

TELECOMMUNICATIONS

Ordering New Phone Lines

Installing a new line consists of three connections:

1. From the provider to the building at the MPOE (minimum point of entry).
2. From the MPOE to the tenant's floor, through the telephone riser.
3. From the riser to the tenant's suite.

The vendor of your choice is allowed to bring service to the building or MPOE (minimum point of entry), *and* from the riser to your suite (connections #1 & #3, described above). *Infrastructure Management Group (CAPITAL COMMUNICATIONS) is the only vendor allowed to bring the line **from the MPOE to your floor through the telephone riser connection #***

Call service provider **and** CAPITAL COMMUNICATIONS (415) 861-1727 **and** the MANAGEMENT OFFICE so the vendor can be scheduled.

AT&T will bring the lines to the building and hook them up to the "MPOE" (the minimum point of entry) for telephone lines brought to the building.

CAPITAL COMMUNICATIONS will connect the new lines to the "house system", also known as a "cross-connect".

Routine System or Office Cabling Changes

Call your vendor **and** CAPITAL COMMUNICATIONS.

You may continue to use your own vendor for maintenance or changes to your telephone system. CAPITAL COMMUNICATIONS must be used to bring additional lines to your floor.

TELECOMMUNICATIONS (cont.)

Emergency Service and/or Repairs

1. Call AT&T.

They can check the lines leading to the building to determine if the problem occurs at or before the MPOE. Whenever you have a problem with your telephone lines, call AT&T first. In our experience, most problems originate outside of the building. If the problem is not found within AT&T telephone lines, then it is typically an equipment malfunction. It is very rare that a problem will occur with the house system cabling.

and

2. Call your vendor.
3. Call the management office for scheduling.

Your telephone vendor can check your system but is unable to check the house system. If the problem is not found in your system, then CAPITAL COMMUNICATIONS must be called to check the in-house system.

Please note the following before scheduling work:

1. Whatever your decision in telecommunications, CAPITAL COMMUNICATIONS is the only vendor currently approved to pull cabling through the building's riser system. The 303 Second Street Building is a union building; all telecommunications laborers must be union members.
2. Please remember to let the management office know before you schedule vendors, and insurance must be on file **before** work can commence in order to eliminate any delays.