



CO Collocation (COLO) Engagement & Escort Process

Date Created: 06/15/26

Purpose

This document outlines the standardized process to engage Central Office (CO) Collocation (COLO) support and request technician escort access via CNIO.

Overview

- COLO support is engaged through CNIO dispatch.
- Escort requests are required for physical access to CO facilities.
- All requests must clearly indicate urgency and customer impact.
- Support is available 24x7x365.

Process Steps

1. Identify CO using CLLI.
2. Call CNIO Dispatch: **866-460-6324**.
3. Select phone options:
 - a. In-Region (IR): Choose Options 1, 2
 - b. Out-of-Region (OOR): Choose Options 2, 2
4. Create escort ticket.
5. Confirm technician assignment and ETA.
6. Emphasize urgency and customer impact.

In-Region (IR) States

Alabama, Arkansas, California, Florida, Georgia, Illinois, Indiana, Kansas, Kentucky, Louisiana, Michigan, Mississippi, Missouri, Nevada, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Wisconsin

Out-of-Region (OOR) States

Alaska, Arizona, Colorado, Connecticut, Delaware, Hawaii, Idaho, Iowa, Maine, Maryland, Massachusetts, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, New Mexico, New York, North Dakota, Oregon, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, Washington, West Virginia, Wyoming

Key Notes

- Always confirm escort ticket creation and technician assignment.
- Clearly communicate severity and service impact.
- Ensure correct region selection to avoid delays