



BIGBYTE.CC CORP. – A FULLY HARDENED BUSINESS CONTINUITY CAMPUS



WELCOME PACK

- BIGBYTE.CC'S STANDARD OPERATING PROCEDURES -

BIGBYTE.CC CORP | P.O. Box 81200 | ALBUQUERQUE, NM | 87198-1200
ADMIN@BIGBYTE.CC | OFFICE: 505.255.5422 | Fax: 505.255.2946



WELCOME PACK INTRODUCTION

Welcome to bigbyte.cc and thank you for participating in our facilities. Please explore this welcome pack and fill out all of the forms included.

In this pack you will find information that will be helpful to you in your relationship with bigbyte.cc.

This pack defines your physical security protocol and emergency contact base. Updates to a completed Welcome Pack will replace and supersede previously completed Welcome Pack. Please note that the Authorized Signatory or Designees must sign documents verifying the company's protocol decisions. Electronic signatures obtained through DocuSign and Adobe Sign are acceptable on all Welcome Pack Forms.

bigbyte.cc maintains 24-7 access for all clients. We issue security access cards with restricting access to specific areas of the facilities. We also have security personnel on-site 24 hours a day, 7 days a week.

While clients always have access, visitors may never access the data center without prior approval from bigbyte.cc. Please utilize the **Visitor Request Form** in the pack to obtain visitor access. Additional paperwork may be required depending on the purpose of the visit.

The following contact information will help you reach personnel with bigbyte.cc who can help with all of your technical and client service issues.

Technical Support: it.support@bigbyte.cc

Storage Support: storage.support@bigbyte.cc

Access Support: access.support@bigbyte.cc

1 505-255-5422

If you need emergency service after hours, let the answering service know that it is a **bigbyte.cc** emergency and your call will be processed accordingly.

Gulfstream/ bigbyte.cc HQ
PO Box 81200
Albuquerque, NM 87198



FACILITY ACCESS

Your security access card(s) will allow you to enter the facilities and access the area(s) appropriate to your company.

- 1) The Authorized Signatory and Designees may request access cards for employees by submitting a **Security Access Authorization Form**. Once received, appointments will be scheduled for access enrollment.
- 2) Biometric (fingerprint) scanners are used to gain access to some areas and you will be instructed as to their use as needed.
- 3) The Authorized Signatory and Designees may call bigbyte.cc in order to disable employee access for any reason. A written request must be submitted afterwards. All such requests will be processed immediately.

Security access cards are issued from our main office and bigbyte.cc reserves the right to limit the number of cards and/or the access rights of the cards to only those areas required by contract. Please fill out all of the forms in this pack with authorized signatures and return to our main office for issuance of security access cards.

Issuance of a security access card requires a current and valid state-issued driver's license or state-issued identification card. Lost and/or missing cards must be reported immediately and there may be a charge for replacement cards.

Security personnel are not permitted to allow access to anyone regardless of status, without proper authorization.

Violation of the following rules can and will result in suspension of access until resolved:

- 1) Unauthorized visitors are never allowed.
- 2) Weapons are not permitted in the facility.
- 3) All visitors must sign in at the security desk.
- 4) All individuals in the Data Center must be fully clothed, including shoes, at all times.
- 5) No food or beverages are permitted in the Data Center at any time.
- 6) All equipment must be checked in and out via **Move Forms** and verified by clients and security.

Please be aware that all equipment being installed or removed must be checked in/out by security personnel before installation/removal. We ask that you provide:

Equipment Type	Make or Brand	Model Number	Serial Number	Maximum Amperage
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You will need to submit a **Move Request Form** in order to schedule installation or removal of equipment. If you do not have a form, please call 505.255.5422 or send an email to storage.support@bigbyte.cc. A form can be faxed or emailed to you immediately.

Parking access is granted per contract. Overnight parking is not permitted. bigbyte.cc, WG Management and their affiliates reserve the right to tow any vehicle.



DELIVERIES AND VISITORS

bigbyte.cc understands that your company may need to schedule visits for repairs to equipment, deliveries, and other general needs. To better expedite these projects we ask that you follow these simple instructions:

Deliveries

Deliveries are accepted on weekdays 8:00 AM – 5:00 PM and must be scheduled. All delivery persons must check in and out at the bigbyte.cc security desk and have an escort with them at all times. If you are unavailable to sign for your delivery, bigbyte.cc personnel will accept your delivery on your behalf and notify you of the delivery. bigbyte.cc makes no warranties or assurances as to the condition of any package or contents therein, received on your behalf.

Visitors

Visitors are not issued access cards. Requests for recurring visitor access or semi-permanent group status must be submitted in writing. All visitors must obtain access from bigbyte.cc and will require an escort while on the property. No after-hours access will be given to a visitor without the prior approval of bigbyte.cc.

All visitors must sign in and out with the bigbyte.cc security desk. Prior to the visit, please be prepared to provide the following information:

- name of the company and person
- phone number
- date, time, and purpose of visit

bigbyte.cc reserves the right to request additional paperwork depending on the purpose of the visit.

No access will be given to anyone without proper identification and authority to be on the premises.

If visits exceed initially scheduled timeframe, we will work with you to ensure our mutual goals are met.

All visitors must have an escort in the facilities with them at all times.

Please remember that these rules are for both the convenience and safety of you and others at the facilities. Thank you for your cooperation and please feel free to contact us should you have any questions.

Thank you and welcome!
-bigbyte.cc



WELCOME PACK GUIDE

Data Center Rules and Regulations

- Basic data center facility rules and regulations. Your signature means you and all affiliates will comply with these rules.

Parking Lot Guidelines

- Parking lot guidelines. Your signature means you and all affiliates will comply with these guidelines.

Authorized Signatory

- The Authorized Signatory or contracting officer is authorized to assign Designees.
- Designees may sign any authorizing documents on behalf of the Authorized Signatory.
- It is suggested that at least one Designee be named, as the Authorized Signatory may not always be available to submit a signature.
- Designees are not able to change the client contract.

Contact Information

Please provide the primary contacts for each of the following categories:

- Technical – head technician for projects
- Administrative – Authorized Signatory or Designees; paperwork verification, contract updates, etc...
- Accounting – person designated to field accounting requests, invoices, and reconciliations
- Emergency contact information (after normal business hours).

Security Access Authorization

- Your signature (Authorized Signatory or Designees) is required to authorize access to your company space at the bigbyte.cc facility.
- Please have state issued driver's licenses or state issued identification cards for each name authorized on the Security Access Authorization Form ready for verification.
- Please submit current color photographs to access.support@bigbyte.cc or allow us to take your photograph for your badge.
- Indicate location (cabinet/office/etc.) and hours of access for each authorized individual. (i.e., 24 hours, 8-5, M-F, etc.)
- Regularly review your list of authorized users for the purpose of granting, reassigning, or disabling employee access for any reason.

Key Change Request

- Your authorized signature (Authorized Signatory or Designees) is required for key issuance.

Tape Exchange Procedures

- Please detail the procedure that you would like us to follow regarding media services (i.e., preferred time and day for courier services, special instructions, etc.).
- We provide courier services for multiple clients and will work with you to schedule a consistent delivery time and day.

BIGBYTE.CC CORP | P.O. Box 81200 | ALBUQUERQUE, NM |
87198-1200

ADMIN@BIGBYTE.CC | OFFICE: 505.255.5422 | FAX: 505.255.2946



WELCOME PACK GUIDE

Visitor Request

- Your authorized signature (Authorized Signatory or Designees) is required to request visitor access.
- Please list all expected visitors.
- We must receive this form at least 24 hours in advance.

Move Request

- This form is required for moving equipment in or out of the facility.
- All items will be bar-coded for bigbyte.cc inventory purposes upon entry to any bigbyte facility.

Press & Marketing Request

- This form is required if your company would like to be contacted concerning possible co-branding or marketing opportunities in the future.

Website User Authorization

- Your signature (Authorized Signatory or Designees) is required to authorize access to your Client Dashboard on the bigbyte.cc website.
- There are two levels of users available, full-access Admin Users and restricted access Staff Users.
- Admin Users have access to contract files, the current Welcome Pack on file, and other paperwork as requested (accounting, reporting, etc...). They may submit paperwork online.
- Staff Users have access to files as requested and can download blank forms.



DATA CENTER RULES AND REGULATIONS

Forms may be emailed to access.support@bigbyte.cc

- I. No food or drinks in the data center at any time.
- II. No photography allowed at any time.
- III. No persons under the age of 18 permitted.
- IV. No animals are allowed in the facility except service animals.
- V. Clients, contractors, and visitors are prohibited from working on any cabling outside their contracted space.
- VI. Clients, contractors, and visitors are prohibited from working on any electrical wiring, etc. for any reason at any time. Electrical needs will be relayed to bigbyte.cc personnel for work.
- VII. Large bags, backpacks, etc. are subject to search at the discretion of bigbyte.cc. All bags, backpacks, etc. may be stored in the data center lockers for convenience.
- VIII. All approved visitors must check in with security personnel before entering the data center.
 - a. No visitors are permitted without authorized "Welcome Pack" documents.
- IX. All large equipment moves must be scheduled and approved at least 24 hours in advance.
- X. All equipment being brought in or removed must be checked in with security personnel and documented, to include bar code.
 - a. Client/contractor is responsible for ensuring no boxes, paper, plastic, fabric, or any other flammable debris are in the data center at any time. **No unpacking may be performed in the data center.**
 - b. Client/contractor is responsible for removal and disposal of any and all packing materials.

*Items will not be disposed of in the bigbyte.cc facility dumpster.

I have read and understand all sections of this form pertaining to my work. I will cooperate fully with bigbyte.cc management and agree to cease any actions deemed unacceptable by bigbyte.cc.

(Signature)

(Name Printed)

Company Name: Los Alamos County

Date: _____



PARKING LOT GUIDELINES

Forms may be emailed to access.support@bigbyte.cc

- I. Clients are limited to parking spaces 46-57 or 60-82, all other spaces are reserved as paid parking.
- II. There are three (3) pedestrian gates and one (1) main vehicle entrance/exit. All gates utilize the same code.
- III. Gate codes are changed on a quarterly basis.
- IV. Welcome Pack contacts will be notified via email of code changes.
- V. Power Yard is off limits to non-bigbyte personnel.
- VI. Please obey a 5 mile an hour speed limit at all times.
- VII. Please observe common courtesy and obey all posted signs.
- VIII. No littering, please place trash in proper receptacles to maintain a clean parking area.
- IX. Any issues with gate functionality, parking lot cleanliness or non-emergent concerns should be reported to facilities.support@bigbyte.cc.
- X. Any suspicious or criminal activity witnessed in the parking lot should be reported to the bigbyte.cc security desk immediately.
- XI. No overnight parking without prior expressed permission,
- XII. bigbyte.cc, Santa Fe Pacific Trust, WG Management, and their affiliates cannot be held responsible for damages or theft to vehicles.
- XIII. Clients are responsible for relaying parking rules to their Company personnel that will utilize the bigbyte.cc parking lot.
- XIV. Clients are responsible for relaying parking rules to any visitors or contractors their Company invites to bigbyte.cc.

I have read and understand all sections of this form pertaining to my use of the bigbyte.cc parking lot. I will cooperate fully with bigbyte.cc management and agree to cease any actions deemed unacceptable by bigbyte.cc.

(Signature)

(Name Printed)

Company Name: Los Alamos County

Date: _____



AUTHORIZED SIGNATORY

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for maintaining an up to date Welcome Pack. Please submit any updates to this form to bigbyte.cc via email.

I, Anne W. Laurent (Name), as the Authorized Signatory for Los Alamos County (Company), hereby duly authorize Marlena Sanchez (Designee), to sign any and all forms related to access, equipment installation/removal, storage items retrieval/delivery, including, but not limited to those contained in the bigbyte.cc Welcome Pack. I understand that all facility change orders or requests affecting the substance of the contract must be approved by the Authorized Signatory and not the Designee.

Authorized Signatory

Anne W. Laurent

(Signature)

Anne W. Laurent

(Printed Name)

Company Name: Los Alamos County

Title: County Manager

Phone Number: 505.662.8400

Emergency Number: _____

Email: anne.laurent@losalamosnm.gov

Date Effective: 6/15/2026

Designee

Marlena Sanchez

(Signature)

(Printed Name)

Company Name: Los Alamos County

Title: Program Manager-Infrastructure

Phone Number: 505.663.1996

Emergency Number: _____

Email: marlena.sanchez@losalamosnm.gov

Date Effective: _____



CONTACT INFORMATION

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for maintaining an up to date Welcome Pack. Please submit any updates to this form to bigbyte.cc via email.

Technical Contact

Contact Name:	<u>Chris McRae</u>	Company Name:	<u>Los Alamos County</u>
Email:	<u>chris.mcrae@losalamosnm.gov</u>	Phone Number:	<u>505.662.1213</u>
Address:	<u>1000 Central Ave., Suite 220, Los Alamos, NM 87544</u>		

Administrative Contact

Contact Name:	<u>Marlena Sanchez</u>	Company Name:	<u>Los Alamos County</u>
Email:	<u>marlena.sanchez@losalamosnm.gov</u>	Phone Number:	<u>505.663.1996</u>
Address:	<u>1000 Central Ave., Suite 220, Los Alamos, NM 87544</u>		

Financial/Accounting Contact

Contact Name:	<u>Bev Purtymun</u>	Company Name:	<u>Los Alamos County</u>
Email:	<u>beverly.purtymun@losalamosnm.gov</u>	Phone Number:	<u>505.709.8577</u>
Address:	<u>1000 Central Ave., Suite 220, Los Alamos, NM 87544</u>		

Emergency Contacts

In the event of an emergency, bigbyte.cc will contact personnel listed below via email and/or phone with information and updates outside of normal business hours.

Contact Name:	<u>Chris McRae</u>	Phone Number:	<u>505.662.1213</u>
Email:	<u>chris.mcrae@losalamosnm.gov</u>		

Contact Name:	<u>Robert Mincey</u>	Phone Number:	<u>505.663.1985</u>
Email:	<u>robert.mincey@losalamosnm.gov</u>		

Contact Name:	<u>Marlena Sanchez</u>	Phone Number:	<u>505.663.1996</u>
Email:	<u>marlena.sanchez@losalamosnm.gov</u>		



SECURITY ACCESS AUTHORIZATION

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for maintaining an up to date Welcome Pack. Please submit any updates to this form to bigbyte.cc via email.

A \$50.00 fee will be charged to replace all lost or damaged cards.

Company Name: Los Alamos County Cabinet/Suite: _____
 Client Contact: Marlena Sanchez Phone: 505.663.1996
 Email: marlena.sanchez@losalamosnm.gov

I authorize access to the company space at bigbyte.cc facilities located at 123 Central Avenue NW, Albuquerque, NM 87102 for the people listed below, so authorized by my signature.

Authorized by: _____ Marlena Sanchez
 (Signature) (Name Printed)

Company Name: Los Alamos County Date: _____
By signing for and accepting your card, you are giving bigbyte.cc permission to view, collect, use, or store personal, biometric or nonpublic information about yourself.

Card ID: _____ Card Received (Signature & Date): _____
 Name: Chris McRae ID Exp. Date & State: _____
 Access: _____ Hours: _____ ☐ New ☐ Replacement

Card ID: _____ Card Received (Signature & Date): _____
 Name: Robert Mincey ID Exp. Date & State: _____
 Access: _____ Hours: _____ ☐ New ☐ Replacement

Card ID: _____ Card Received (Signature & Date): _____
 Name: Marlena Sanchez ID Exp. Date & State: _____
 Access: _____ Hours: _____ ☐ New ☐ Replacement

Card ID: _____ Card Received (Signature & Date): _____
 Name: John Roig ID Exp. Date & State: _____
 Access: _____ Hours: _____ ☐ New ☐ Replacement

Section to be completed by bigbyte.cc

Authorized Signature Verified	By: _____	Date: _____	Notes: _____
Card Recipient ID Verified	By: _____	Date: _____	_____
Card Activated	By: _____	Date: _____	_____



KEY CHANGE REQUEST

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for the return of all keys. A \$50.00 fee will be charged for all keys not returned to bigbyte.cc upon contract termination.

Company Name : Los Alamos County Cabinet/Suite: _____
 Client Contact: Marlena Sanchez Phone: 505.663.1996
 Email: _____

Authorized Signature: _____ Marlena Sanchez
 (Signature) (Name Printed)

Company Name: Los Alamos County Date: _____

Key Issue

Person to Receive Key	Key Type (Office, Cabinet, Cage)	Number of Keys	Keys Received By: (Signature and Date)	Keys Delivered By: (Signature and Date)

Key Return

Person Key was Assigned to	Key Type (Office, Cabinet, Cage)	Number of Keys	Keys Received By: (Signature and Date)	Keys Delivered By: (Signature and Date)

Section to be completed by bigbyte.cc

Authorized Signature Verified	By: _____	Date: _____	Notes: _____
Locations Verified	By: _____	Date: _____	_____
Keys Copied	By: _____	Amount: _____	_____

Forms may be emailed to storage.support@bigbyte.cc

Attachment B



VISITOR REQUEST

Forms may be emailed to access.support@bigbyte.cc

All clients hosting any visitors must first sign in all unbadged persons at the security desk. bigbyte.cc reserves the right to request additional paperwork from visitors depending on the purpose of the visit.

Company Name: Los Alamos County

Client Contact: Marlena Sanchez

Email: marlena.sanchez@losalamosnm.gov

Date of Visit: _____

Purpose: _____

Cabinet/Suite: _____

Phone: 505.663.1996

Time of Visit: _____

I will cooperate with bigbyte.cc and I agree to cease and desist any actions deemed unacceptable by bigbyte.cc. I also agree to comply with listed Terms and Conditions as well as to supply a list of attendees to bigbyte.cc at least one business day prior to scheduled visit.

Authorized by: _____

Marlena Sanchez

(Signature)

(Name Printed)

Company Name: Los Alamos County

Date: _____

Terms & Conditions

bigbyte.cc reserves the right to cancel, change, or modify schedule as needed in management of the facilities. bigbyte.cc personnel will be happy to conduct a tour for you, please let us know if you would like a formal tour.

- Client representative must be present with all visitors at all times.
- Visitors are any unbadged person
- All visitors must comply with standard data center rules
- No photographic or recording equipment is permitted
- Client hereby waives any and all liability against bigbyte.cc for any damage or injury to client equipment, software, and other property located at bigbyte.cc caused by visitor
- Visitor hereby waives any and all liability against bigbyte.cc to uphold client and visitor agreements

Visitor Name	Company	Signature	Time		ID Checked
			In	Out	

Section to be completed by bigbyte.cc

Authorized Signature Verified By: _____ Date: _____



MOVE REQUEST

Forms may be emailed to storage.support@bigbyte.cc

All visitors performing work must check in at the security desk and also be accompanied by a Client representative. bigbyte.cc reserves the right to request additional paperwork from visitors depending on the purpose of the visit.

Request for: ☐ Move In ☐ Move Out ☐ Delivery ☐ Other

Company Name: Los Alamos County Company Phone: _____
 Client Contact: Marlena Sanchez Client Contact Phone: 505.663.1996
 Cabinet/Suite: _____ Move Date and Time: _____

Badged Personnel: _____
 (Signature) (Printed Name)

Company Name: Los Alamos County Date: _____

Terms & Conditions

- bigbyte.cc reserves the right to cancel, change or modify work/move schedules as needed in management of the building.
- Security personnel will be present at every move and correct paperwork must be presented prior to any scheduled work/move.

All large moves will be scheduled and performed: before 7:30AM, 9:00AM to 11:00AM, 1:00PM to 4:00PM, and/or after 5:30PM.

Equipment Type	Make or Brand	Model #	Serial #	bb.cc Barcode	Watts or Max Amperage	Added or Deleted

Notes:

Section to be completed by bigbyte.cc

Form Verified By: _____ Date: _____
 Work Order Submitted By: _____ Date: _____



PRESS & MARKETING REQUEST

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for maintaining an up to date Welcome Pack. Please submit any updates to this form to bigbyte.cc via email.

Company Name: Los Alamos County Cabinet/Suite: _____
 Marketing Contact: _____ Phone: _____
 Email: _____

I authorize bigbyte.cc to contact the above individual regarding the company marketing or co-branding items indicated below, so authorized by my signature.

Authorized by: _____
 (Signature) (Name Printed)

Company Name: Los Alamos County Date: _____

We often include client references or examples in our marketing materials. It is also beneficial to reference clients when providing tours and recommending services.

As we are under a confidentiality agreement with your company, please indicate if your company would like to approve the co-branding or marketing opportunities below:

- ☐ Press release concerning your new bigbyte location
- ☐ Mention of company and/or logo in bigbyte.cc print materials
- ☐ Mention of company during tours, podcasts, and other presentations
- ☐ Co-branding of company with bigbyte during tradeshow
- ☐ Utilizing your company as a reference for other potential or existing bigbyte.cc clients
- ☐ Placement of your company's marketing materials in bigbyte.cc
- ☐ Mention of company and/or logo on bigbyte.cc web based materials
- ☐ Recognizing your company in bigbyte.cc social media posts

Facebook Page: _____

LinkedIn Page: _____

Twitter Handle: _____

- ☐ Other: _____
- ☒ None of the above

Section to be completed by bigbyte.cc

Authorized Signature Verified By: _____ Date: _____ Notes _____



WEBSITE USER AUTHORIZATION

Forms may be emailed to access.support@bigbyte.cc

Clients are responsible for maintaining an up to date Welcome Pack. Please submit any updates to this form to bigbyte.cc via email.

Company Name: Los Alamos County Cabinet/Suite: _____
 Client Contact: _____ Phone: _____
 Email: _____

I authorize access to the company data stored on the bigbyte.cc website for the people listed below, so authorized by my signature.

Authorized by: _____
 (Signature) (Name Printed)

Company Name: Los Alamos County Date: _____

Name: Chris McRae Company Email: _____

is hereby authorized to access the bigbyte.cc dashboard under following conditions:

Access Level: ☒ Admin Documents *Can submit forms for the company: Current Welcome Pack, Authorization Forms, Contract, Invoices, Bandwidth Reporting, etc...*
☐ General Forms *Can download blank forms from Welcome Pack.*

Name: Marlena Sanchez Company Email: _____

is hereby authorized to access the bigbyte.cc dashboard under following conditions:

Access Level: ☒ Admin Documents *Can submit forms for the company: Current Welcome Pack, Authorization Forms, Contract, Invoices, Bandwidth Reporting, etc...*
☐ General Forms *Can download blank forms from Welcome Pack.*

Name: John Roig Company Email: _____

is hereby authorized to access the bigbyte.cc dashboard under following conditions:

Access Level: ☒ Admin Documents *Can submit forms for the company: Current Welcome Pack, Authorization Forms, Contract, Invoices, Bandwidth Reporting, etc...*
☐ General Forms *Can download blank forms from Welcome Pack*

Section to be completed by bigbyte.cc

Authorized Signature Verified	By: _____	Date: _____
Website User Setup	By: _____	Date: _____