

Riser Management: When to Call IMG

Please direct all tenant service requests to IMG Support.

Customer Service: Contact IMG Support: **888-464-5520** | imgservice@img-connect.com

IMG Support is a fully staffed, live support team located in Chicago and available Monday-Friday from 8am-8pm ET.

Tenant Issues	What to expect from IMG
Order new services	<ul style="list-style-type: none"> <input type="checkbox"/> Answer tenant questions about available on-net carriers/services <input type="checkbox"/> Provide competitive, no-obligation quotes from carriers (if needed)
Install new / change / upgrade tenant's voice, data/internet, cloud, TV service	<ul style="list-style-type: none"> <input type="checkbox"/> Site survey <input type="checkbox"/> Submit proposal to tenant for approval <input type="checkbox"/> Upon approval, schedule and complete <input type="checkbox"/> Remind tenant to contact carrier to activate service <p><i>If carrier includes installation in their service contract:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask tenant to tell carrier that IMG is the building's riser manager and give carrier IMG Support number (888.464.5520) <input type="checkbox"/> IMG coordinates installation with carrier <input type="checkbox"/> Carrier pays IMG for installation
Move-out: remove tenant cabling/equipment	<ul style="list-style-type: none"> <input type="checkbox"/> If lease requires cabling removal, IMG will contact tenant at building's request prior to move to schedule clean-up <input type="checkbox"/> Survey / submit proposal / complete clean-up
Low-voltage projects in tenant suite (station cabling / structured cabling, networking, wi-fi, audio/visual)	<ul style="list-style-type: none"> <input type="checkbox"/> Site survey <input type="checkbox"/> Submit proposal to tenant for approval <input type="checkbox"/> Upon approval, schedule and complete

Note: If a tenant project requires new equipment to be installed in riser closets or demark room, IMG will ask tenant to confirm that the building has approved installation.

IMG will not install new equipment in the demark room or riser closets without management approval.