

Telephone Room

As you know, security is always a concern, and telephone security is one of the areas we focus on. Here at World Trade Center, we try to balance convenience of change with protection of your phone and data lines as they run from your space into and out of the building. While we cannot guarantee the security of these lines, we do want to take reasonable precautions.

Please notify the World Trade Center Management office via an Angus work order to schedule a vendor appointment each time you will need access to floor telephone closets. We will then advise Security to be expecting them. **Contractors showing up unannounced will not be allowed access to our building.** Contractors for vendor companies must provide a date and estimated time 48 hours prior to arrival, check in at the Three World Trade Center Security desk where they must produce a company ID and fill out a form each time they check out keys for the building. They will be escorted by a building engineer to the closet. If workmanship is not up to standard that contractor may not be allowed access in the future.

There are a large number of vendors in the marketplace today of varying expertise. We have experienced problems with quality control in our phone rooms. As you can imagine, there are thousands of wires serving a complex this size. An error in a connection can have repercussions over multiple tenants.

Because of this, the only vendors authorized to do work in the building phone room on the lower level are **Century Link, GG Telecommunications, Comcast, Level 3 and Integra.** Work may be contracted directly with these vendors.

Access to the telephone rooms on all WTC floors will be handled in the same way except for those tenants that have equipment in floor phone rooms. For those of you in that category, we will allow access to your equipment by your vendor with proper identification. Our goal will be to ultimately move that equipment into tenant's space so they have better control over it.