

9440 Santa Monica Blvd, Beverly Hills, CA

Telephone, Internet, Telecommunication and Cable/Dish Services

Ordering Guidelines

Effective 3/15/2017

Telecommunication service providers such as ATT and Verizon are by law only allowed to terminate their services in the main point of entry room (MPOE) of this building. There are some existing conduit and pathways available from the MPOE to the riser closet of this building. Due to the advancement of technology and the critical role of IT and technology in everyone's business in order to:

1. Control the integrity and security of the cabling infrastructure in this building
2. Minimize the possibility of damage to other tenant's and building's own cabling
3. Enhance Building Security
4. Ensure all installed telecom wiring is tagged and documented properly
5. Adhere to applicable fire and other applicable building codes
6. Properly remove and dispose of abandoned cabling as require by building fire code
7. Limit liability for all property management and tenants
8. Be better prepared for emergencies

Pinnacle Communication Services has been contracted as the dedicated riser management company for this property. Effective 3/15/2017, Pinnacle will need to extend any and all Telephone, Internet, Telecommunication and Cable/Dish Services within this property in all public spaces. This does not apply to cabling in tenant's own pace.

All wiring outside of each tenant's space within this property shall either be installed by Pinnacle or Pinnacle shall accompany any other contractor or service provider pulling cabling or doing any work in the building's common spaces (i.e. MPOE located on P1 and riser closets on each floor). This will ensure the above objectives are met. Each tenant shall be responsible for paying for Pinnacle's services as required from this point going forward. Pinnacle bills T&M and rates are \$90.00/hr with a 2hr minimum plus a \$90.00 trip charge.

Tenants are required to either use an existing conduit installed from the riser closet of their corresponding closet of their floor to their suit or install a new conduit from the riser closet to their suite. All cabling installed from the riser closet to the tenant suit must be installed in conduits. Property management shall not be held liable for damage to cabling installed by the tenant at any time for any reason.

When you require telecommunications services, please take the following steps:

- 1- Call the appropriate carrier, service provider and place your order for Telephone, Internet, telecommunication, Cable/Dish services from carriers and service providers such as AT&T, Spectrum or others.
 - a. Find out from the service provider what type of circuits will be required to be extended to your server room or suite.
 - b. Fine out when the service provider will be able to install their services in the MPOE of the building if not already located there.

- 2- Contact the Customer Care department who handles the Riser Management services for extending these services to your suite by calling:

Customer Support – riser management

Customercare@pinnacleinc.com

O: 818-291-8200

At minimum please provide the following information:

- 1- Your Name
- 2- Your Company Name
- 3- Your complete address including street address, suite and/or floor number
- 4- Type of service(s) you need to be extended from the MPOE to your suite or floor(s)
- 5- Type of cable that you need to be installed for you
- 6- Contact information for your carrier(s) providing services to you.
- 7- The day and time that you need the lines extended by

In addition to providing riser cabling management services Pinnacle is the preferred service provider for all your cabling, CCTV, Access Control and Audio, Video and Lighting needs for this building.

Pinnacle is a full service telecommunication and information technology installation and design/build service provider for:

- Voice/Data Cabling
- Circuit Extension
- Data Center Installation
- Audio, Video & Lighting
- Security (CCTV)
- Access Control
- Paging Systems

Key Contact Information:

Telephone, Internet and Telecommunication Services

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|------------------------------------|----------------|
| 1. Pinnacle Communication Services | (818) 242-2000 |
| 2. AT&T | (800) 331-0500 |
| 3. Level 3 Communications | (877) 453-8353 |
| 4. TelePacific | (800) 399-4925 |
| 5. Verizon | (800) 922-0204 |

Cable Television:

Spectrum (800) 892-4357

Satellite Television:

DirectTV (800) 531-5000