

Rooftop Access Procedure



American Tower requires all visitors to our rooftop sites to follow our Rooftop Access Procedure. This procedure was developed to maintain the safety and security of the property, equipment installed on the rooftop and people who access the site. **Please allow at least one business day for processing non outage events.**

Instructions:

For routine access requests:

1. Please submit requests at least one business day prior to the date of the intended visit to allow for coordination with the property owner. We will process requests in the order received for approval.
2. Send the completed form to rooftopaccess@americantower.com with email subject line that includes the American Tower Site number as follows: Routine Rooftop Access Request - ATC Site Number 123456 or AB-1234.

For Outage - Service affecting requests:

1. In email subject line include the American Tower Site number as follows: Outage-Service Affecting Rooftop Access Request - ATC Site Number 123456 or AB-1234.
2. During business hours (Monday-Friday 8:00 AM – 5:00 PM ET), submit your access request form to rooftopaccess@americantower.com.
3. Outside of business hours, submit the access request form to rooftopaccess@americantower.com and gnoc@americantower.com. Then, contact the American Tower Network Operations Center at 877-518-6937, option 1.

American Tower urges all customers and owners to adhere to this procedure, so we can serve and protect both parties' best interests and allow for an efficient and timely transaction. Your cooperation is greatly appreciated.

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Please provide the information requested below:

- › Carrier/Tenant you represent _____
- › Your company name _____
- › Name of person needing access _____
- › American Tower Site Number _____
- › American Tower Site Name _____
- › American Tower Site Address _____
- › Type of access (Routine, Outage-Service Affecting) _____
- › Scope of work (what are you doing?) _____
- › Where do you need to go? (building, floor or rooftop?) _____
- › Preferred date and time of access _____
(please allow at least 1 business day for routine requests to be processed)
- › Estimated time on site _____

Once we receive the completed form, we will send you a receipt of this request, and a ticket number.

To contact us during normal business hours of 8:00 AM - 5:00 PM Monday to Friday, please reach out to us at rooftopaccess@americantower.com or 877-520-6228.