space in increments small enough to co-locate a single relay rack, or bay, of equipment.</p> |



Security

Security Requirements

Security in Frontier central office premises is a high priority. Customers are required to comply with the same security requirements, rules and regulations that apply to Frontier authorized employees and contractors while in Frontier structures and central office premises. Frontier may select to use all or any combination of the following for security purposes, as appropriate for eligible structures where physical colocations will take place:

- Cameras or other monitoring devices
 - Badges with tracking system
 - Identification swipe cards
 - Keyed access, and/or
 - Logs.
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Gaining Entrance

Frontier will not construct a new entrance for customer use. In order to enter a Frontier central office, the Customer's employee will be issued a photo ID card. Customers must wear their photo ID card at all times while in the central office.

Admittance to Unsecured Areas

Entering Frontier's central office behind someone else is tailgating and is not allowed. Customers are not allowed in unsecured areas of the central office unless properly escorted.

NOTE: If Frontier provides escort services to a Customer, Customer fees may apply.



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Central Office Rules

The following rules apply to Customers:

- No Smoking is allowed in any of Frontier's buildings.
 - Must follow all safety and fire regulations.
 - The use of Cell Phones, PCS Phones or any type of portable radio transmitters or portable telephones is strictly prohibited in central offices.
 - Customers may not use Frontier's tools, spare parts, or telephones.
 - Customers are not allowed anywhere in the central office except in their designated space. Violators will be removed from the building.
 - Customers can use restrooms.
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Applicable Rates and charges

Rates and charges are based on the MSA/FSA and edge colocation schedule(s).



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Change Log

| Date | Page | Revision |
|------------|--------|--|
| 08.23.2021 | 8 | Updated Timeline for Processing Verbiage |
| 09.28.2021 | 6 | Deleted duplicate paragraph |
| 11.15.2021 | 11-14 | Updated page numbers |
| 06.06.2022 | 5 & 10 | Updated Physical Colocation Space verbiage and removed Virtual Colocation Type |
| | | |

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