



**WELLS BUILDING**

# Data Center Management

## Customer Resource Guide

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v1.7

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## Welcome from the Chief Operations Officer

Welcome to the Wells Building Meet-Me-Room. Wisconsin's most connected datacenter and carrier hotel. We look forward in serving you with your connection needs. Our website, [www.wellsinterconnection.com](http://www.wellsinterconnection.com) will be have the most up-to-date information along with links to forms for ordering connectivity, and any other procedural questions you might have. If you have any additional needs or questions, please do not hesitate to reach out to us via email to [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com) or me personally with the contact information below.

Sincerely,

Paul Aliotta

Chief Operations Officer  
Wells Interconnection  
[paliotta@wellsinterconnection.com](mailto:paliotta@wellsinterconnection.com)

## Wells Interconnection Overview

Specializing in Data Center and Carrier Hotel Design, Build-out, and Management. Wells Interconnection offers products and services to support its customer's growth and enhance their operational efficiency. More information can be found at [www.wellsinterconnection.com](http://www.wellsinterconnection.com), or by emailing [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com)

### Services Offered

#### Meet-Me-Room Management

- Inter-Connection Management
  - New Connections
  - Disconnections
  - Change Activity
  - Troubleshooting

#### Riser Management

- Dedicated Riser
- Extension Services
  - Copper
  - Coax
  - Fiber

## Customer Account Management

To begin work at the facility, or to order service, there is an onboarding process outlined below to ensure all necessary information and security is in place.

### Account Verification and Creation

To receive an account number, which is necessary to order services within any Wells Interconnection Data Center, the following fully completed documents are required.

- Access Service Agreement
- Wells Interconnection Customer Registration Form
  - Both documents are obtained by requesting a Welcome Packet from [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com)

Examples and Instructions for completing these forms are found in the Appendix of this guide. *\*One item to note is the permission level definitions. Only administrators can make changes to the account and add/remove other admins and users. The Primary Contact is an Administrator by default. User permissions only allow for new Cross-Connects and remote hands. The full permission level definitions can be found in the Glossary of Terms.*

The completed forms should be returned to [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com).

Once the documents are received and information verified, the account will be created, and Onboarding Documentation generated.

### Onboarding Documentation

Once an account is created, the Primary Contact will receive back the following information and documents in an email.

- Company Information Confirmation
- Authorized Contact List Confirmation
- Company Account Number
- Countersigned Access Service Agreement (ASA)

### Account Change Management

To maintain security and accountability within any organization, the ongoing account management is necessary task. Periodic reviews should be completed of company information. Billing contacts, authorized contacts, and their associated permission levels, should be managed by the customer and kept current always. Email [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com) with any necessary changes.

### Permission Levels Defined

#### Administrator

Company Administrative representatives can be defined during onboarding. The administrators can, with proper verification, change company contact and billing contact information. Administrators can also add/remove other administrators as well as add/remove Users. These representatives can also place all order types and remote hands services.

#### User

The User profile allows for viewing of company, billing, and service information, and ability to place all order types and remote hands services. A User cannot edit company or billing information, or add/remove any other Admin or User.

### Changes to Account Information

Only users with Administrator permissions can make changes to Company level information. This information includes

- Company Name/Address
- Billing Contact/Address
- Add/Remove/Edit other Administrators and Users

## Terminating Permissions

Sometimes it is necessary for expedited removal of permissions. Please have an account administrator email [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com) to have a representative begin processing the request immediately.

## Website

### Website Overview

The website at [www.wellsinterconnection.com](http://www.wellsinterconnection.com) is the company home page and provides additional information on the company. There is a link to contact information and the Documents Library.



## Billing and Invoices

### Billing Cycle

The Wells Interconnection billing cycle is from the 15<sup>th</sup> to the 14<sup>th</sup> of each month. Invoices are available at the close of each cycle. Electronic invoices are sent to the Billing Contact as provided in your registration. Payment due dates are the 1<sup>st</sup> of each month. Current and past invoices are available by emailing [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com).

### Cross Connect Rates and Charges

- Cross-Connects carry a \$175 Monthly Recurring Charge (MRC) while in an active state. MRC charges are prorated from the date of completion to the close of the current billing cycle. MRC charges are billed 1 month in advance.
- A \$150 Cross-Connect Set Up Non-Recurring Charge (NRC) applies to all new Cross-Connects for the processing and installation of the service.
  - For new orders where an expedite is ordered, a \$500 NRC charge is applied.

- A \$150 Cross-Connect Disconnect NRC applies to all disconnect orders for processing and making available the CFA.

### Remote Hands Charges

- Remote Hands are billed at a time (\$180/hour) and materials NRC rate.
  - Time is in 15-minute increments with one-hour minimum.

## Managing Cross-Connects

For all Cross-Connect activity, an authorized contact must provide the necessary information to [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com). For simplification, there is a Cross-Connect Activity Form that can be completed electronically or printed/filled/scanned. For Cross-Connect circuits going to another company's assignment, a proper LOA/CFA form must be included. For bulk activity, please email [info@wellsinterconnection.com](mailto:info@wellsinterconnection.com) to coordinate.

### Ordering a New Cross-Connect

The following information and criteria are required to process a new Cross-Connect.

- Sent from Authorized Contact.
- Company Name
- Account Number
- A-Side CFA Available
- LOA for Z-Side CFA

The request can be submitted via email to [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com), with the LOA/CFA attachment. The Wells Interconnection Cross-Connect Activity Form is also available to simplify the ordering process. New Cross-Connect orders can be expedited for a fee.

Once received, the order will be confirmed or rejected via email to the contact listed on the order. All New approved cross-connects will be installed within 48 business hours.

### Disconnecting an Existing Cross-Connect

To disconnect an existing cross-connect, the following information and criteria must be met.

- Sent from Authorized Contact.
- Company Name
- Account Number
- Circuit ID of service to be disconnected
- A-Side CFA

Once received, the order will be confirmed or rejected via email to the contact listed on the order.

The request can be submitted via email to [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com). The Wells Interconnection Cross-Connect Activity Form also available to simplify the disconnection process.

## Change Activity Request

For changes, such as hot-cuts, grooms, and augments to active cross-connect services, please provide the following information.

- Sent from Authorized Contact.
- Company Name
- Account Number
- Circuit ID of service to be
- Old A-Side CFA, New A-Side CFA
- New LOA for Z-side, when required
- Requested date/time for activity
  - *All coordinated activity must be requested at least 72 hours in advance.*

Once received, the order will be confirmed or rejected via email to the contact listed on the order.

The request can be submitted via email to [remotehands@wellsinterconnection.com](mailto:remotehands@wellsinterconnection.com). The Wells Interconnection Cross-Connect Activity Form also available to simplify the change process.

## Ticketing and Remote Hands

For trouble reports or to order Remote Hands services, please email [remotehands@wellsinterconnection.com](mailto:remotehands@wellsinterconnection.com). Please include all necessary service information and a contact. A technician will respond for confirmation and scheduling.

Examples of Remote Hands services include:

- Provisioning Equipment & Infrastructure
- Equipment Rack and Stack
- Structured Cabling
- Power circuit installation
- Troubleshooting circuits, loops and fiber
- Optical light source metering
- Troubleshooting hardware/software
- Server Reboots
- Card Installations or exchanges
- Locating hardware and circuits
- Inventory management of ports in the Meet Me Area
- Assisting with other technical issues

*PLEASE NOTE: By submitting a Cross-Connect, riser fiber, disconnect or technical support order, you agree to all associated charges based on current rates.*

## Facility Inventory

The customer is encouraged to keep their records of available CFA assignments. A copy of current inventory can be obtained by emailing [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com).

## General Contacts

Below is a list of general department contacts for Wells Interconnection.

For New Interconnection Customers and Account Management:  
[info@wellsinterconnection.com](mailto:info@wellsinterconnection.com)

For New Colocation Inquires:  
[sales@wellsinterconnection.com](mailto:sales@wellsinterconnection.com)

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For Existing Customers:

For Cross-Connect Activity Requests

- New Connections
- Disconnections
- Change Activity
- Troubleshooting

[crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com)

For Remote Hands Services

- Cross-Connect Troubleshooting
- Circuit Extensions
- Custom Riser Builds
- Contractor Escort Services

[remotehands@wellsinterconnection.com](mailto:remotehands@wellsinterconnection.com)

## Escalation Procedures

Escalation channels are in place to address items requiring additional attention.

- 1<sup>st</sup> Level
  - Wells Interconnection Support Desk
  - [remotehands@wellsinterconnection.com](mailto:remotehands@wellsinterconnection.com)
- 2<sup>nd</sup> Level
  - Paul Aliotta
  - Chief Operating Officer
  - [paliotta@wellsinterconnection.com](mailto:paliotta@wellsinterconnection.com)
  - 224-806-4402



## Appendix

### SLA and Standard Timeframes

#### SLAs

- All general inquiries will be responded to within 3 business days.
- Customer Registrations will be reviewed and completed within 2 business days
- All Cross-Connect activity will be reviewed and completed within 2 business days of acceptance.
  - Expedited New Cross-Connect orders will be completed within 12 hours.
- All Remote Hands troubleshooting for critical issues will begin within 2 hours of received trouble report.

#### Business Hours

- Normal Hours:
  - Mon-Fri
    - 8am–5pm
    - Excluding recognized holidays
- After Hours:
  - Mon–Fri,
    - 5pm–8am
  - Sat & Sun

## Frequently Asked Questions

Q. How do I expedite a cross connect? Is there a charge associated with that?

A. Only cross connects can be expedited and that can be done when you first place the order; There is a box that says "Expedite *\*Fee Applies*". Check that box. There is a one-time fee for expediting a cross connect.

## Glossary of Terms

Cross-Connection - a Cross-Connection is fiber jumper between passive patch panels within the Interconnection Area/Meet-Me-Area. All Cross-Connection requests must be accompanied by corresponding port assignments (noting panel identification) and corresponding Letters of Authorization ("LOA").

Customer Facility Assignment ("CFA") - is the actual demarcation point ("DEMARC") for a connection. The information is provided via a document and typically includes who issued the document, port and panel details, who the connecting parties are, and what specific facilities have been reserved for use by the new carrier. The document may include legal conditions that both parties agree to regard cancellation, reciprocation of information or other agreements.

Letter of Authorization/Authority ("LOA") - is the document issued by a Telecommunications carrier to another carrier giving them permission to use a specified facility assignment for interconnection.

Monthly Recurring Charge ("MRC") – The monthly recurring costs associated with your installation, which will be added to your monthly invoice.

Non-Recurring Charge ("NRC") – The one-time costs associated with your installation.

Remote Hands - Our Remote Hands services provides a professional technician to act as your field force within the building.

## Customer Registration Form



WELLS INTERCONNECTION

### CUSTOMER REGISTRATION FORM

Date:		Account number	To be filled out by Wells
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Company Information			
Company Name	Name: <input style="width: 90%;" type="text"/>		
Company Address:	Number and Street: <input style="width: 60%;" type="text"/>		Suite/Floor: <input style="width: 40%;" type="text"/>
	City: <input style="width: 30%;" type="text"/>	State: <input style="width: 20%;" type="text"/>	Zip: <input style="width: 30%;" type="text"/>
Primary Contact:	Name: <input style="width: 30%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>

Service Information			
Service Address:	Number and Street: <input style="width: 60%;" type="text"/>		City: <input style="width: 30%;" type="text"/>
	State: <input style="width: 20%;" type="text"/>	Zip: <input style="width: 30%;" type="text"/>	
Suite Number: <input style="width: 20%;" type="text"/>	Are you a sub-tenant in the Suite?		Yes <input type="radio"/> / No <input type="radio"/>


Billing Information			
Billing information same as Company Information above <input type="checkbox"/>			
If Billing Information is different than Company Information, please enter it below			
Billing Address:	Number and Street: <input style="width: 60%;" type="text"/>		Suite/Floor: <input style="width: 40%;" type="text"/>
	City: <input style="width: 30%;" type="text"/>	State: <input style="width: 20%;" type="text"/>	Zip: <input style="width: 30%;" type="text"/>
Billing Contact:	Name: <input style="width: 30%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>
Billing Note:	<input style="width: 90%;" type="text"/>		

Authorized Contacts				
Any representative with a valid email at company domain <input type="checkbox"/>				@ <input style="width: 40%;" type="text"/>
List individual contacts or to grant administrative permissions to additional users				
Contact 1	Name: <input style="width: 20%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>	Admin (Yes <input type="radio"/> / No <input type="radio"/> )
Contact 2	Name: <input style="width: 20%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>	Admin (Yes <input type="radio"/> / No <input type="radio"/> )
Contact 3	Name: <input style="width: 20%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>	Admin (Yes <input type="radio"/> / No <input type="radio"/> )
Contact 4	Name: <input style="width: 20%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>	Admin (Yes <input type="radio"/> / No <input type="radio"/> )
Contact 5	Name: <input style="width: 20%;" type="text"/>	Number: <input style="width: 20%;" type="text"/>	Email: <input style="width: 30%;" type="text"/>	Admin (Yes <input type="radio"/> / No <input type="radio"/> )

<div style="border-bottom: 1px solid black; height: 25px; width: 100%;"></div> <div style="text-align: center; margin-top: 5px;">Signature</div>	<div style="border-bottom: 1px solid black; height: 25px; width: 100%;"></div> <div style="text-align: center; margin-top: 5px;">Printed Name</div>	<div style="border-bottom: 1px solid black; height: 25px; width: 100%;"></div> <div style="text-align: center; margin-top: 5px;">Date</div>
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The Customer Registration form collects the necessary information to create a customer account and allocate permissions accordingly. The form can be filled electronically, or printed/filled/scanned. The form will be updated with the established Account number and returned. The form can also be used to make updates to Account level information.

## Cross-Connect Activity Form


**WELLS INTERCONNECTION**

### Cross Connect Activity Form

**New** ☐
**Disconnect** ☐
**Change** ☐

Submitted Date:			
Requested Date:	ASAP <input type="checkbox"/>		
This Activity Requires Contact Coordination <input type="checkbox"/>			
<small>*For change orders only. Must provide contact details and bridge information. Remote Hands rates will apply.</small>			
Requested Time:	(CST)		

Company Information			
Company Name:			
Account Number:			
Primary Contact:	Name:	Number:	Email:
Bridge Information:	Conference:	Bridge:	

New Cross Connect				
A Side – CFA			Z Side - CFA	
Check here for next available ports <input type="checkbox"/>			Receiving Party LOA/CFA Required	
<small>*Or Specify Assignment Below</small>				
Room	Panel	Module	Ports	

Disconnect Cross Connect				
Circuit ID/Service ID:				
	Room	Panel	Module	Ports

Change Activity							
Circuit ID/Service ID:							
Original A Side – CFA				New A Side - CFA			
Room	Panel	Module	Ports	Room	Panel	Module	Ports
Description of Change Activity and coordination notes:							

By signing below, I am agreeing that I am an authorized contact on the account, and accepting the standard charges associated to this activity.

X

Signature
Printed Name
Date

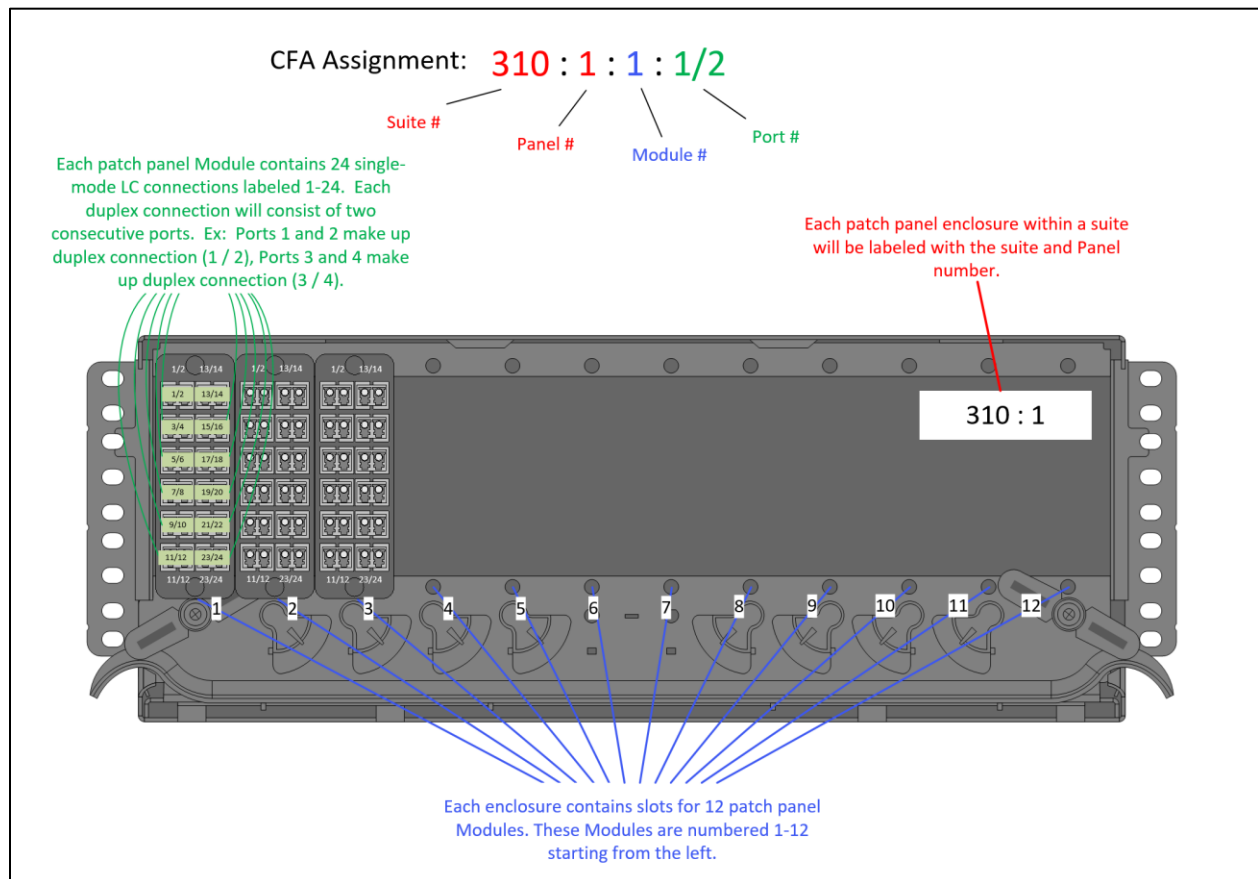
Email Completed forms to [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com).

The Cross-Connect Activity form is used to submit and process the creation of new connections, the removal of disconnected connections, and change activity on Cross-Connects. A LOA/CFA must be provided for all new, and change requests with new Z-Side assignments. For bulk requests, an email with the addition of a spreadsheet of the circuit specific information is acceptable.

All coordinated activity must be requested at least 72 hours in advance.

Cross-Connect Activity is to be sent to [crossconnects@wellsinterconnection.com](mailto:crossconnects@wellsinterconnection.com).

## CFA Assignment Diagram



## Letter of Authorization for Carrier Facility Assignment (LOA/CFA)

In the example below, Brian Smith with FutureNet Online, INC., is issuing a LOA/CFA to PC Plus, LLC to connect to a specified assignment in the 324 E. Wisconsin building.



### Letter of Authority for Customer Facility Assignment

Date: 2/15/17

Subject: PC Plus - 8004543

To Wells Interconnection:

Company (FutureNet Online, INC. ) authorizes Wells Interconnection to complete one SMF Duplex Cross-Connect for End Customer (PC Plus, LLC. ) to the CFA Assignment below.

Service Address:		Number and Street: 324 E. Wisconsin		City: Madison	State: WI	Zip: 53202
Room	Panel	Module	Ports			
301	1	2	3/4			
Or check here to allocate next available assignment <input type="checkbox"/>						

Please note that ( PC Plus, LLC. ) is responsible for all cross connect fees.

If you have any questions, please do not hesitate to call. \*\*This LOA is valid for 30 days. \*\*

Thank You

Brian Smith

Name

FutureNet Online, INC.

Company

Network Engineer II

Title

262-555-1212

Phone

bsmith@futurenet.net

Email

The LOA/CFA document is provided by the issuing company that allows Wells Interconnection to place connection up on their facilities on behalf of the end customer. At a minimum, it must contain the following.

- Company Logo/Letterhead
- LOA/CFA
- Date
- End Customer
- Service Address
- CFA Assignment
- Name and contact of authorized representative at issuing company