

## Service Description

# Cyxtera CXD Cross Connect

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## 1 Introduction

As part of Cyxtera’s interconnection product portfolio, CXD Cross Connect provides connectivity between CXD Ecosystem members (Cyxtera customers, third parties and partners) over the Cyxtera Extensible Data Center platform (“CXD”). A CXD Cross Connect is used to facilitate connections between the ecosystems of Cyxtera customers and third parties located within the same data center, campus, or metropolitan region. Unlike a traditional Cross Connect, a CXD Cross Connect establishes a virtual connection between two customer’s ports on the CXD network called [CXD Ports](#) and/or [CXD Compute Nodes](#) over which multiple virtual local area networks, or “VLANs”, can be provisioned in near real-time.

### 1.1 Self-Service Tools

A CXD Cross Connect includes access to the following self-service tools:

- **Cyxtera Customer Support Portal** (the “Portal”) provides management access to the Cyxtera interconnection product portfolio, including, but not limited to, subscription status, inventory viewing, management of entitlements, and customer support. See the [Cyxtera Customer Guide](#) for more information about the Portal.
- **CXD Command Center** (the “Command Center”) is the primary tool for access, consumption, and management of CXD enabled products purchased from Cyxtera, including CXD Cross Connect. The CXD Command Center is accessed via the Portal.
- **Cyxtera Application Programming Interface (API)** for programmatic resource management. The Cyxtera API will allow customers the ability to create scripts that run system administration commands against CXD resources, such as CXD Cross Connect, equivalent to those actions that can be taken from the CXD Command Center.

### 1.2 Availability

CXD Cross Connects are available in the following data centers. Additional data centers will be added in the future.

Metro Area	Cyxtera Data Centers
Dallas, TX	DFW1, DFW2
Washington, DC	IAD1, IAD2, IAD3
London, UK	LHR1, LHR2, LHR3
New York / New Jersey	EWR1, EWR2, EWR3
Chicago, IL	ORD1, ORD2
San Francisco, CA	SFO1, SFO2, SFO3

## 2 Product Description

Cyxtera’s CXD Cross Connect service provides connectivity between CXD Ecosystem members located in a Cyxtera data center, campus or metropolitan area. CXD Ecosystem members on both sides of the connection

must first establish access to the CXD platform via a CXD Port or Compute Node prior to provisioning a CXD Cross Connect.

The bandwidth for CXD Cross Connect is capped at the minimum port speed on either side of the connection. For example, if the port on the originating side of the connection is a 1Gbps port and the port on the receiving side of the connection is a 10 Gbps port the max throughput will be 1Gbps. Customers are required to manage actual throughput based on specific traffic being sent across the connection. Cyxtera will not cap or “throttle” any traffic across the connection beyond the minimum port speed.

Customers are able to associate multiple VLANs to the CXD Cross Connect at no additional charge.

## 2.1 Connecting to the Cyxtera Extensible Data Center (CXD)

Cyxtera offers CXD Cross Connect service to customers who have established access to the CXD platform. There are two methods for establishing connectivity to CXD in order to provision the CXD Cross Connect service:

- **CXD Port:** Cyxtera colocation customers access services on the CXD platform, such as CXD Cross Connect, by first ordering a [CXD Port](#), giving access to the CXD platform. The CXD Port is connected to the customer environment via [Ecosystem Connect](#). The CXD Port service includes the cross connect from the Ecosystem Connect patch panel to the CXD platform.
- **CXD Compute Node:** [CXD Compute Node](#) customers receive access to the CXD network upon the provisioning of the CXD Compute Node service. There is no additional port to purchase or provision, as access to the CXD platform is included with the purchase of CXD Compute Node.

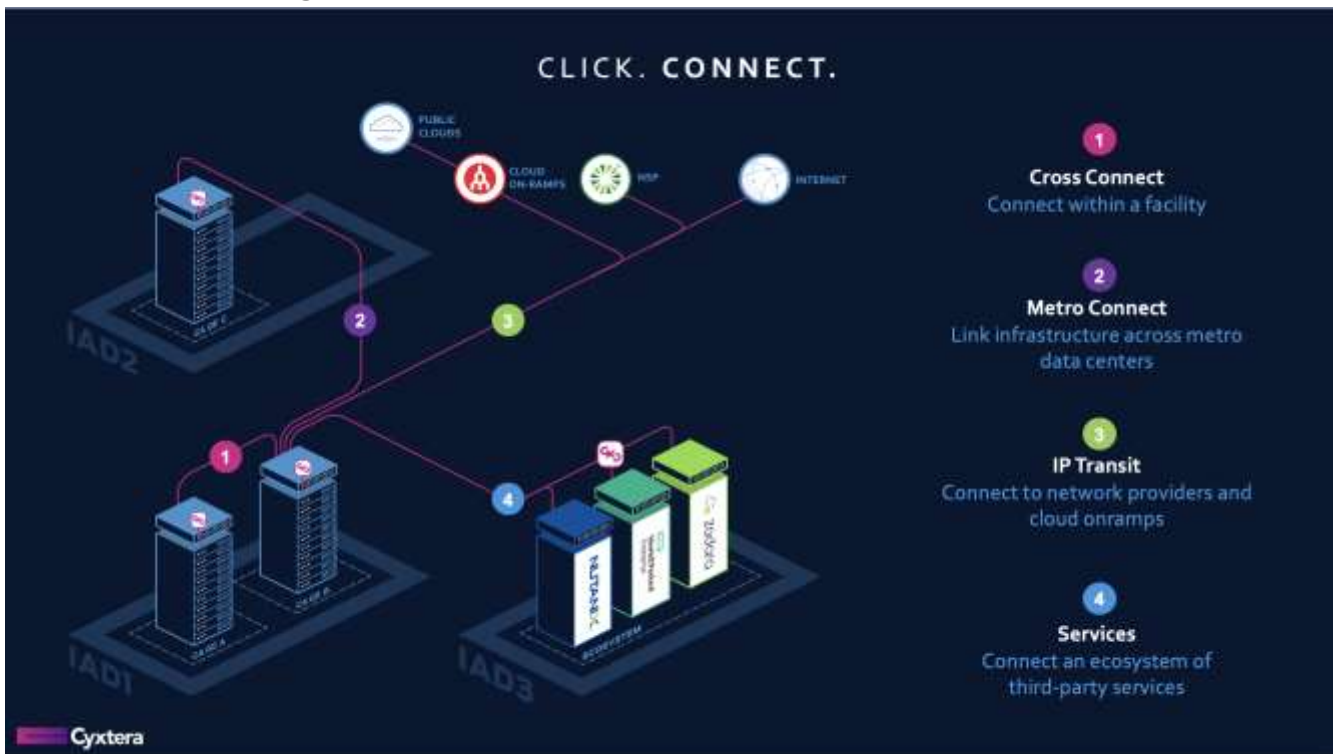
Once CXD platform access is established, customers may order a CXD Cross Connect to connect to another CXD ecosystem member.

**Note:** Customers may establish a connection between two or more of their own environments within the data center, campus, or metropolitan region provided the customer has established access to the CXD platform in all locations being connected. The customer would simply “stretch” a VLAN between the endpoints within the CXD Command Center. When deploying VLAN’s between end points within the customers’ CXD environment, a CXD Cross Connect is not required.

## 2.2 Diversity Options

The customer is able to order multiple instances of CXD Cross Connects between the same or different points on the network, however Cyxtera views each order as a stand-alone instance and does not manage any failover scheme between CXD Cross Connects or VLAN’s associated with the CXD Cross Connect.

### 2.3 Service Diagram



## 3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of a CXD Cross Connect. While specific roles and responsibilities have also been identified as being owned by the customer, any roles or responsibilities not contained in this document are either not provided with the service or assumed to be customer’s responsibility.

### 3.1 Provisioning

Cyxtera will provide the following provisioning services:

- If not previously completed, granting Portal access to administrative users using default administrator privileges and system preferences.
- If not previously completed, granting CXD Command Center and API access to administrative users using default administrator privileges and system preferences.
- Provision of a system-generated key to be used during establishment of the connection with a Z-end connecting party.

Customer is responsible for the following provisioning activities:

- Initiation of CXD Cross Connect service within the CXD Command Center.
- Coordination with the applicable Z-end connecting party of the CXD Cross Connect, the purpose of which being contracting of services and/or sharing of the unique system-generated key required to

- accept the CXD Cross Connect request in the CXD Command Center.
- Management of networks (VLANs) within the CXD Command Center.

### 3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers as well as CXD support personnel. If the customer requires support with their CXD Cross Connect service, they may request assistance from technicians by creating a case within the Portal. Cyxtera will provide all reasonable assistance to the customer while abiding by Cyxtera policies. Support charges may be incurred. See the [Cyxtera Customer Guide](#) for more information about obtaining such support from Cyxtera.

### 3.3 Incident and Problem Management

Cyxtera actively monitors uptime for CXD Cross Connect services, however any service interruption should be reported by the customer via a case in the Portal. Cyxtera will provide incident and problem management services (e.g. classification, recording, escalation, and return to service) pertaining to the infrastructure associated with the associated CXD Cross Connect service. In the event of a service failure, please refer to your CXD Service Level Agreement for details regarding your rights and remedies.

### 3.4 Security

Cyxtera will provide security for the aspects of the Service over which it has sole physical and administrative level control. Cyxtera will use commercially-reasonable efforts to provide Cyxtera data center security, protection of cabling within the cable troughs and/or trays within the Cyxtera data center and administrative controls for access within the Cyxtera facility where the service is provided. Security and access controls will be implemented per Cyxtera standard operating policies. See the [Cyxtera Customer Guide](#) for more information about such security and access controls.

## 4 Business Operations

### 4.1 New Orders

CXD Cross Connect can be ordered in the CXD Command Center or through a Cyxtera Account Representative who will provide the customer a sales order for execution. For Cyxtera colocation (space and power) customers, a CXD Port must be ordered prior to ordering CXD Cross Connect. Customers who purchase CXD Cross Connect on a sales order will be required to access the CXD Command Center to establish the CXD Cross Connect service.

For CXD Compute Node customers, access to the CXD platform is included with the Compute Node service enabling immediate access to the CXD Cross Connect product. Refer to the [CXD Compute Node Service Description](#) for more information.



## 4.2 Changes to Ordered Services and/or Existing Services

The customer is able to manage routing and network (VLAN) configurations associated with the CXD Cross Connect service within the CXD Command Center in real-time.

## 4.3 Disconnects

Disconnects may be requested (a) in the customer portal made available by Cyxtera to customer for such purpose or (b) through any other process permitted by Cyxtera. Additional details can be obtained from your Account Representative.

## 4.4 Expedite Requests

Cyxtera does not allow requests for expedited installation of CXD Cross Connect.

# 5 Service Level Objective (Install)

Cyxtera offers an installation Service Level Objective for CXD Cross Connect. A Service Level Objective ("SLO") is a metric which Cyxtera makes all reasonable efforts to achieve during standard business operations.

For CXD Cross Connect orders placed via the CXD Command Center, services are generally provisioned within 24 business hours of acceptance of the request by both participating parties.

Cyxtera does not offer remediation for missed Service Level Objectives.

# 6 Service Level Agreement (Uptime)

Cyxtera offers an uptime Service Level Agreement for CXD Cross Connect. For more information regarding the service levels offered for your CXD Cross Connect Service and rights and remedies offered in conjunction therewith, please refer to your CXD Service Level Agreement.

# 7 Contract Terms

The following outlines the contract terms associated with the CXD Cross Connect service:

A CXD Cross Connect incurs monthly recurring charges in connection with the provision of such CXD Cross Connect. CXD Cross Connect is considered a month-to-month service and may be canceled with a 30-day notice and customer shall have no liability for early termination charges in connection with such a cancellation. There is no charge to disconnect a CXD Cross Connect.

All use of the CXD Cross Connect service must comply with Cyxtera's [Acceptable Use Policy](https://www.cyxtera.com/pdfs/legal/Cyxtera-Acceptable-Use-Policy.pdf) which may be modified by Cyxtera from time to time by posting an updated AUP at <https://www.cyxtera.com/pdfs/legal/Cyxtera-Acceptable-Use-Policy.pdf> or a successor website designated by Cyxtera.

## 8 Appendix

Included below are links to additional documentation that are related to CXD Cross Connect service.

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)
- [CXD Command Center](#)
- [CXD Port Service Description](#)
- [CXD Compute Node Service Description](#)
- [Ecosystem Connect Service Description](#)