



Two North Riverside Plaza, Suite 300
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TO: Tenants of Two North Riverside Plaza
From: Office of the Building
DATE: June 8, 2016
SUBJECT: **Introducing IMG Technologies, Building Riser Manager**

Due to ongoing changes in the telecommunications, internet, and wireless industries, Two North Riverside Plaza is taking action to ensure the security and reliability of our riser, the building's communications infrastructure. We have selected IMG Technologies as our riser manager to accomplish the following:

- Identify all cabling in the telecommunications riser system
- Catalog all available riser pairs in an online database
- Control all access to the riser management system
- Eliminate unauthorized access to the base building NETPOP (Network Point of Presence) room
- Provide a single point of contact for the delivery of service and troubleshooting

IMG will help ensure that all tenants have reliable communications and reduce the risks of service interruptions caused by unauthorized access to the riser. With limited space available in the riser, IMG will also help optimize capacity, so your business can keep up with changing technologies.

IMG will now handle all installations of new telephone, internet, data and cloud service in Two North Riverside Plaza. *Tenants are required to notify IMG of any service orders placed within the past 30 days.*

How to Contact IMG:

To order new services or notify IMG of an existing service order, please contact:

IMG Technology Support Center 9am – 8pm EST, Mon-Fri	Live Support: 888-464-5520 Email: imgservice@imgtechnologies.com
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IMG's Technology Concierge Service is also available to tenants – at no cost. IMG can help evaluate carriers and offer preferred pricing for voice, data, internet and cloud services.

IMG Technology Concierge Service	Online: Tenant Technology Portal * Call: 888-464-5520 * www.imgtechnologies.com/tenant-technology-portal/
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We appreciate your cooperation. We believe that IMG can help you save time and simplify management of your business communications, so you can focus on your business. The attached handbook gives you more information about available services and procedures for placing orders with IMG.

Regards,

Two North Riverside Plaza Management Team