

# Colocation

## Security and access procedures

It's important that we ensure that access to our buildings and network equipment is restricted to employees and contractors needing entry to complete work tasks.

To achieve this, all of our premises (i.e. corporate offices, exchanges, cabinets and wireless sites), have either card, or key access controls. The type of access depends on; site location, usage, how many people occupy it, strategic importance and risk profile.

### Cards - what you need to know

---

**The rules:** The standard [card activate letter](#) sent to all new / replacement card holders contains all the do's and don'ts on appropriate use of your security card.

**The lock-out:** All access cards have a 30 day security time out. If you don't use your card within this time, the system will automatically deactivate the card. Simply ring 0508 10 30 60 opt 3 to speak to one of our SOC team. They can reactive the card on the spot.

**The exit:** To maintain security integrity, please let us know if the cardholder the company. For audit purposes this must be in writing to [access.cards@chorus.co.nz](mailto:access.cards@chorus.co.nz).

**The loss:** All lost cards must be immediately reported to SOC (0508 10 30 60 opt 3) to be deactivated in the security system. Replacement cards follow the standard ordering process via Online Ordering and Tracking.

### Keys - what you need to know

---

**The rules:** The [key application form](#) contains all the important terms and conditions for key holders and application signatories.

**The types:** Key types vary depending on the nature of your work (e.g. property maintenance, engineering, colocation, etc.) and where you need access (national, regional). We will also have a mixture of old brass keys, or [new abloy keys](#) until we've completed the abloy lock rollout at all sites. It's not easy to summarise all the specific details here, so we're happy to help with any questions regarding your requirements at [keys@chorus.co.nz](mailto:keys@chorus.co.nz).