



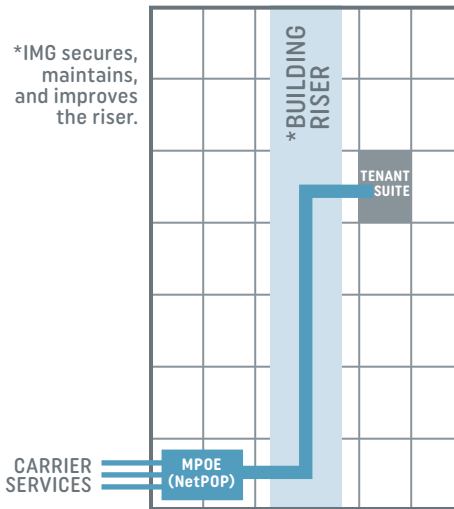
TENANT  
CONNECTIVITY  
HANDBOOK

IMG

# Introduction to IMG

IMG Technologies ensures reliable connectivity for your building. Connectivity includes voice (telephone), internet, TV and cloud services. Your building hired IMG to secure, maintain and improve the connectivity infrastructure (the riser).

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



This handbook explains procedures for working with IMG.

## Contact IMG

Phone: 888.464.5520

Email: [imgservice@img-connect.com](mailto:imgservice@img-connect.com)

Online: [www.img-connect.com](http://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, internet, TV and cloud
- Connect service from the riser to the suite
- Connect voice, internet, TV and cloud service at workstations
- Install low-voltage electrical

### 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, internet, TV 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, internet, TV and cloud 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 (telephone), internet, TV 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, internet, TV and cloud services.



- **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, internet, TV 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 quote for service.
3. IMG sends the quote to you for approval.
4. You sign and return the quote.
5. IMG contacts you to schedule the work.
6. IMG completes work and closes the ticket.

## IMG Technology Support

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Email: [imgservice@img-connect.com](mailto:imgservice@img-connect.com)

Online: [www.img-connect.com](http://www.img-connect.com)

### Call Center Hours:

Monday – Friday

8:00 am – 8:00 pm ET

7:00 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

## 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, internet, TV and cloud 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.

## **VoIP**

"Voice over Internet Protocol" or technology used to transmit voice over a data network using the Internet Protocol.



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