



## DC Escort Billing Policy

Effective Date: 03/01/2025

All access requests must be submitted to [support@5NINES.com](mailto:support@5NINES.com) or by phone at (608) 512-1000.

For Emergency After Hours access, call (608) 512-1034.

**Unescorted Access** – Any escort requested for an unescorted space will be subject to Time and Materials billing.

**Escorted Access** – Any escort *scheduled in advance*\*\* , that will take place during 5NINES business hours, will be covered under the monthly hosting agreement. Any escort *scheduled in advance*, that will take place *after-hours*\*, will be subject to standard Time and Materials billing.

Any escort not *scheduled in advance*, during 5NINES business hours, will be subject to standard Time and Materials billing. Any escort not *scheduled in advance after-hours* is subject to *after-hours* Time and Materials Billing.

*\*after-hours = any time not within 5NINES standard operating hours. This includes 5NINES acknowledged business holidays. During Standard weeks these hours are Monday – Friday 6:01 PM – 6:59 AM, Weekends: Friday 6:01 PM – 6:59 AM Monday*

*\*\*Scheduled in Advance = Schedule Request must be received during 5NINES business hours a minimum of 24 hours before access requested*

*Escorted Access = Authorized Client Staff gains access to the Co-located devices via 5NINES Staff. (Rows 1-4 in 5NINES Datacenter Suite 170)*

*Unescorted Access = Authorized Client Staff has unassisted biometric and key access to the Co-located devices 24 hours a day 7 days a week. (Rows 5-8 in 5NINES Datacenter Suite 170)*