



## AUTHORIZED CONTACT LIST (For Colocation Customer Only)

To maintain secure access to the Customer's designated area, Global IP Networks provides each Customer with Authorized Contacts List (ACL). This ACL can be modified at the secure Customer Portal site that is provided in the beginning of service. Since Global IP Networks relies on the accuracy of Customer's ACL for all verifications, we encourage Customer to perform monthly ACL audit to keep all information current. Global IP Networks also encourages all customers to use the Ticket System that is provided in the Customer Portal for all communication purposes such as technical support, account and billing inquiries.

Once the Customer's ACL is established in the beginning of service, all future requests to add, modify or remove any ACL member(s) must be approved by the Primary Contact. Changes done to the ACL from the Customer Portal will be updated in real time.

To add or change ACL (Primary Contact only):

1. Login to the Customer Portal site
2. Go to Client Profile
3. Go to View Profile
4. Click 'add contact' or 'edit' in the Authorized Contact area

There are two (2) roles in the ACL:

1. **Primary Contact**  
All member with 'Primary Contact' title will be regarded as the administrator or primary contact. Primary Contact's privilege includes data center physical access, equipment install and removal, billing and invoices, reports, access to Ticket System and phone support, bandwidth monitoring and control over the ACL. Primary Contact has the authority to add, modify or remove any members in the ACL. To add additional Primary Contact, simply enter 'Primary Contact' in the title field when adding a new member.
2. **Member**  
All member with title other than 'Primary Contact' will be regarded as a regular member and not an administrator. Member's privilege includes data center physical access, equipment install and removal, access to Ticket System and phone support. Member does not have the authority to add or change the ACL, but may have other privilege if authorized by the Primary Contact. Note: while adding a new member, please make sure that the permission in the Client Profile for 'Manage Contact' is set to 'No'.

Limitation: Global IP Networks will not add, modify or remove any member in the ACL without written approval from the Primary Contact.

### **Customer Verification**

Global IP Networks cannot perform technical support for unconfirmed users and callers. Incoming support ticket will be verified using the sender's email address. Incoming support call will be verified with the 'Caller Password', i.e. caller will need to provide the preset Caller Password for authentication. Caller Password can be set by the Primary Contact in the Customer Portal:

1. Login to the Customer Portal site
2. Go to Client Profile
3. Go to View Profile
4. Click the 'edit' link on the top right corner of the Custom Data/Phone Support field
5. Enter the 'Caller Password' (which can be as simple as one word or a phrase)

Limitation: Unusual request deemed to be critical to Customer's operation may require a written approval from the Primary Contact.

### **Third Party Temporary Access**

Primary Contact may create a support ticket requesting a temporary access to a third party or add the third party's information to the ACL and remove it once not required.