



**Looking Glass**<sup>SM</sup>  
N E T W O R K S

## **CUSTOMER ACCESS & SECURITY**

**NET-NOC-0408**

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# CUSTOMER ACCESS & SECURITY

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## Section 1. Document Overview

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### Purpose

The purpose of *Customer Access & Security* is to identify Looking Glass Networks, Inc.'s (LOOKING GLASS) policy and procedures regarding customer access to LOOKING GLASS facilities as well as providing an overview of security measures at those facilities.

All LOOKING GLASS Network Operations Control Center (NOCC) standards, policies and procedures are subject to change when customer-specific service level agreements (SLAs) are in place. Customer-specific SLAs, when available and applicable, always take precedence over LOOKING GLASS standards, policies and procedures.

### Audience

The intended audience for this document includes the following:

- All LOOKING GLASS Employees
- LOOKING GLASS City Managers
- Customers
- Customer Contractors

## Section 2. Security Overview

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This document outlines LOOKING GLASS' policy and procedures for obtaining customer access badges and addresses general security measures for LOOKING GLASS facilities. The term "customer," as used in this document, refers to collocation customers—those customers who are most likely to require access LOOKING GLASS facilities. The LOOKING GLASS Network Operations Control Center (NOCC), which manages customer access and facility security, works to ensure 99.9999% network availability and safe working conditions for both LOOKING GLASS employees and customers. Additional guidelines may apply depending upon specific contract terms. Information regarding employee-related security may be found in the document *Employee Access & Security* (NET-NOC-0407).

### Hours of Operation Guarantee

LOOKING GLASS guarantees that all collocations are open and available to the customer 24x7 for badge-restricted access to the collocation site and customer work areas.

### Security Guarantee

LOOKING GLASS also guarantees restricted access at its collocation sites through the use of access badges and card readers at every entrance. The LOOKING GLASS NOCC monitors all door alarms 24x7. LOOKING GLASS archives security video of the collocation space for 30 days. The security video is available to customers upon request. Field Operations maintains these backups on-site.

### Looking Glass Customer Contact

Each LOOKING GLASS collocation site is managed by a *City Manager*. The City Manager is the primary contact for customers and is in direct contact with the NOCC at all times. In addition to managing other security functions, the City Manager approves access badges and is available to address customer questions related to access and security. Access and security issues may also be addressed by the secondary contact at the collocation space, the *Site Backup*.

### Looking Glass' Right to Deny Access

LOOKING GLASS reserves the right to deny access to any customer employee or contractor at any time in order to prevent potential security risks to both LOOKING GLASS and its customers.

## Section 3. Badge Request Process

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### Permanent Badge Access

Upon signing the collocation agreement, the customer provides the City Manager with a list of employees and contractors who require card access to designated LOOKING GLASS collocation spaces. The customer is responsible for all contractors requiring collocation access. If the contractor is not on the approved list, the customer accompanies the contractor at all times while at the collocation.

**NOTE:** Upon termination of a customer employee, the customer is required to contact LOOKING GLASS within 60 minutes of the termination. The NOCC immediately disables the access badge. The customer returns the badge to the LOOKING GLASS City Manager as soon as possible.

Customer employees who require permanent badge access must be on the approved list and must adhere to the process outlined below in order to obtain a badge:

Step	Action
1.	Customer employee schedules appointment with the City Manager to complete LOOKING GLASS Security Badge Request Form and to provide a digital photograph (saved as the employee's name in JPEG format) for access badge. See NET-NOC-9901 <i>Security Badge Request Form</i> .
2.	The City Manager confirms that the customer employee is identified on the customer's approved employee list stored in the LOOKING GLASS Central Security Database and maintained by the NOCC.
3.	The City Manager forwards the digital photograph and the completed <i>Security Badge Request Form</i> to the NOCC.
4.	NOCC sends a permanent picture badge to the Customer contact identified on the LOOKING GLASS Security Badge Request Form within 7 business days. The customer contact distributes the badge to the customer employee.
5.	Any lost or stolen badges must be reported to the City Manager immediately for deactivation. The LOOKING GLASS NOCC allows 72-hours for lost badges to be located before requiring a new security badge request. During that time, a temporary badge may be assigned. In order to request a new badge, customer employees must follow this process beginning with step number one.

### Temporary Badges

LOOKING GLASS provides temporary badges to the customer's approved employee list when necessary—particularly when a permanent badge has been approved by LOOKING GLASS but has yet to be issued to the customer employee. Customer employees must provide proper photo identification such as a driver's license or company identification to LOOKING GLASS at the time of arrival in order to receive a temporary badge. Temporary badges are returned to LOOKING GLASS upon the user's departure each day.

LOOKING GLASS *does not* provide customer contractors who are not on the approved list with temporary badges. The customer must accompany contractors at all times while in the LOOKING GLASS collocation space.

## Section 3. Badge Request Process, cont.

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### Lost or Stolen Badges

Lost or stolen badges must be reported to the City Manager immediately. The City Manager then notifies the NOCC of the lost or stolen badge. In the case of a lost badge, a temporary badge may be assigned to the customer employee at the City Manager's discretion. The temporary badge is good for 72 hours allowing the customer employee an opportunity to locate the lost badge. If the badge is not found, the customer employee must follow the Security Badge Request procedure outlined above. LOOKING GLASS reserves the right to charge the customer employee a service charge for each replacement badge.

## Section 4. Collocation Arrival and Departure Requirements

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Each LOOKING GLASS collocation facility consists of two doors: one door leading from the exterior of the LOOKING GLASS facility to an interior entrance hall of the LOOKING GLASS facility; and a second door leading from the interior entrance hall to the collocation space.

### Customer Arrival at the LOOKING GLASS Collocation

- Prior to arriving at the LOOKING GLASS facility, the customer employee must call the NOCC to inform LOOKING GLASS of the anticipated arrival time.
- Upon arrival, the customer employee swipes his access badge through the proximity reader at the exterior door to the LOOKING GLASS facility, enters and signs the LOOKING GLASS log.
- Then he swipes his access badge through the proximity reader to enter the LOOKING GLASS collocation space. The proximity readers send alarms to the NOCC notifying LOOKING GLASS of the customer employee's entrance into the facility.

### Customer Departure from the LOOKING GLASS Collocation

- The customer employee contacts the NOCC from inside the collocation space to inform LOOKING GLASS of departure.
- The customer employee swipes the access badge on the collocation space proximity reader thereby sending an alarm to the NOCC.
- The customer employee signs the LOOKING GLASS log and exits the building.

**NOTE: If the customer employee neglects to swipe the badge for exit, the badge will be automatically deactivated. The customer employee must then submit follow the process outlined in Section 3 to obtain a new Security Access Badge.**

The NOCC verifies the customer's departure via the proximity reader's alarm from the proximity reader. If this alarm is not followed by the alarm on the exterior door, the NOCC dispatches the City Manager to the site to verify that the customer left the facility after swiping his badge in the collocation space.

## Section 5. Security Badge Reports and Audits

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### Badge Reports

The NOCC has the ability to provide a report listing all activated security access badges to each customer monthly. The customer verifies the employees named on the list and provides updates as necessary. The customer is required to respond with any changes to the list within 24 hours upon receiving the list.

The customer may also request this list at anytime outside the scheduled monthly distribution of the report.

### Customer Audits

The Customer may also request, at any time, a log of customer employees accessing the LOOKING GLASS collocation space during a specified time. The request may read, for example, *“All ABC Company employees entering and leaving the LOOKING GLASS collocation spaces from 2/1/2001-2/28/2001.”*



## Appendix A. Document Information

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### Terms

**City Manager**—the primary point of contact for *LOOKING GLASS* customers requiring access to *LOOKING GLASS* facilities.

**Customer**—refers to the company to whom *LOOKING GLASS* provides service under contract.

**Customer employee**—refers to the customer’s own employees who require access to the *LOOKING GLASS* facility.

**Site Backup**—the secondary point of contact for *LOOKING GLASS* customers requiring access to *LOOKING GLASS* facilities. This position assists customers in the City Manager’s absence.



### Revision History

The revision history and contributor history is as follows:

Rev. No	Date	Document Owner	Description
1.0	5/31/01	Bryan K. Moorehead	Drafted initial version

### Document Approvals

The following *LOOKING GLASS* Representatives have reviewed and approved this document and all content within:

<b>Name</b> Mark Brooks	<b>Signature</b> 	<b>Title</b> NOCC Director
<b>Name</b> Bryan Moorehead	<b>Signature</b> 	<b>Title</b> NOCC Sr. Manager
<b>Name</b>	<b>Signature</b>	<b>Title</b>

### Document Maintenance Policy

This document must be reviewed under the following circumstances:

- As updated information regarding *LOOKING GLASS*’ customer access and security policy becomes available

### Related Documents

NET-NOC-0407 Employee Security & Access  
NET-NOC-9901 Security Badge Request Form

## Appendix B: Security Badge Request Form

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Please see NET-NOC-9901 Security Badge Request Form.