



Speakeasy Managed Services Facility Security Policy

For customers who purchased Speakeasy services before October 1, 2010.

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Managed Services Facility Security Policy

Access to Speakeasy Managed Services facilities is affected according to an established set of procedures.

All customers desiring to access equipment must open a ticket by emailing cmhsupport@speakeasy.net. Once a ticket has been opened for access, a Speakeasy representative will grant a facility access ticket number or arrange with the customer for access.

Shared Cabinet Customers

Shared Cabinet customers who are located in the DFW2 facility environment may access their equipment during business hours between 8:00am and 11:00pm without prior notification if they have opened a facility access ticket using an escort from a Speakeasy technician. To obtain access between 11:00pm and 8:00am, customers are encouraged to provide as much lead time as possible when opening a ticket.

Speakeasy will:

- always accommodate after hours access with 24 hours notice,
- usually be able to accommodate access with 12 hours notice,
- occasionally be able to accommodate access with no lead time if technicians are available.

On rare occasions if a ticket has not been opened for pre-arranged access and technicians are not available, access may be denied.

Customers frequently requiring out-of-hours access will want inquire about closed cabinet products where 24x7x365 access is available.

Closed Rack and Cage Customers

Closed cabinet and cage customers will receive their own access codes to the facilities, and will have access 24x7x365. All customers must sign in, and will be requested to provide proper identification. A digital surveillance camera allows personnel to monitor all equipment and sections around the clock.