

# Interconnection Portfolio Customer Quick Reference Guide

Revised: June 29, 2020

Service Name and Definition	Use Case	Prerequisite	Product Commercials	Bill of Materials (BOM)	Term	Ordering	Install Services Level Objective (SLO)
<b>Ecosystem Connect</b> Bundled cabling, connectors and patch panels to connect to the Cyxtera Meet Me Room (MMR). Cross Connects required to establish connections with ecosystem members.	Customer Environment to MMR	Colocation Environment in Cyxtera Data Center	Non-Recurring Charge (NRC) per bundle. Available Bundles: • Fiber: 6, 12, 24, 48, or 72 connections • Copper: 3, 6, or 12 connections • Coax: 3 or 6 connections	• Physical connection (cables) • Connector type (cable boots) • Patch panels (Customer Side and MMR Side)	n/a	Cyxtera Customer Portal Cyxtera Account Representative	15 Business Days
<b>Cross Connect</b> Jumper cabling between two ecosystem members (customers). Terminations run between ports on Ecosystem Connect bundles for both A-Side and Z-Side connections within the Cyxtera Meet Me Room. <a href="#">Requires LOA/CFA.</a>	Customer to Customer within MMR (requires Ecosystem Connect)	Ecosystem Connect	Monthly Recurring Charge (MRC) and NRC per Cross Connect. • Available in fiber, copper, coax and POTS.	• Physical connection (cable) • Connector type (cable boots)	Month to Month	Cyxtera Customer Portal Cyxtera Account Representative	2 Business Days
<b>Riser Connect</b> Dark fiber connection from a Cyxtera data center MMR to a 3rd party (non-Cyxtera) provider in the same building.	Customer Environment to 3rd party MMR in the same building	Ecosystem Connect	MRC and NRC • Single fiber or Copper connection	• Physical connection • Connector type (cable boots)	Month to Month	Cyxtera Account Representative	20 Business Days
<b>Metro Connect</b> <b>Metro Connect Dedicated</b> Metro Connectivity delivered over Cyxtera's optical network as a single threaded wave utilizing Ethernet Private Line protocol. Redundancy options available <b>Metro Connect Dark Fiber</b> Dark Fiber connection between a Cyxtera facility and either another Cyxtera facility or third-party (non-Cyxtera) facility in the same metropolitan area.	Connectivity between Cyxtera Data Centers and select non-Cyxtera locations within the same metro area	Ecosystem Connect	MRC and NRC	• Physical connection • Connector type (cable boots)	12 Month minimum	Cyxtera Account Representative	Metro Connect Dedicated: 10Gbps • 10 business days Metro Connect Dedicated: 100Gbps • 60 business days Metro Connect Dark Fiber • 10 business days
<b>Intra Customer Connect</b> Sold As: <b>Intra Customer Connect IntraSuite</b> Home run connection using bundled cable assemblies between same customer spaces within the same Cyxtera suite. Cabling is left coiled in the customer space on both ends. <b>Intra Customer Connect IntraSuite + Panel Termination</b> Home run connection using bundled cable assemblies between same customer spaces within the same Cyxtera suite. Cabling is terminated to panels in the customer space on both ends. <b>Intra Customer Connect IntraBuilding</b> Cabling and access to Cyxtera-owned fiber to connect non-contiguous same customer spaces within Cyxtera areas in the same building. Cabling is left coiled in the customer space on both ends.	Same Customer to Same Customer	n/a	NRC per bundle IntraSuite and IntraSuite + Panel Termination Options: • Fiber: 3, 6, 12, 24, 48, or 72 connections • Copper: 3, 6, or 12 connections IntraBuilding Options: • Fiber: Single Pairs up to 6 pairs Fiber: High count fiber bundles sold as a part of a Statement of Work (SOW)	• Physical connection (cables) • Connector type (cable boots) • Panel(s), if requested • Conduit or specialized terminations available for additional cost and require a Statement of Work (SOW)	n/a	Cyxtera Account Representative	20 Business Days (SOW requests may take additional time)
<b>Pathway</b> Sold As: <b>Pathway Conduit</b> Access to Cyxtera conduit between buildings on the same campus for cabling needed to connect non-contiguous same customer spaces. <b>Pathway Fiber</b> Cabling and access to Cyxtera-owned fiber connectivity between Cyxtera facilities on a campus to connect non-contiguous same customer spaces. Cabling is left coiled in the customer space on both ends of the connection.	Same Customer to Same Customer	n/a	MRC and NRC • Pathway Conduit - based on Statement of Work (SOW) • Pathway Fiber - sold as a single pair up to a maximum of 6 pairs.	Pathway Conduit • Based on a Statement of Work (SOW) Pathway Fiber • Physical connection (cables) • Connector Type (cable boots) • Conduit or specialized terminations available for an additional cost and require a Statement of Work (SOW)	12 Month minimum	Cyxtera Account Representative	Not Offered
<b>Digital Exchange Port</b> Port, Jumper cabling and associated connectors to a scalable software-defined network delivering on demand colocation services. Sold as a dual handoff (redundant) connection built in an active/passive configuration - Cyxtera manages failover.	Customer Environment to Digital Exchange Platform	Ecosystem Connect	MRC and NRC	• Physical connection • Connector type (cable boots)	12 Month minimum	Cyxtera Account Representative	3 Business Days
<b>Digital Exchange Cross Connect</b> Connectivity between two different customers located in a Cyxtera data center, campus or metropolitan area who have established access to the Digital Exchange.	Customer to Customer over Digital Exchange	Digital Exchange Port, Compute Node or Enterprise Bare Metal	Standard MRC for data center and campus connections + surcharge to standard MRC for metro connections	N/A	Month to Month	Cyxtera Account Representative Cyxtera Portal	Near real-time, once accepted by both parties
<b>IP Connect</b> Dedicated access to IP platform which aggregates & blends bandwidth of ISP provided IP Transit services. Sold only over the Digital Exchange Network.	Customer Environment to Internet	Digital Exchange Port, Compute Node or Enterprise Bare Metal	MRC Committed Information Rate (CIR) options: • 10Mbps • 20Mbps • 50Mbps • 100Mbps • 300Mbps • 500Mbps • 1000Mbps • 5000Mbps Available as fixed or burstable CIR. 10-500Mbps CIR are burstable up to 1000Mbps and 5000Mbps CIR is burstable up to 10000Mbps. Overages calculated using 95th Percentile and billed at 1.5x per Mbps rate. IP Addresses sold in standard CIDR blocks. BGP and Advanced Network Services available for additional fee.	N/A	Month to Month	Cyxtera Account Representative Cyxtera Portal	< 5 min
<b>Express Entrance</b> Sold As: <b>Express Entrance Conduit</b> Conduit access or egress in support of Outside Plant Fiber (OSP) or Inside Plant Fiber (ISP) connections. Required for outside cabling that is coming into a Cyxtera data center facility or suite. <b>Express Entrance - Fiber</b> Access to Cyxtera-owned fiber connectivity between a 3rd party location or building MMR and Cyxtera Meet Me Room in the same building. Sold in fiber bundles.	• OSP/ISP to MMR • OSP/ISP to customer environment • Antenna/Masts to MMR • Building MMR or 3rd party location to Cyxtera MMR	n/a	MRC and NRC • Express Entrance - Conduit based on Statement of Work (SOW) • Express Entrance - Fiber - available as standard fiber bundles of 6, 12 or 24 connections as well as option of a custom bundle based on Statement of Work (SOW).	Express Entrance - Conduit - based on Statement of Work (SOW) Express Entrance - Fiber • Physical connection (cables) • Connector Type (cable boots) • Panel Ports	12 Month minimum	Cyxtera Account Representative	Not Offered
<b>Ecosystem Entrance Panel</b> Panel and RU (Rack Unit) space required to tie down all Express Entrance cabling entering the Meet Me Room from outside the facility or Cyxtera suite.	Fiber terminations in MMR	Express Entrance	MRC and NRC	• Rack Unit in MMR • Patch Panel (inclusive of Ports)	Month to Month	Cyxtera Account Representative	Not Offered
<b>Roof Rights</b> Roof Rights enable Antennas and associated mounting gear (Masts, Tripods, Skids, etc.) to be placed on the roof of the Cyxtera Data Center	Customer Antenna or Mast on Cyxtera Data Center	n/a	MRC and NRC	Based on Statement of Work (SOW)	12 Month minimum	Cyxtera Account Representative	Not Offered

If you have any questions or would like to learn more, we're here to help. [Email us](#) or call us at 1-855-699-8372