



The Tenant Service Center is the operational control center and emergency contact center for all JBG Smith tenants. Staffed around-the-clock with licensed engineers, the Tenant Service Center is fully integrated with all parts of our company and has emergency generator backup to make the Tenant Service Center virtually immune to service interruptions, ensuring constant support and operations oversight.

Additional Services of the Tenant Service Center

“MISSION CRITICAL” OPERATIONS

We recognize today’s businesses require a standard of perfection in operations — demanding the highest levels of expertise and experience. The Tenant Service Center can bring unparalleled support to mission critical functions. For an additional fee, tenants can have their company’s critical “points” monitored in areas that demand 100% uptime. Typical points monitored are a data center, data recovery facility, high-security facility, or any critical area. The Tenant Service Center runs on real time monitoring of equipment and provides “proactive” protection of these assets before operations are impacted.

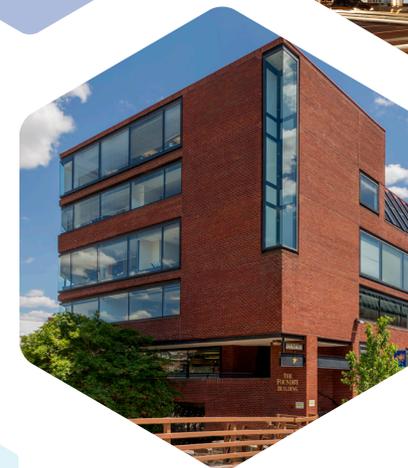
Contact the Tenant Service Center at 703.769.1250 if you are interested in services offered above and beyond base building operations.

TENANT SERVICE CENTER

2345 Crystal Drive
1st Floor Lobby, Suite 100
Arlington, Virginia 22202
703.769.1250



TENANT SERVICE CENTER



Your 24-hour Connection to Service

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The JBG Smith Tenant Service Center is your around-the-clock connection to property service. Staffed by licensed operating engineers we are ready to respond to your calls and requests. Through a combination of specialized training, technology, and commitment, our goal is simple: first-class customer service at any time of the day or night.

- Available 24 hours a day, 7 days a week
- Rapid response to calls
- Staffed with licensed engineers
- Private radio network

An Anticipatory Approach to Comfort and Reliability

The Tenant Service Center operates and maintains one of the largest and most sophisticated remote monitoring and emergency response centers in the United States. Our engineers continually track fluctuations in power usage and monitor heating, ventilation, and air conditioning (HVAC) operations before they impact your comfort, your business operations, energy efficiency or productivity.



Using the Tenant Service Center



WHO TO CALL

FOR STANDARD SERVICE REQUESTS:

Log requests in JBG SMITH Connect at <http://jbgsmithconnect.com> or contact your Property Management Office



FOR AFTER HOURS, WEEKENDS, HOLIDAYS OR EMERGENCY ISSUES:

Contact the Tenant Service Center at 703.769.1250



Your One-Stop Information Center

As the central "nerve center" of the JBG Smith organization, you can call the Tenant Service Center for any issue regarding your office space, your building, or your operations—at any time. Every call, at any time of day or night, weekends, and holidays, is answered by a licensed engineer, fully equipped with the knowledge and network of resources to handle virtually any issue.

24/7 Emergency Preparedness and Response

In emergency situations, the Tenant Service Center becomes a complete Emergency Command Center. We rally resources quickly through a private radio network that remains 100% operational (even when public systems become overloaded in crises) and act as a single point of control, information, and communications.

Energy Conservation

The Tenant Service Center is dedicated to the Environmental Protection Agency's ENERGY STAR program which optimizes buildings' energy performance and lessens environmental impact. Running equipment efficiently saves energy and operating costs.



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