

Data Center Physical Security

Physical Access

The Fpweb.net data center is located at the Xiolink facilities. Located in St. Louis, MO, Xiolink's data center provides security and redundancy in all critical systems with a fully staffed NOC operating 24x7x365.

Xiolink has established physical access controls that define how access to information systems is maintained and monitored. After business hours, access to the building is only granted by proximity cards. During business hours, access to the building is controlled by a lobby guard. All visitors to the building must sign-in with the lobby guard. Building and lobby access is monitored by multiple security cameras. Data centers are all located on upper floors of the facility.

Access to upper floors is controlled by:

- ✓ Stairwell doors requiring proximity card access.
- ✓ Elevator requiring personalized code for entry.

Access to the data center floor space is controlled by:

- ✓ Video Surveillance
- ✓ Mantraps
- ✓ Biometrics and proximity cards at mantrap entry doors
- ✓ Proximity card at interior mantrap door
- ✓ Access to critical areas is provided based on job responsibility

Access to critical data center areas is controlled:

- ✓ Colocation servers are located in locked cabinets or caged private suites.
- ✓ Keys to cabinets are located in lockboxes within proximity card controlled rooms.
- ✓ All staff members are required to have proximity cards.
- ✓ Visitors are required to have a company escort to access any of the data centers.
- ✓ Unless required for data center maintenance, visitors are not permitted into managed server data centers.
- ✓ Proximity cards are deactivated and collected at the time of employee resignation or termination.

The contents of this document are confidential and proprietary.

Data Center Features

- ✓ N+1 redundant environmental conditioning to maintain constant temperature and humidity
- ✓ Redundant in-line Powerware UPS systems with a 100% power uptime guarantee
- ✓ 24x7 dual-stage physical security including card access with biometric authentication
- ✓ Dual utility power grid with automatic transfer
- ✓ Onsite backup diesel generators
- ✓ Flexible power and space configurations
- ✓ 24x7x365 onsite remote hands provided by Tier 3 engineers
- ✓ Average response time < 5 minutes for support requests
- ✓ 'On-Net' access to multiple Tier 1 carriers including: Level (3), Verizon, Cogent, Sprint, and XO Communications.
- ✓ 24x7x365 physical access to facility and equipment
- ✓ Customer controlled physical access lists with facility access logging
- ✓ Customer extranet providing live reporting
- ✓ Locking premium cabinets and caged private suites
- ✓ Digital video surveillance

Network Monitoring, Problem Escalation, and Support across Shifts

Manned 24x7x365, the Network Operations Center provides the facilities to monitor all Heating, Ventilation, and Air Conditioning (HVAC), fire suppression systems, and security systems onsite by specialty-trained personnel. Critical airflows, temperature, humidity, power consumption by individual customer, early warning fire identification and suppression systems, generators, CRAC Units, and all security systems are monitored in real-time from the NOC personnel. Monitoring policies and procedures are utilized for addressing issues relating to outages of critical services or other issues needing immediate action.

These procedures vary based on the severity level of the problem. The Technical Support teams provide 24x7x365 support, receive customer problem reports, and utilize an online problem tracking and reporting system to assist with the following:

- ✓ Logging the problem report (ticketing)
- ✓ Ticket Tracking
- ✓ Escalation
- ✓ Routing
- ✓ Documenting all actions taken through problem resolution

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