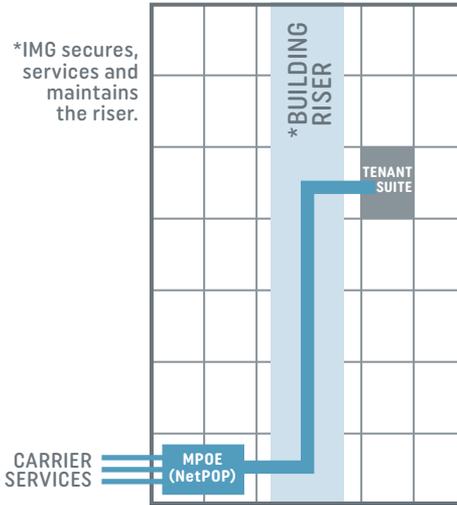# TENANT
CONNECTIVITY
HANDBOOK

IMG

Introduction to IMG

IMG Technologies ensures reliable connectivity for your building. Connectivity includes voice, data, internet, and cloud services. Your building hired IMG to secure, service and maintain the infrastructure that keeps your business connected.

IMG is the only vendor allowed to add or remove service and equipment between the main equipment room (MPOE) and your suite.

*IMG secures, services and maintains the riser.

*BUILDING RISER

TENANT SUITE

CARRIER SERVICES

MPOE (NetPOP)

This handbook explains procedures for working with IMG.

Contact IMG

Phone: 888.464.5520
Email: imgservice@img-connect.com
Online: www.img-connect.com

IMG Services for Tenants

What can IMG do for you?

Tenant Move-In

- Evaluate service needs and make recommendations

- Order new services: voice, data, internet, and cloud

- Connect service from the riser to the suite

- Connect voice, data, and internet service at workstations

- Low-voltage electrical (available in selected markets)

Tenant Move-Out

- Remove cabling and equipment

Service Upgrades

- Assist with connectivity expansion and upgrades, including co-location and managed services

Repairs and Troubleshooting

- Ongoing support

Tenant Move-In or Move-Out

6–9 WEEKS PRIOR TO MOVE

Contact IMG to confirm your service requirements and move date.

An IMG technician will verify whether the suite infrastructure is ready for service or if upgrades are needed. IMG will also add your move date to our schedule.

6 WEEKS PRIOR TO MOVE

Order services.

IMG can help you shop for voice, data, internet, and cloud services with IMG Connect (see page 5) — or you can do it yourself. Be sure to give yourself plenty of time. It may take up to six weeks to connect service.

3–6 WEEKS PRIOR TO MOVE

Schedule service connection with IMG.

IMG technicians will deliver service to your suite so you're fully connected from day one.

3 WEEKS PRIOR TO MOVE

Optional: Contact IMG to connect all workstations.

IMG can perform station cabling to ensure that all workstations have voice, data, and internet connections.

Information You'll Need for Your Move

1. **Moving Date**
   Contact IMG at least 6 weeks prior to your move to schedule service.

2. **Which Services You Need**
   Voice (phone), data, internet, and/or cloud

3. **Your Carrier or Service Provider Names**

4. **Circuit ID Codes** (if applicable)
   The circuit ID code (CIC) is a code number provided by your carrier. It's used to set up your service on the network. The circuit ID is a 5-digit code or a string of 5-digit codes. Keep these numbers handy for installation.

5. **Telephone Numbers**
   Provide a list of phone numbers and corresponding locations for installation.

Order New Services through IMG

Nobody knows the connectivity options for your building better than IMG. We can help you save time and guide you through the process — from selecting options to installation. IMG Connect can help you order voice, data, internet, and cloud services.

IMGconnect

- **Complete the online order form or call 888.464.5520.**
  Answer a few simple questions about your business connectivity needs and timeframe.

- **IMG gets competitive quotes from multiple carriers.**
  IMG knows which carriers and services can meet your needs and deadline — and gets competitive quotes for service.

- **IMG provides quotes to you for review and approval.**

- **Select an option and order service.**
  Your order is submitted to your carrier or service provider and IMG schedules your installation.

Order New Services on Your Own

If you're not ordering services through IMG, here's how to connect your new service:

- Determine the services you'll need.

- Call voice, data, internet, and cloud service providers to get quotes.

- Review quotes and select providers.

- Place service orders with each provider.

- Request installation information from providers.
  Includes provider's order number, service date and circuit IDs (if applicable).

- Call IMG at 888.464.5520 to schedule connections.
  IMG will connect service from the building NetPop/MPOE to your server or equipment room in your suite. IMG will test and document the circuit(s) in the building's database.

You may use IMG or your vendor for wiring inside your suite to complete the installation.

Repair and Emergency Procedures

If you experience a problem with your service, please follow these guidelines.

1. **Call your service provider and equipment vendor.**
   If they can identify the problem, schedule a repair ticket with them. If they cannot identify the problem, call IMG at 888.464.5520.

2. **Contact IMG (888.464.5520).**
   Let us know you are experiencing a problem and whether you have scheduled a repair ticket with your service provider or vendor. If needed, an IMG technician will meet the service provider on site on the service date.

   • If we determine the problem to be within the building's riser system or a result of IMG workmanship, IMG will perform all repairs at no charge to you.

   • If we determine the cause to be related to your service provider, equipment failure or within the internal wiring system, a standard hourly rate will apply. For overtime and emergency service, premium rates will apply.

What to Expect from IMG Technology Support

When you contact IMG Technology Support, here's what will happen:

1. **IMG opens a support ticket and sends you a ticket number.**
   The ticket number starts with "10-" and is your reference number for all follow-up.

2. **IMG prepares a bid for service.**

3. **IMG sends the bid to you for approval.**

4. **You sign and return the bid.**

5. **IMG contacts you to schedule the work.**

6. **IMG completes work and closes the ticket.**

IMG Technology Support

Phone: 888.464.5520
Email: imgservice@img-connect.com
Online: www.img-connect.com

Call Center Hours:
Monday – Friday
9:00 am – 8:00 pm ET
8:00 am – 7:00 pm CT
6:00 am – 5:00 pm PT

For emergency or after hours service, call 888.464.5520.

Terms to Know

Colocation
Originally, one telecom provider housed the equipment of another to facilitate interconnections. Today, colocation refers to locating customer servers and other equipment in a third-party data center.

Cross Connect
Wires used to make a circuit connection; located in an equipment room or riser closet.

Demarc Extension
The telecom or cable provider's public network ends at the point of demarcation. The demarc (pronounced deemark) extension is the path that connects the provider's service to the customer's private network.

ISDN
Integrated Services Digital Network (ISDN) is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

LEC
Local Exchange Carrier — typically the major telephone company who took over the original Bell Telephone system

MPOE
"Minimum Point of Entry" or main communications equipment room where carriers physically bring service into the building with cabling or fiber.

NetPOP
"Network Point of Presence."

POTS
"Plain Old Telephone Service" or analog telephone line.

Riser
The vertical path in a building that houses the cabling or fiber infrastructure for voice, data, internet and clouds services.

Riser Closets
Closets located throughout the building where riser cable is terminated and cross connected to either horizontal distribution cable or other riser cable.

T1
A high-speed data transmission line.

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