



Your Technology Partner

# IMG TECHNOLOGIES TENANT TECHNOLOGY HANDBOOK





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## INTRODUCTION TO IMG

IMG Technologies is the contracted Riser Management Company for the building. IMG ensures reliable telecom service for your business by maintaining, servicing and securing the telecommunication riser infrastructure in the building. IMG designs, installs and maintains the telecommunication infrastructure to ensure safe, secure, code compliant riser systems. This handbook addresses general questions regarding procedures for work related to the building's riser closets.

IMG also provides tenants with competitive rates for all low and high voltage requirements within your space, including phone systems, access control, CCTV and lighting.

IMG's Carrier Consulting Services can help you save time and money when adding or updating your carrier agreements. They will evaluate, order and implement all types of carriers services. You can choose for IMG to order telecom service, extend and provision your circuits, and perform any inside wiring your suite may require.

This handbook will guide you through the process of the installation and maintenance of your business' technology and telecommunications in the building.

**You can contact IMG's Customer Service directly at 888-464-5520 or [imgservice@imgtechnologies.com](mailto:imgservice@imgtechnologies.com).**

**Please visit the IMG website at [www.imgtechnologies.com](http://www.imgtechnologies.com) for more information.**

## SERVICE SCENARIOS

### IF YOU ARE ADDING A NEW VOICE OR DATA CARRIER SERVICES TO YOUR EXISTING SUITE:

Contact IMG to determine what service and/or carrier can best fit your needs.

If you decide to order service through IMG, you don't need to do anything else. IMG takes care of everything.

### If you're not ordering the circuit through IMG:

1. Call your telecom service provider to order the necessary circuit(s).
2. Call IMG at (888) 464-5520 with the provider's order number, due date and circuit number(s). IMG will extend the circuit(s) from the building NetPop/MPOE to the server/equipment room within your space. IMG will test and document the circuit(s) in the building's database.
3. You may use IMG or your vendor for inside wiring to complete the installation.

### IF YOU ARE MOVING AN EXISTING VOICE OR DATA CARRIER SERVICES WITHIN THE BUILDING:

Contact IMG with your move date, suite numbers (existing and future) and the appropriate circuit number(s).

- IMG will relocate the existing circuit(s) to the designated location on your move date.

*Contact IMG Customer Service any time at 888-464-5520  
or [imgservice@imgtechnologies.com](mailto:imgservice@imgtechnologies.com)*

# MOVING IN, OUT OR WITHIN THE BUILDING

## IF YOU ARE MOVING INTO THE BUILDING:

Contact IMG immediately to ensure a smooth transition into the building. A few things to consider:

1. Have I contacted IMG to discuss my telecom service needs?
2. Does the space have adequate interior cabling?
3. Do I have a service feed from the riser closet into the space?
4. Does that service feed have adequate capacity to accommodate my requirements?
5. Do I have a list of telephone numbers and circuit IDs for my records?
6. When do I plan to move in?
7. Have I coordinated services with the necessary providers?

## IF YOU ARE MOVING WITHIN THE BUILDING:

When moving within the building, contact your telephone system vendor and IMG. Your telephone system vendor will disconnect and re-install your telephone equipment. IMG can also assist in the relocation of your existing phone system. IMG will relocate your lines from your existing space to your new space.

## IF YOU ARE MOVING OUT OF THE BUILDING:

1. Contact IMG prior to your lease expiration for removal of any telecom wiring and/ or equipment that the management company requests.
2. All low-voltage cabling (telecom, data and fiber optic) as well as any support or protection mechanisms must be removed post to your lease expiration date at the tenant's expense. All cabling will be removed and cores seals according to code.

*Contact IMG Customer Service any time at 888-464-5520  
or [imgservice@imgtechnologies.com](mailto:imgservice@imgtechnologies.com)*

## REPAIR & EMERGENCY PROCEDURES

If you experience a problem with your phone line(s), data line(s) or Internet service, please follow these guidelines.

- Verify that your equipment is working properly (telephone, fax, computer, router).
- Contact your respective service provider (AT&T, Verizon, XO Communications, etc.) and request a test of your service (T1, DSL or standard telephone line) while you are on the phone.
- If they indicate that the service appears fine on their end, schedule a repair ticket with the provider. Ask them for a time and date so IMG can have a technician at your space as well.
- If they indicate the problem is the building's wiring, schedule a repair ticket with IMG, the building's riser management company.
- Contact IMG (1-888-IMG-5520) and let us know you are experiencing a problem. Let us know you have contacted the service provider and have scheduled a repair ticket. Then, schedule a vendor meet with IMG and your service provider on the appropriate date.

Contact IMG Customer Service any time at 888-464-5520  
or [imgservice@imgtechnologies.com](mailto:imgservice@imgtechnologies.com)

## Points to Consider:

- If we determine the problem to be within the building's riser system or a result of IMG workmanship, we will perform all repairs at no charge to you.
- If we determine the cause to be related to your service provider, equipment failure or within the internal wiring system, a standard hourly rate will apply.
- Building riser problems do occur -- but are not common. Therefore, we recommend you contact your telephone service vendor and check for internal equipment failure before scheduling a "vendor meet" with IMG.
- If emergency or overtime service is not requested, we will perform all service between 8:00am – 5:00 PM. Monday through Friday. If you request emergency/overtime service, you will be charged a premium rate.



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# CARRIER & TECHNOLOGY SERVICES

**Nobody knows the technology options for your building better.**

Whether you are an existing tenant in a building supported by IMG Technologies or a new tenant preparing to move into one, nobody knows your building or your Carrier and technology options better than IMG.

Put this unparalleled knowledge to work for you through the following services:

- **Ordering carrier** services including Internet and voice circuits for your suite.
- **Tenant migration services** to minimize critical downtime and make the move easier.
- **IT Infrastructure planning** to equip your business with the right tools and technologies you need for your unique business and space.
- **Building technology overview reporting** to help you fully understand the voice, data and IT capabilities of your location.
- **VOIP services** enhanced communication features without sacrificing reliability.
- **Co-location and managed services consulting services** when maintaining your own servers stops making financial sense.
- **Cloud computing consulting** for companies looking to turn big capital expenditures into smaller fixed payments.

IMG offers in-house project management for these services, so you know we'll hold the Carriers accountable for pricing, service levels and installation timeframes.

**Simply contact IMG to find out more.**

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