MyCoreSite: User Guide

CONTENTS

Introduction

Using the MyCoreSite Customer Service Delivery Platform

GAIN COMPETITIVE ADVANTAGE WITH VISIBILITY AND CONTROL OF YOUR DATA CENTER INFRASTRUCTURE, INTERCONNECTIONS, AND ENVIRONMENT

MyCoreSite customer service delivery platform, simplifies hybrid IT management, enabling you to scale on-demand, interoperate with business partners and easily add services. Our state-of-the-art customer service platform improves usability and reduces management time – to your competitive advantage.

This secure, reliable, and efficient customer portal, found at mycoresite.coresite.com, allows you to track current deployments, monitor existing services, order new services, and obtain personalized support 24/7. Available features include the following:

1. Trouble ticket services for 24/7 emergency support.

2. Remote hands services for 24/7 non-emergent support.

3. Monitor current and track historical power usage, humidity, and temperature via CoreINSITE®.

4. MyCoreSite customer service delivery platform access and permissions management.

5. Emergent and non-emergent notification management.

6. Interconnection, power and build out services ordering.

7. Interconnection disconnect requests.

8. The CoreSite Open Cloud Exchange® access.

9. Any2 relationship management.

10. Invoices and legal contracts

Introduction

11. Reports:

   - Access history;
   - Network usage;
   - Order history for both active and inactive services;
   - Current and historical power usage, humidity, and temperature.

12. Scheduling of deliveries and equipment removal.

13. Self-help support through CoreSite's Knowledge Base.

14. Inquiry tracking.

15. Certification documentation.

CoreSite Customer Platform Navigation

Logging In / Out

LOGGING IN

1. Go to the login page at www.MyCoreSite.coresite.com.

2. Enter your username and password:

   - Username = email address;

   - Password = preferred password.

Difficulty Logging In

If your password is not working, click the Forgot Password link. You will receive an email with a link to reset your password.

LOGGING OUT

To log out of the platform, click the arrow icon on the top left of the screen:

Account Structure

The CoreSite customer service delivery platform gives customers an account for each data center site in which they have existing cage or cabinet space and services in. This allows customers to set platform and access permissions for users at each building. For example, if Company XYZ deployed in CoreSite's LA1 and NY1 data centers, an administrator for Company XYZ can give John Doe platform access at LA1 but does not need to also offer access at NY1 because each data center location is a separate platform account.

However, any user with service delivery platform access to multiple accounts may view all accounts together by selecting "All Accounts" on the top left of the platform. Alternatively, they may choose to view each account individually. Keep in mind the following implications of this structure:

1. Each User Permission List is specific to a site / customer account. If an Administrator would like the user to have service delivery platform or physical access to multiple accounts, that user must be set up in the User Permission List for each account.

2. When looking for a specific Order ID, users should ensure that they are on the correct account page or have selected All Accounts.

CoreSite Customer Platform Navigation

Homepage

The service delivery platform homepage is designed to provide a quick overview of any open service and support Orders, and to highlight those which require customer attention or approval. The page is broken into multiple tabs to allow users to quickly navigate to a specific Order type. If you receive an email requesting your approval or to supply additional information, you should be able to locate the applicable order under the Action Required section.

Once you have identified the Order you would like to view, simply click on the hyperlinked Order ID. Case comments and details will be visible at that time.

My Account

The My Account tab provides a wide variety of customer specific information. Customers can set-up employees with specific physical and service delivery platform access levels, view historical long-term access logs, review invoices and legal contracts, as well as manage contacts for The CoreSite Open Cloud Exchange®. As some of this information can be sensitive in nature, Customers can determine who can view it.

Contact Us

CoreSite understands the importance of being available for our customers and recognizes the need to have our contact information easily accessible. Under the Contact Us tab, customers will find general contact information and specific contact information for the Sales Account Manager. Self-help tools are also available through Knowledge Base and Inquiries.

KNOWLEDGE BASE

Knowledge Base is a searchable database of articles on a variety of topics including CoreSite policies and procedures, Rules & Regulations, Local data center Information, Data Center Best Practices, Any2 Policies, and certifications (SOC1, SOC2, ISO 270001). As we know our customers often prefer not to wait to get a response, the Knowledge Base directs users quickly to articles that will answer their questions.

INQUIRIES

In CoreSite's new ticketing system, customers may submit an inquiry and track the status of the response on the homepage or under Activity History. Attachments and comments can be added by both the customer and CoreSite staff to offer complete information in a timely manner.

In the event of an emergency or if you require Remote Hands support, such requests are easily accessible on many pages throughout the service delivery platform.

User Permissions

The User Permissions page is designed to allow authorized users to manage access to the CoreSite service delivery platform or physical access to the data center. Upon the initial creation of an account in MyCoreSite, CoreSite will set up one user with administrative access. This user then can add additional users and manage their permissions. An Administrator also can set up additional Administrators, thereby giving others the ability to add and manage new users.

Managing MyCoreSite Permissions

Only individuals identified as an Account Administrator can manage MyCoreSite platform preferences, physical access, and user lists. Non-administrators will not have the ability to view the User Permission List, but they may view their own permissions and a list of Account Administrators by clicking on their username on the top left of the platform. Users will have the ability to edit their contact information and reset their password. They will not have the ability to edit their permissions.
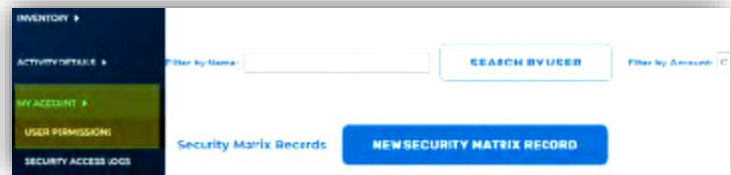
SETTING UP AN ACCOUNT ADMINISTRATOR

When an account is initially created, a CoreSite Customer Success Representative will set up the initial Account Administrator as requested by the customer. At that time, the Administrator can log in to the service delivery platform and modify or update preferences for other users. However, an Administrator is not allowed to modify his / her own permissions or remove himself / herself from the account. CoreSite or another Administrator on the account may do this on his / her behalf. Only an Account Administrator will be able to view all users. A user not identified as an Account Administrator will only see his / her profile information and the names of the Account Administrators on the account(s) to which he / she has access.

User Permissions

TO SET UP A NEW USER

3. Log into the service delivery platform at www.mycoresite.coresite.com.

4. Under the My Account tab, click on User Permissions.

5. Click on the New Security Matrix Record icon on the right-hand side of the screen.

6. Enter the email address of the individual:

   ▪ If the email already exists in the system, it will add the default contact information for that individual.

7. Add all the contact information details requested.

8. Select preferences for their service delivery platform access by checking the Web Access box:

Admin:	Checking this field gives the user all admin rights to the accounts.
End Customer:	Select this option if the user is an individual who you would prefer not view pricing information, legal documents or invoices.
Access and Packages:	This field determines preferences for short-term access requests, package delivery Orders and equipment removal Orders.
Remote Hands and Trouble Tickets:	This field determines preferences for Remote Hands and Trouble Ticket Orders.
Orders and Inventory:	This field determines preferences with regard to all products (build out services, power, and interconnection), reporting tools, the Any2 Relationship Manager, The CoreSite Open Cloud Exchange®, and all active services.
Invoices and Legal Documents:	This field determines preferences with regard to invoices and legal documents.

User Permissions

9. Notification preferences allow users to determine if they would like to receive emergency notification and / or non-emergent notifications:

Emergent Notifications:	Notifications sent by CoreSite in the event of emergency maintenance or a potential event in the data center.
Non-Emergent Notifications:	Notifications sent by CoreSite regarding scheduled maintenance activity or general Order notifications.

Other notifications not subject to these preferences may include requests for approval or additional information on active Orders, surveys, marketing communication, or direct customer communication

10. Notes are available for any use by the Account Administrator, however adding a note will not generate any changes.

User Permissions

TO MODIFY PREFERENCES FOR AN EXISTING USER

1. Log in to the service delivery platform at www.mycoresite.coresite.com.

2. Under the My Account tab, click on User Permissions.

3. Select the user for whom you would like to edit preferences and click the Edit or Delete buttons on the left-hand side of the screen.

> **NOTE:**
>
> You may view the entire list of user permission details on this page, as well as grant or revoke physical access for each user.

ADDING CUSTOMERS OF RESELLERS TO THE USER PERMISSIONS LIST

Account Administrators may add individuals to the User Permission List to allow for service delivery platform and physical access while preventing them from viewing the following:

1. Pricing (MRCs and NRCs) on products and services

2. Legal contracts

3. invoices

To add a contact to the User Permission List with this limited functionality, be sure to check off the "remove ability to view pricing / contracts" radio dial box under the Web Access Details when setting the individual up with permissions.

Unless preferences are set to the contrary in the service delivery platform, these customers of resellers will be able to use the platform functionality in every other way, including but not limited to the following:

1. Act as Account Administrators by adding others to the User Permissions List. They will not be able to give access to pricing, legal documents or invoices.

2. Request any product CoreSite offers (without pricing specified).

3. Submit Trouble Tickets or Remote Hands requests.

4. Grant physical access to the space(s) to which the End Customer has access.

5. Contact CoreSite support directly.

2-Factor/Multi-Factor Authentication

CoreSite offers 2-Factor/Muliti-Factor Authentication for customers to log into the Service Delivery Platform.

One option is via the Salesforce Authenticator mobile app makes Multi-Factor Authentication (MFA) easy by integrating into the login process. It's simple for users to install and connect to their Service Delivery accounts.

TO SET UP 2-FACTOR/MULTI-FACTOR AUTENTICATION

1. An Account Administrator Log will need to log into the service delivery platform at www.mycoresite.coresite.com.

2. Under the My Account tab, click on User Permissions.

3. The check box next to the 2-Factor Authentication will need to be checked (highlighted below)

User Details

*Denotes a required field

*E-mail

*First Name   *Last Name

*Title   *Phone

*Timezone   --Select timezone--

Account Selection

*Account   CoreSite Internal - DE1

Access

Please select at least one access type

Web Access ⓘ ☐   2-Factor Authentication ☑

Physical Access ⓘ ☐   Replicate Permissions to Additional Accounts ⓘ ☐

Access Rights

Add Notes

Notes ⓘ
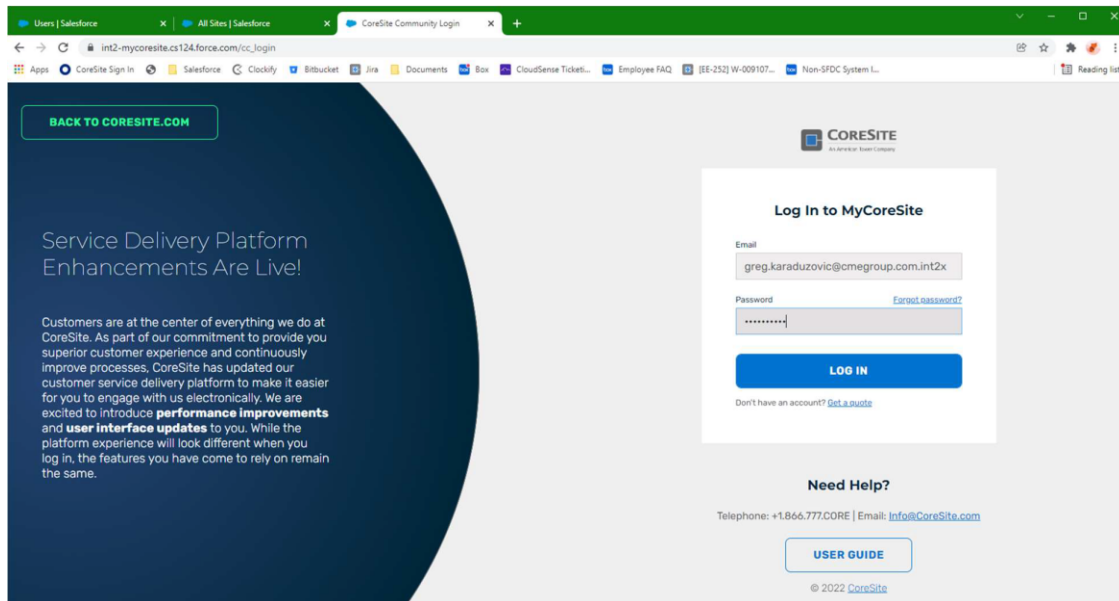
[SAVE]   [CANCEL]

Logging into the Service Delivery Platform

1. The User will need to log into the service delivery platform at www.mycoresite.coresite.com.

2. On the login screen, enter a username and password.

3. A new screen will pop up once the 2-Factor box is checked in the Service Delivery Platform (screen shot below).
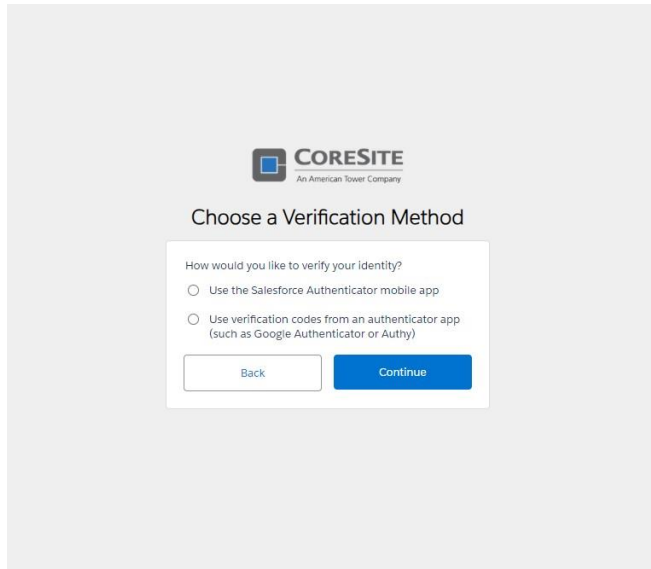
4. Select the Salesforce Authenticator option from the list.

5. On a mobile device the user will need to download and install the SalesForce Authenticator app from the Apple Store or Google Play.

6. Open Salesforce Authenticator and tap **Add an Account**. The app displays a two-word phrase.

7. On the Connect Salesforce Authenticator screen, enter the phrase in the **Two-Word phrase** field, then click **Connect**.

8. In Salesforce Authenticator, verify that the request details are correct, then tap **Connect**.
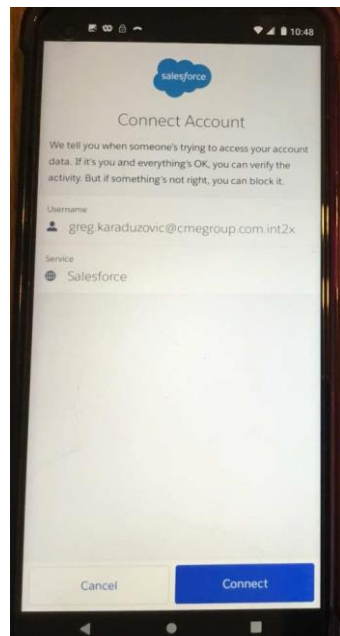
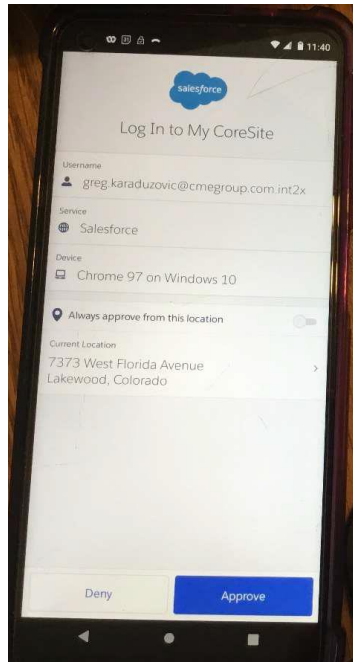9. The user will need to click **Approve.**
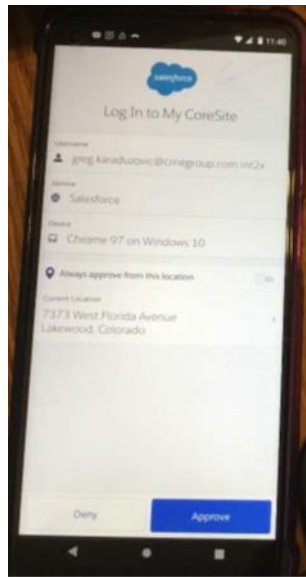
10. At the bottom of this screen, you will see that it is trying to connect to MyCoreSite
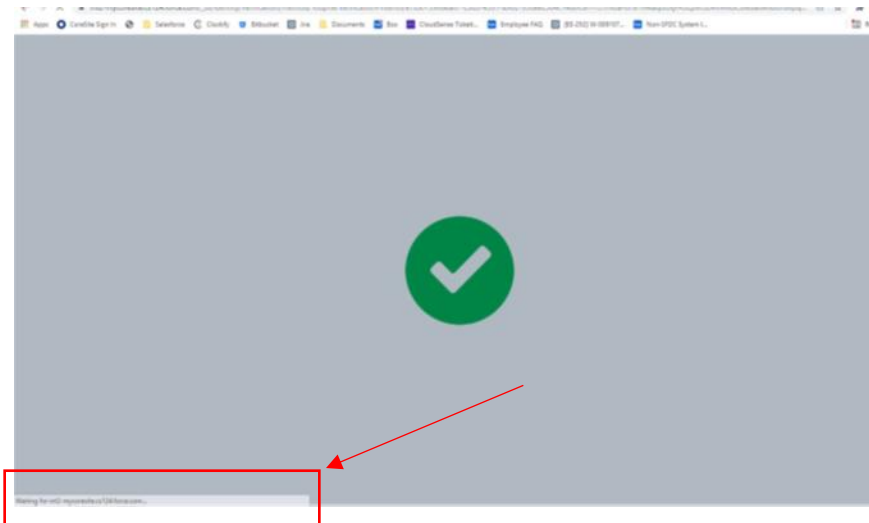
11. The User will need to log into the Service Delivery Platform at www.mycoresite.coresite.com again.

   a. On the login screen, enter a username and password.

12. After Logging in, you be prompted to **Approve** on Salesforce Authenticator.

13. Once approved, the user sees the home page for the Service Delivery Platform.
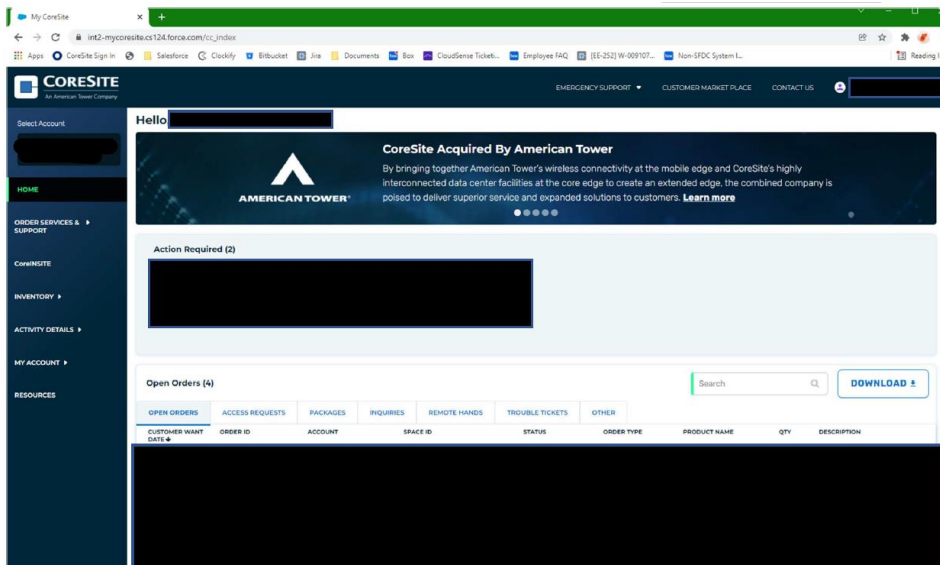
Another option via the Salesforce Authenticator mobile app is to Choose Another Verification Method which allows you to use 3rd Party authenticator applications, for example the Okta Verify app. Once you complete the steps 1-3 under section "TO SET UP 2-FACTOR/MULTI-FACTOR AUTENTICATION" above and steps 1-2 under section "Logging into the Service Delivery Platform" above.

1. 3.   A new screen will pop up then select "Choose Another Verification Method" (highlighted in the red box below).

Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.
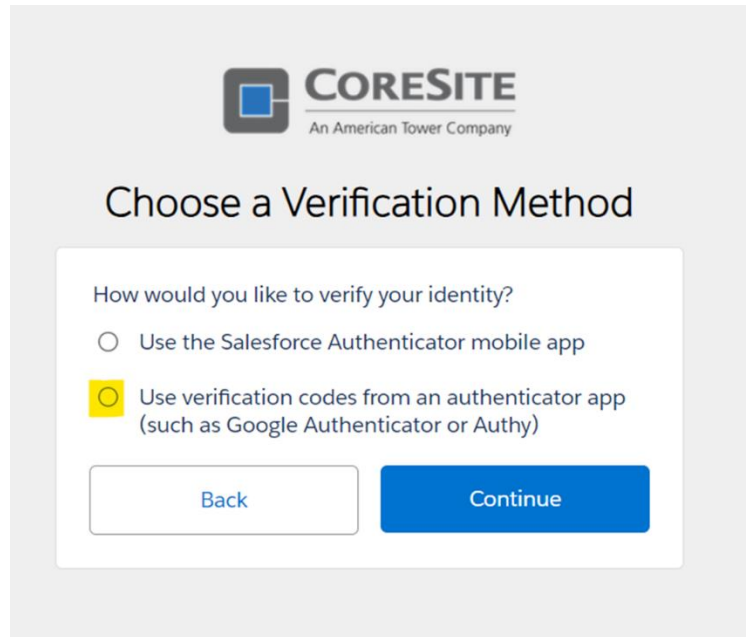
1. Install Salesforce Authenticator on your mobile device from the App Store or Google Play.
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

[   ]

| Cancel | Connect |

Choose Another Verification Method

2. Next select "Use verification codes from an authenticator app" (highlighted in yellow).

3. Use Okta Verify app and scan the QR code. Enter the code after adding the account.

Physical Access to the Data Center

Two types of physical access to a data center are available:

LONG-TERM PHYSICAL ACCESS

Granted for an indefinite time period, usually granted to employees or end customers who require ongoing visits to the data center.

SHORT-TERM PHYSICAL ACCESS

Granted for a defined time period, usually to contractors working on behalf of a CoreSite customer.

CoreSite takes physical security in the data center very seriously. Therefore, we allow only authorized individuals to grant physical access to the data center. Account Administrators have this authority, as well as anyone given Create / Edit ability in the User Permissions list for Access and Packages. Access for individuals is requested through the portal. In documenting the request for access, the data center security team can provide timely and secure access to the data center space. Requests for access should be completed 48 hours prior to the anticipated access start time.
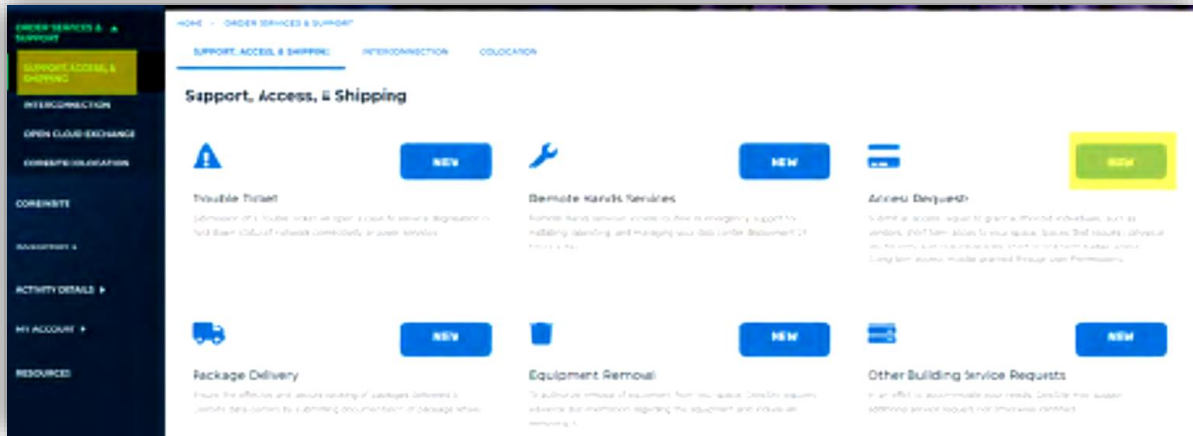
Short-Term Access and Key Requests

SHORT-TERM ACCESS

To authorize temporary access to data center for up to 90 days, an account administrator or an individual with "Create / Edit" permissions must submit a Short-Term Physical Access Request form by clicking the Order Service and Support tab and selecting "NEW" next to the Access Request form under the Support, Access, and Shipping tab. Once you have filled out the form, click the Submit button.

> **NOTE:**
>
> If there are many individuals for whom access is requested, you may list those individuals in the Description section of the Order. We do not require multiple access cases for every individual that needs short-term access. Short-term access badges will remain active for the dates specified in the access request.

Physical Access to the Data Center

ACCESS KEYS

Customers that need a copy of a key to their space may request one by using the Access Request form as described above for short-term access. Be sure to identify in the Type of Access field on the form that the request is for a key.

Physical Access to the Data Center

For a smooth access experience, please ask the individuals picking up short term access badges or keys to bring the following with them to the data center:
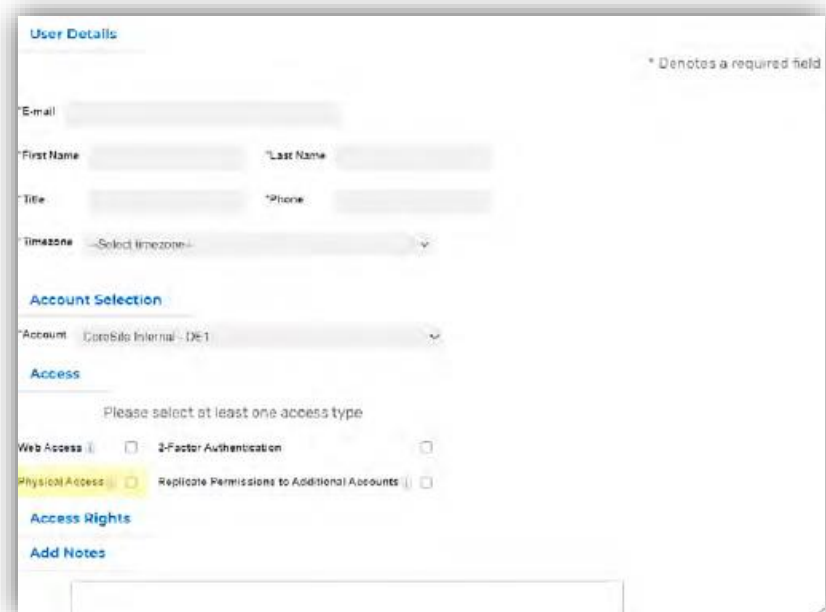
1. Order ID for the access request. This begins with the letters CAS and can be found at the top of a submitted access request.

2. Government issued photo ID.

3. Employer ID (if applicable).

CoreSite will only allow access to the data center during the dates identified in the Order. Any modification to those dates will require the creation of a new Order.

Long-Term Access to the Data Center

In order to provide long-term data center access, an access badge will need to be authorized by an Account Administrator and provided by CoreSite. Access should be requested at least 48 hours in advance through the CoreSite service delivery platform. This can be done one of two ways within the User Permissions list:

1. When adding the contact to the User Permissions List by clicking on Physical Access.

2. Once the contact is added to the User Permission List, access may be granted by clicking the Grant button under the Physical Access Action column.

Once access has been granted, the status will be "Awaiting Pickup" until the individual arrives at the data center to obtain an access badge.

Physical Access to the Data Center

NOTE:

Once a badge is created, it will be deactivated if not used for a period of 90 days. As long as the User Permission list still shows the individual to have physical access rights, he or she will merely need to stop by the security desk with a government issued photo ID to have the badge reactivated.

REVOKING ACCESS

Revoking long-term access may be performed through the User Permission List by clicking the Revoke button under the Physical Access Action column. This will generate a request to CoreSite security to deactivate the access badge for that individual in the building related to the specific account. **In the event the individual is listed on multiple customer accounts, access will need to be revoked for each customer account separately.**

Security Access Logs

Actual data center access history allows customers to see when individuals access their space. Note that CoreSite cannot make available access history to an entire computer room unless the requesting customer is licensing the entire computer room. To view when an individual with access visited a space, go to the Security Access Logs section of the Home tab.

Creating an Order

The CoreSite customer service delivery platform allows customers to create the following Orders:

1. Remote Hands
2. Trouble Tickets
3. Interconnection Orders
4. Interconnection Disconnect Orders
5. AC and DC Power Orders
6. Build Out Service Orders
7. Package Delivery Requests
8. Equipment Removal Requests
9. Other Building Service Requests
10. Short-Term Physical Access Requests

Though each Order form has fields that are unique to that specific type of Order, all forms have several required fields which must be populated prior to submission. Should these required fields have incomplete or incorrect data, an error message will appear indicating the proper response necessary in order to continue with the ordering process.

Upon entering the correct information, you will be directed to a confirmation page, where an order number / CAS number will be provided in the top center of the page.

Once an Order is submitted through the platform, it is immediately reviewed by CoreSite for accuracy, availability, and completion. For interconnection, power, and build out service Orders that do not have available pricing upon submission, CoreSite will add the appropriate pricing in accordance with the customer contract and send the order back to the customer's queue for approval in the platform. The customer will get an email notification when an order needs approval, and the order will also show up on the home page of the service delivery platform when action is required.

Creating an Order

Remote Hands Service

CoreSite Remote Hands can be provided regularly or as a one-time service. Examples of these services include:

1. Pushing a button, toggling a switch, or power cycling equipment.

2. Providing visual verification (remote eyes) to assist remote troubleshooting,

3. Relaying equipment status and typing commands on a pre-installed console,

4. Plug in a console port for remote customer management.

5. Installing and replacing highly modular equipment.

6. Swapping pre-labeled, pre-ejected, removable media (tapes, CDs, DVDs, SFPs).

7. Labeling equipment or taking digital photos.

8. Diagnostic and signal testing for cross-connection circuits (T-1, DS-3, OC-3).

9. Cross connect audit, migration, or testing.

10. Data center tour to escort support.

11. Compliance, security, or space layout audit.

12. Shipping and receiving support.

Customers with the authority to do so can request ASAP or Routine remote hands support at any time via the service delivery platform under the Order Services and Support, Emergency Support, or Contact Us pages:

EMERGENCY / ASAP REQUESTS

All Remote Hands requests made with less than 24 hours of notice will be considered emergency / ASAP requests and will be handled in the following manner:

1. Requests made during normal business hours will be responded to within one hour of the request.

2. After hours / holiday requests will be responded to within two hours of the request.

NON-EMERGENCY / ROUTINE REQUESTS

Will be addressed at the time requested.

Creating an Order

Trouble Tickets

Trouble Tickets are like Remote Hands requests but are used to bring immediate attention to an emergency issue, such as an outage. Customers are encouraged to use the MyCoreSite customer service delivery platform to submit Trouble Tickets for emergencies such as outages or degradations of service, as it is the most efficient way to alert CoreSite of an issue that requires prompt attention. Trouble Tickets will be immediately reviewed by CoreSite and then escalated as needed.

As with Remote Hands requests, customers with the authority to do so can submit a Trouble Ticket under the Order Services & Support, Emergency Support, or Contact Us sections. Be sure to communicate all relevant details in the description section of the Trouble Ticket so that CoreSite may efficiently and effectively address the issue. After submitting the Trouble Ticket, attachments may be added to the Order through the platform to offer additional information.

> **NOTE:**
> Please be aware that a trouble ticket will be converted to Remote Hands if the issue is determined not be caused by CoreSite. Remote Hands charges will apply.

Interconnection

CoreSite offers many different types of interconnection services:

Cross Connections:	Including fiber, copper, coaxial and POTS provide access to a dynamic ecosystem of customer networks that facilitate traffic exchanges, reinforce network resiliency, and enables disaster recovery.
The CoreSite Open Cloud Exchange:	Is a community of enterprises and public, private, and hybrid cloud providers that allows you to discover new partnership opportunities and connect to numerous buyers and sellers.
Blended IP:	An Internet access solution for the low bandwidth and out of band management requirements that accompany a data center deployment.
Inter-Site Connectivity:	Creates a link between CoreSite metro campus facilities, enabling data center expansion and access to additional networks and clouds within the campus.

Creating an Order

Any2 Peering Exchange:	Provides users a single on ramp to interconnect with multiple peering partners and exchange of Internet traffic, thereby increasing network reach, reducing cost, and improving performance.

In limited circumstances CoreSite also offers the following interconnection services. Please contact your Customer Success Manager or Sales Rep for additional details:

Wiring Services:	Fiber, copper, or coaxial connections within the same computer room connecting spaces licensed by the same customer.
Media Conversion Services:	Help customers interconnect copper and fiber networks and extend the distance of copper circuits. A media converter is a networking device that makes it possible to connect two dissimilar media types.

Orders for any of these products may be submitted and tracked on the service delivery platform by authorized personnel, with completion of the request expected within three days of submission.

CoreSite Open Cloud Exchange®

TERMS AND DEFINITIONS

|	
CX:	Open Cloud Exchange
Port:	These are physical interfaces in which traffic flows to and from the CoreSite infrastructure. Ports are utilized to connect EVC's and allow traffic flow.
EVCs:	Ethernet virtual circuits are a layer 2 bridging system architecture which create an association between two or more user network interfaces.

Creating an Order

OCX ORDERING

If port is already established, please skip to "Accessing OCX."

1. Login to CoreSite Customer Portal.

ACCESSING OCX

1. Login to MyCoreSite service delivery platform.

2. Access Inventory menu to view Open Cloud Exchange.
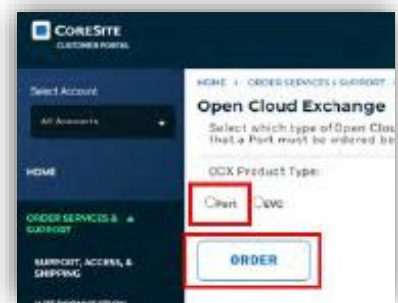
3. Choose account and OCX site.
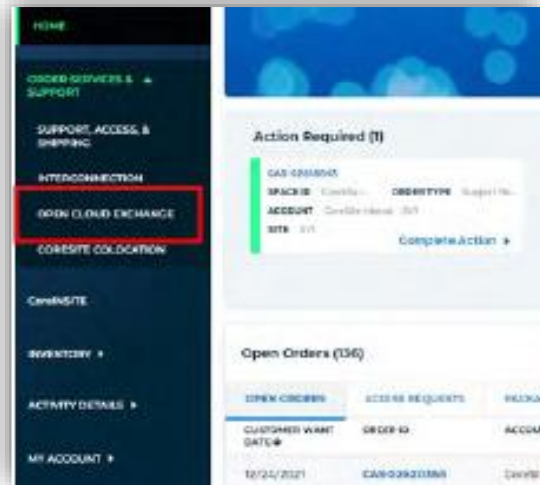
PROVISIONING EVCs

1. Press New Order.

WHERE TO ORDER A PORT

1. Log in to MyCoreSite customer service delivery platform.

2. After Logging in, you will be directed to the home page. From there, navigate to "Order Services and Support" tab on the left-hand side of the screen.

3. Click on "Order Services and Support" tab which will pull down a menu list. From there click "Open Cloud Exchange."

4. To order a port, select the "Port" option and click the "Order" button.

WHERE TO ORDER AN EVC

1. Log in to MyCoreSite customer service delivery platform.

2. After Logging in, you will be directed to the home page. From there, navigate to "Order Services and Support" tab on the left-hand side of the screen.

3. Click on "Order Services and Support" tab which will pull down a menu list. From there click "Open Cloud Exchange".

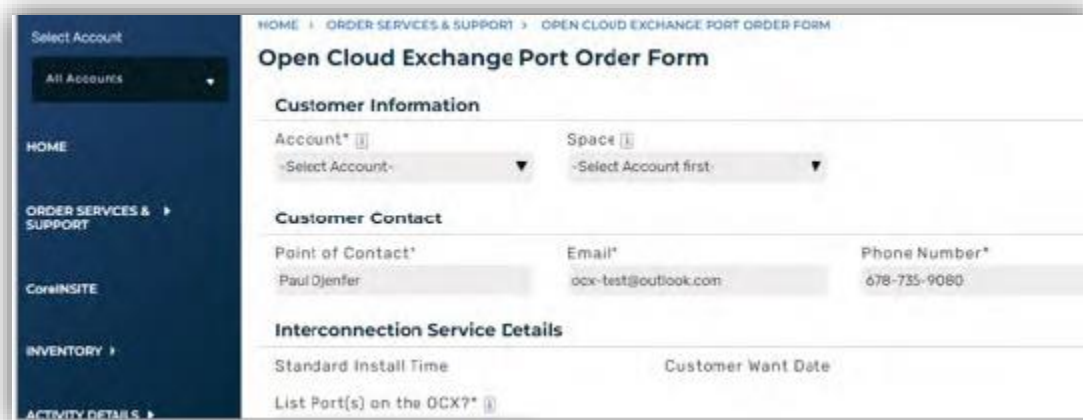4. To order a port, select the "Port" option and click the "Order" button.

Creating an Order

NOTE:
In order to create an EVC, users must first have an active OCX port.

5. Complete New EVCs Order Form:

6. Submit Order.

7. Order completed:

    - After submitting order, the EVCs will be configured and a confirmation email will be sent to the buyer & target with connection details. Once successful, the virtual circuit between the customer and target NNIs is active;

    - While a virtual circuit has been created, additional actions with the service provider will be required to enable the connection. Those procedures will be unique to the target and should be understood before configuring connectivity through the Open Cloud Exchange.
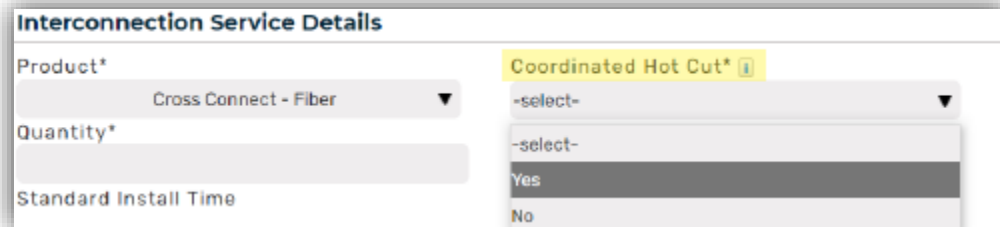
PRICING

In the event pricing is not visible upon submission of the Order by the customer, CoreSite will review the requested Order, confirm availability, establish proposed monthly recurring and non-recurring pricing, and then send the Order back to the customer for approval in the service delivery platform.

Creating an Order

COORDINATED HOT CUT

To ensure that a circuit is disconnected while another circuit is added, select "yes" in the Coordinated Hot Cut field when creating an interconnection Order.

LETTER OF AUTHORIZATION

All interconnection requests require a Letter of Authorization or LOA. An LOA is signed by one party to interconnection services (the "Z-End" customer) and evidences to CoreSite that the Z-End customer has given permission to another CoreSite customer (the "A-End" customer) to interconnect and use the Z-End party's services. It also allows CoreSite to access the Z-End provider's space, if necessary, and provides the correct connection details. A proper LOA must be written on the Z-End customer's form or letterhead and should contain the following:

1. Date of authorization.

2. Z-End customer contact information.

3. Point of demarcation, which should include the cage / cabinet ID, rack identifier, and port assignment for the Z-End location.

4. Signature of an individual with authority to grant permission on behalf of the Z-End customer.

If the Z-End provider is not able to provide the port assignment, the circuit will be tagged, looped, and hung in the Z-End provider's space. The A-End customer will not be able to use the interconnection service until the Z-End provider connects the circuit to the correct port. If CoreSite is given all additional details (including the port assignment), CoreSite may also perform the final connection on behalf of the Z-end provider. Customers may request this through a Remote Hands request and will be charged $0 to complete the service.

Power

AC or DC power may be ordered through the service delivery platform in accordance with a customer's contractual power limit for each space. If a customer's current provisioned circuits put them above the contractual power limit (including any over- provisioning factor available on metered or draw-cap structures), CoreSite may decline the request to provision additional power and refer the customer to his or her Sales Representative to license additional power in that space.

Creating an Order

To determine the primary and redundant power limit for a space, locate the applicable Space ID on the My Spaces and Services portion of the Inventory page.

To submit a request for additional power, go to the CoreSite Colocation tab under Order Services and Support. Click on the applicable Order form for the appropriate type of power.

PRICING

In the event pricing is not visible upon submission of the Order by the customer, CoreSite will review the requested Order, confirm availability, establish proposed monthly recurring and non-recurring pricing, and then send the Order back to the customer for approval in the service delivery platform.

COORDINATED POWER SWAP

If you are attempting to swap out circuits, select yes for the Coordinated Power Swap drop down on the Power request form. Note that the newly added power circuit must be within the licensed power limit for the space (after the swapped circuit is disconnected). Please reference the Order ID or Service Number and the Provisioned Asset ID for the circuit you would like to disconnect.

DC POWER

DC power is only available in certain rooms of certain data centers. CoreSite will review all request but may not approve certain requests for DC power if it is not available at that time and in the requested space.

Creating an Order

Build Out Services

Build Out Service requests may be created to request infrastructure, power, network, or security products needed to complete a space build and not otherwise available through a power or interconnection Order. Please provide as much detail as possible on each of these Orders. No pricing will be available upon submission of the Order.

Once the quote has been obtained and the price is available to the customer, CoreSite will provide a quote to the customer for approval before completing the requested work. Please note that CoreSite will provide a standard management fee (usually 10%) to the cost of materials and labor. Tax will also be applied to the quote.

Package Delivery

Package Delivery requests are required for all deliveries to the data center. Customers may locate this Order form under the Support, Access, & Shipping tab of the Order Services & Support page.

Although it is best if a customer creates the form to let CoreSite know the timing and size of the delivery, CoreSite will also create a Package Delivery Order on the customer's behalf when packages are delivered to the data center. Any person authorized through the User Permission List may pick up a package. Packages not retrieved after six months of delivery may be considered abandoned. Additionally, if support is needed to move packages from the loading dock or storage area to a customer's space, charges may apply.

Equipment Removal

CoreSite requires that customers create an Equipment Removal Order before removing any equipment from the data center or to ship packages out of the data center. This process is in place for the following reasons:

1. The form helps ensure that CoreSite can guide customers to remove their equipment in a way to avoid a significant amount of traffic through colocation space.

2. The form allows us to ensure only authorized individuals remove equipment from a customer space, thereby protecting customer property.

To create an equipment removal form on the service delivery platform, select the Equipment Removal form under the Support, Access, and Shipping tab of the Order Services and Support page.

Other Building Service Requests

This catch-all Order type can be found under the Support, Access, & Shipping tab of the Order Services & Support page. If you are unable to locate an order type specific to the type of activity you would like to request, you may submit an "Other Building Services Request" form.
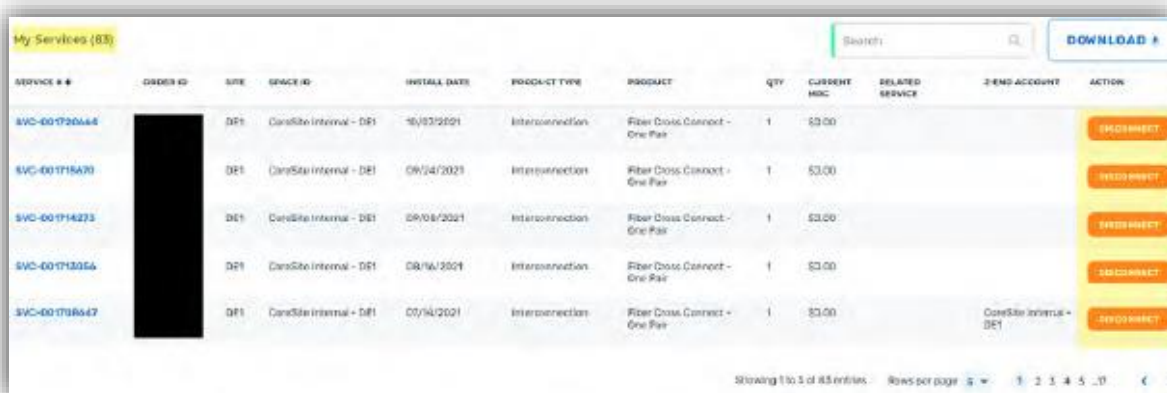
Disconnecting a Service

Disconnecting an existing interconnection Order is possible through the CoreSite customer service delivery platform, as an interconnection is typically a month-to-month service that can be disconnected with at least 30 days advance notice. Due to the length of term nature of power services, it is not possible to disconnect power Orders through the service delivery platform. Any questions related to power disconnections should be directed to CustomerSuccess@coresite.com.

To disconnect an interconnection, you can search the order number / CAS number in the platform under the Inventory tab and in the My Spaces or My Services search field. Once you see the order in the My Services box, you can click on the "disconnect" button in the far right-hand column of the My Services box. Once you click the disconnect button, you will be directed to the Interconnection Service Details page. You may confirm the details of interconnection you wish to disconnect on that page and fill out the Disconnect Request at the bottom of the screen. Once this form is submitted, CoreSite will complete the disconnect as soon as possible, but no sooner than three business days from submission.

In order to process a disconnect request, the customer must agree to the CoreSite terms and conditions for disconnects.

The submission of a disconnect Order does not guarantee the action will be completed, as this requires the review of license / lease terms by a CoreSite employee. Additionally, CoreSite is not responsible for disconnecting circuits erroneously requested by a customer. Therefore, please confirm the details of the circuit before submitting a request. All customer points of contact will be sent email confirmation that the disconnect is in process.

Canceling an Order

All active and completed Orders may be found under the Activity History section. To cancel an active Order, click on the Order ID for the case you wish to cancel and scroll to the bottom of the form. A cancellation reason is required to help CoreSite understand how best to proceed.

An Order may be canceled by authorized individuals through the service delivery platform up until the Order status is "In Progress," meaning it has reached the Field Operations team for provisioning or disconnection. At that time, the Cancel button will not be visible. To request cancellation, you may submit an Inquiry through the platform or contact CoreSite directly to submit the cancellation on your behalf. If an Order is requested to be canceled after labor or materials have been utilized to complete the order, a non-recurring charge may apply.

Inventory and Data Reporting

The Inventory page on MyCoreSite.com offers an overview of all active spaces and related products, as well as access to available reports, the Any2 Relationship Manager, and The CoreSite Open Cloud Exchange® service delivery platform.

Inventory Details

By clicking on My Spaces and Services, two tables will appear. The first table lists all active spaces, the primary and redundant licensed power limits for each space, and the total provisioned power to the space. Clicking on the hyperlinked space ID will reveal details on the space, as well as all applicable Build-Out Orders.

Users may select a single space or multiple spaces to view the list of child products in each space in the My Services table below the My Spaces table. In addition to sorting each column header in the My Services table to locate relevant information, it is also possible to filter by interconnection or power on the top left of the table.

NOTE:

CoreSite may group several of the same types of products together into one service line item if they were grouped together on their original Order. Therefore, a service may have more than a quantity of one for a particular product. All Orders and disconnections related to a service may be located on the bottom of the Service Details page, which is visible by clicking the service hyperlink on the My Services table.

A redundant power service hyperlink to the redundant power service details may be located on the row for the primary service in the Related Service column.

Inventory Report

By clicking on the Download button on the top right of the My Spaces or My Services table under the Inventory page, it is possible to generate a report of all active spaces and their associated child products.

Power Usage

Customers with metered power may generate reports for the current, average, and maximum power usage for each licensed

circuit by selecting Power Usage under Activity History. The main page provides the physical location of the circuit, along with the maximum amperage usage in the past 24 hours. By selecting the 'Graph It' link, customers can receive a visual overview of their amperage usage over the past 48 to 72 hours, 30 days and one-year period. Customers with other commercial structures in their space (Breakered or Draw Cap) should contact CoreSite to obtain power usage reports by submitting an Inquiry on www.MyCoreSite.com.

CoreINSITE®

CoreSite's new service delivery platform feature, CoreINSITE®, gives you more visibility into your data center deployment. Features include:

1. Power, temperature and humidity readings.

2. Near real-time visibility into power utilization and environmental conditions, with historical trending.

3. Downloadable .csv files with circuit detail and aggregates at the licensed space level.

4. Interactive graphical interface with drill through capability and cross hairs.