



Service Description

Cyxtera Cross Connect

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1 Introduction

Cyxtera operates a standard, centralized management of interconnection between ecosystem members within its data centers. As part of Cyxtera's data center interconnection design, Cross Connect is the connection between ecosystem members within the Cyxtera Meet Me Room ("MMR") in the Cyxtera data center. Cross Connects are not used to connect two customer environments directly or to other areas within the data center.

1.1 Cyxtera Customer Support Portal

The 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.

1.2 Availability

Cross Connect is available in all Cyxtera data centers.

2 Product Description

Cross Connect is a connection between two endpoints. Cross Connect can be used to enable interconnection between ecosystem members within the Cyxtera MMR or to connect the customer's environment to a Cyxtera data center service.

2.1 Cabling Media and Connectors

Cross Connect is used to complete connections with ecosystem members such as carriers, ISPs or other customers with an Ecosystem Connect presence in the Cyxtera MMR. Cross Connect is also used to connect POTS lines from the Telco Room. An available port within an [Ecosystem Connect](#) is required to place a Cross Connect order. Ecosystem Connect provides connectivity between the customer's environment and the MMR.

Cross Connects can be ordered in a variety of cable media and associated connectors. The options include:

Media	Connector
Fiber	LC
Cat6 Copper (Ethernet / DS ₁ / POTS)	RJ45
COAX (DS ₃)	BNC

Cyxtera will utilize the appropriate media such as single-mode fiber, multi-mode fiber, CAT5 or CAT6 copper to complete the Cross Connect based on the specifications of the network patch panels. Customers may not access the MMR to complete connections. Terminations can only be performed by Cyxtera staff.

2.2 Diversity Options

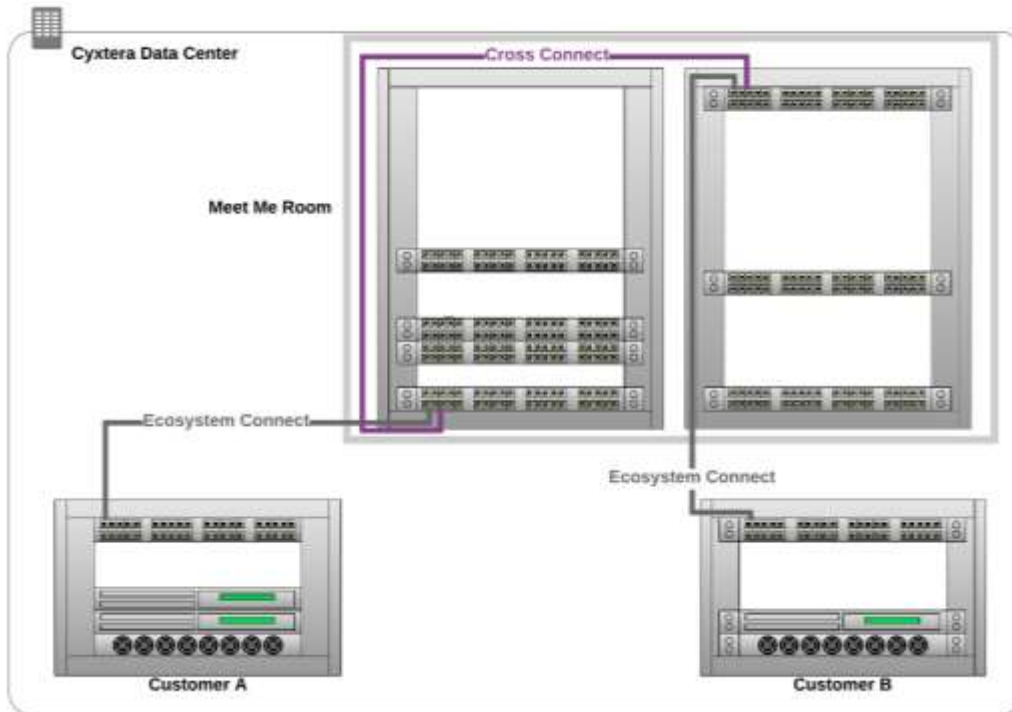
Diversity support for Cross Connect deployments is dependent on the availability of a diverse route to the Meet Me Room from the customer's environment via a separate Ecosystem Connect deployment. Customers must have a diverse Ecosystem Connect in place in order to request a diverse Cross Connect within a Meet Me Room. The customer will need to order two separate instances of Cross Connect and notate that diverse paths are requested during the ordering process.

Cyxtera does not manage any failover associated with diverse Cross Connect implementations. The customer is responsible for any failover between Cross Connect deployments.

2.3 Latency Standards

Cyxtera's interconnection design standards provide connectivity utilizing the most efficient routes available. For standard Cross Connect implementations, average latency is less than one millisecond.

2.4 Service Diagram



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of 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
- Design, installation and test of cabling between ecosystem member patch panels in the MMR
- Physically label all components – cabling, patch panels, ports
- Update inventory within the customer’s account for viewing in the Portal

Customer is responsible for the following provisioning activities:

- Ensuring an Ecosystem Connect is installed and a port is available prior to ordering Cross Connect

- Obtaining a valid [LOA/CFA](#) and including it in the Cross Connect order

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with their Cross Connect service, they can 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 does not actively monitor uptime for Cross Connects. 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 Cross Connect service.

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 data center security, protection of cabling within the cable troughs and/or trays within the data center and administrative controls for access within the 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

A Cross Connect can be ordered through a sales order or self-serve through the Portal. For connections made within the Cyxtera MMR, an Ecosystem Connect must be in place prior to ordering a Cross Connect. The customer will be required to select available ports on their Ecosystem Connect and provide an LOA/CFA form that specifies the connecting party termination points for the Cross Connect.

4.1.1 Letter of Authority / Customer Facility Assignment (LOA/CFA)

A Letter of Authority / Customer Facility Assignment (LOA/CFA) is required to be uploaded with each Cross Connect order. The LOA/CFA provides Cyxtera the authorization to terminate the Cross Connect on the non-ordering customer's panel within the Meet Me Room. It is the responsibility of the ordering party to obtain the LOA/CFA for the order.

4.1.2 Ordering via a Sales Order

When ordering a Cross Connect via a Cyxtera Account Representative who will provide the customer a sales order for execution, the customer will need to provide their specific Ecosystem Connect bundle and port assignments as well as an LOA/CFA to specify the points of terminations for both ends of the Cross Connect. If the LOA/CFA for the terminating party is not submitted with complete and accurate information, the customer will be requested to provide updated information. The customer will be given (3) business days to provide a corrected LOA/CFA. Cyxtera will allow the customer (2) attempts, each with (3) business days to cure. After (2) attempts, Cyxtera reserves the right to cancel the order.

4.1.3 Ordering via the Cyxtera Customer Support Portal

When ordering a Cross Connect via the Portal, the customer will be able to view their current Ecosystem Connect bundle inventory and select the appropriate ports for terminating the Cross Connect. An LOA/CFA will be required to be uploaded with the Portal order submission. Portal orders may not be submitted without an attached LOA/CFA. If the LOA/CFA is incomplete or contains an error, the order will not be accepted by Cyxtera. The customer will be given (3) business days to provide a corrected LOA/CFA. Cyxtera will allow the customer (2) attempts, each with (3) business days to cure. After (2) attempts, Cyxtera reserves the right to cancel the order.

4.2 Changes to Pending Orders

Due to the short installation service level objective for Cross Connect, changes to pending orders are not accepted. The customer will need to cancel the pending order and create a new Cross Connect order for the change, and additional charges may apply.

4.3 Changes to Existing Services

If the customer requires any changes to previously installed Cross Connect services, they will need to submit a disconnect order and a new order to implement the change, and additional charges may apply. Hot Cuts and/or Parallel Cuts are not supported for Cross Connect.

4.4 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.

4.5 Expedite Requests

Request for expedited installation of a Cross Connect is offered on a first come, first served basis and approved by Cyxtera Data Center Operations staff. An expedite fee may apply. Contact your Cyxtera Account Representative to inquire about an expedite request.

5 Service Level Objectives

Cyxtera offers Service Level Objectives for Cross Connect. A Service Level Objective (“SLO”) is a metric which Cyxtera makes all reasonable efforts to achieve during standard business operations. Cyxtera does not offer remediation for missed Service Level Objectives.

Cross Connect is governed by the following SLOs:

5.1 Install

Cyxtera will make all commercially reasonable efforts to complete installation and testing of a Cross Connect within 2 business days of an accepted sales order.

5.2 Uptime

Cyxtera will make all commercially reasonable efforts to ensure that a Cross Connect is available 100% of the time.

A Cross Connect is considered unavailable when the passive physical media used for the connection fail and the endpoints of the connection are not able to maintain communication. A Cross Connect does not employ a protection scheme to re-route traffic in the event of equipment or passive physical media failure. Cyxtera views each Cross Connect order as a stand-alone item and does not build a relationship between different orders.

6 Contract Terms

A Cross Connect order incurs a non-recurring charge to cover the materials and labor associated with installation as well as the monthly recurring charges in connection with the provision of such Cross Connect.

Cross Connect is considered a month-to-month service and may be cancelled 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 Cross Connect.

7 Appendix

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

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)
- [Ecosystem Connect Service Description](#)