

# Information for Customer Access Areas at the Boulder Facility

## Workplace Recovery Space

### Building 022 Workplace recovery space information

Our workplace recovery space is designed to facilitate the exercising and implementation of the business recovery plan that supports your office environment. This space is equipped with the following:

- Work surfaces and chairs
- Desktop PCs
- Cabling infrastructure to support Ethernet, Token Ring, 3270 and 5250 desktop environments
- Telephones with ACD and VRU capabilities

### Building 022 Workplace recovery space phone information

Each space has one telephone. Numbers will be provided at the time of your exercise or during an outage emergency. The basic phone configuration includes:

- Station-to-station dialing
- Call hold
- Call transfer
- Call forwarding
- Conferencing (three-way calling)
- One phone is equipped with PhoneMail

When subscribed to call re-routing or hunt/distribution groups, the pilot numbers will be provided at the time of an exercise and during an outage emergency.

### Support numbers provided in the suites

Boulder BCRS Event Support: 877-522-7756

From the main menu, select 1 for technical support by platform

From the main menu, select 2 for general event support

From the technical support by platform menu, select:

- 1 - Network support
- 2 - Mainframe support
- 3 - Risc support
- 4 - HP support
- 5 - Intel support
- 6 - System I support
- 7 - Sun support

From the general event support menu, select

- 1 - Media management
- 2 - Concierge desk and Project Manager contract information

## Customer Lounge Areas and Kitchenette

4 furnished lounge areas are provided for your use. Each includes:

- Satellite TV
- Couch
- Chairs

Kitchenette includes:

- Vending machines

- Sink
- Refrigerator with ice maker
- Microwave
- Toaster
- Electric can opener

## Customer Offices

A furnished office can be available to you upon request based on first come first served. These are equipped with:

- Table
- 2 chairs
- Futon
- Telephone
- Phone port for laptop computers

## Customer Suites

The customer suites are set up to be convenient to, yet separate from, the computer room. These suites are designed to facilitate the exercising and/or implementation of your business recovery plan. To prevent admittance by unauthorized persons, entrance is regulated through badge access unique to each customer.

- Customer suites are equipped with the following:
- Flat panel screens
- Local printer
- Work tables and chairs
- Whiteboard and markers
- Telephones
- Coat rack and hangers
- Clock
- Stereo/Radio/CD/Cassette player
- Satellite television
- FAX machine upon request
- Various office supplies
- Refrigerator

### Customer Suite phone numbers

Suite	Phone	Fax
Aspen	720-479-2181	none
Beaver Creek	720-834-4143	720-834-4153
Breckenridge	720-479-2185	303-479-2163
Copper	720-479-2183	none
Crested Butte	720-834-4131	720-834-4141
Eldora	720-479-2186	720-834-4169
Keystone	720-479-2182	720-479-2149
Snowmass	720-479-2187	720-479-2174
Steamboat	720-479-2184	720-479-2159
Telluride	720-834-4155	none
Vail	720-479-2180	720-479-2139