Service Description

Cyxtera Cross Connect

Last Updated: June 29, 2021

The terms set forth in this Service Description ("Service Description") apply to colocation services provided by Cyxtera to customer from time to time (the "Services"). With respect to a Service, "Cyxtera," "we," or "us" means (1) if customer has entered into a service order, statement of work or other signed agreement (the "Order") with respect to such Service, the applicable affiliate or subsidiary of Cyxtera Data Centers, Inc. that is a party to such Order, or (2) if customer has not entered into an Order with respect to such Service, (a) if such Service is not a Federal Service, the applicable affiliate or subsidiary of Cyxtera Data Centers, Inc. set forth in the table below, or (b) if such Service is a Federal Service, Cyxtera Federal Group, Inc. "Federal Service" means a Service that is sold by Cyxtera to a (i) U.S. Federal Government Agency, (ii) customer that has notified Cyxtera that such Service is being purchased for use by such customer in fulfillment of, or for purposes of satisfying its obligations under, a contract for a U.S. Federal Government Agency(ies), (iii) customer that has notified Cyxtera that such Service is being purchased for incorporation of such Service into a product or service of such customer to be provided by such customer to a U.S. Federal Government Agency(ies), or (iv) partner or reseller that has notified Cyxtera that it is reselling such Service to a U.S. Federal Government Agency(ies). "U.S. Federal Government Agency" means any agency or department that is an instrumentality of the United States under the executive, legislative or judicial branch of the United States government, or any independent instrumentality of the United States, such as the U.S. Securities and Exchange Commission or the U.S. Federal Communications Commission.

Location of Data Center at which the Service is to be Provided	Affiliate or Subsidiary
United States or Any Other Country Not Listed in this Table	Cyxtera Communications, LLC
Canada	Cyxtera Communications Canada, Inc.
United Kingdom	Cyxtera Technology UK Limited
Japan	Cyxtera Japan, Ltd.
Singapore	Cyxtera Singapore Pte. Ltd.
Hong Kong or China	Cyxtera Hong Kong Limited
Germany	Cyxtera Germany GmbH
Australia	Cyxtera Australia Pty. Ltd.
The Netherlands	Cyxtera Netherlands B.V.

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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 Portal

The Cyxtera 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 Colocation Guide and Handbook 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 a 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 / DS1 / POTS)	RJ45
COAX (DS3)	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 Deployment Standards

For Fiber Cross Connects, Cyxtera employs a One Meet Me Room Policy, where available. The One Meet Me Room policy defines access between MMR's on a campus. This policy requires that all Cyxtera MMR's act as one regardless of where they are located in the Cyxtera suite, building or campus.

Customers ordering a Fiber Cross Connect are able to connect to any other customer (ecosystem member) in any MMR in the Cyxtera campus regardless of which building, floor or suite the MMR termination for the connecting party is located. All Cyxtera MMR's on a campus are connected via a redundant backbone network that is utilized to extend cross connects as needed. Cyxtera will design the customer requested cross connect over Cyxtera's internal backbone data center network in situations where the two connecting party's do not occupy the same MMR. Customer need only provide the end points of the A and Z end terminations via the Ecosystem Connect circuit ID and port.

For Customers ordering a Copper Cross Connect, Cyxtera may utilize a copper Ethernet extension network, where available, to extend the connection when there is a distance limitation that prohibits the standard delivery of a Copper Cross Connect. The extension network may only be used as an Ethernet extension for delivery within the same building. Extension of T1 or ISDN PRI is not supported.

The One MMR Policy does not apply to COAX and POTS Cross Connects. COAX or POTS cross connects will only be deployed between customers that are within the same suite.

2.3 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.
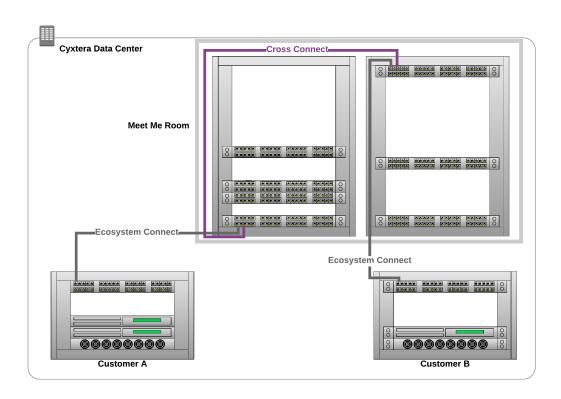
Cyxtera does not manage any failover associated with diverse Cross Connect implementations. The customer is responsible for any failover between Cross Connect deployments.

2.4 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.

2.5 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 with an available port in the same media of the requested service must be in place prior to ordering a Cross Connect. The customer will be required to select an available port on their Ecosystem Connect and provide a LOA/CFA form that specifies the

connecting party termination point for the Cross Connect. A Cross Connect must be ordered for each port the customer wishes to establish a connection.

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 assignment as well as a LOA/CFA to specify the point of termination for 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 port for terminating the Cross Connect. A 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

Changes to existing cross connects are supported via the Customer Support Portal. For changes on either the A-end or Z-end of the connection, a Cross Connect Move service may be ordered in the Cyxtera Customer Support Portal. For clarity:

- A-end is the termination point of the connection that resides on the ordering party's network panel also known as the "near-side" connection. An A-end move is typically requested when a

service needs to be connected to your new or alternate colocation environment in the data center.

- Z-end is the termination point of the connection on the non-ordering party's network panel also known as the "far-side" connection. A Z-end move is typically required when migrating to a new service provider or upgrading a circuit.

The Cross Connect Move service may only be utilized when the cabling media of the Cross Connect is not changing. For example, an existing fiber cross connect cannot be moved to a copper cross connect type. If new cable media is required, an order for a new Cross Connect and Disconnect for the existing Cross Connect must be submitted for the change.

Any moves outside of the Cyxtera Network Panel (such as a jumper change to your equipment within your environment) is not included in the Cross Connect Move service. A Remote Hands ticket is required for changes within the customer environment.

For A-end Cross Connect Move orders, an available Ecosystem Connect port must be available.

For Z-end Cross Connect Move orders, a valid Letter of Authorization/Connecting Facility Assignment (LOA/CFA) must be provided.

All Cross Connect Moves require a minimum 5-business day notice. This timeframe does not include the deployment of a new Ecosystem Connect, if one is required to facilitate the requested move. An incomplete or invalid LOA/CFA could also delay or cancel your move request. See the LOA/CFA Guide for more information.

For all Cross Connect Move orders, a Cyxtera Implementation Specialist will be assigned to assist with scheduling and overall management of the move process.

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.

In some instances, Cyxtera receives a request for disconnect by the Z-end connecting party. For these requests, Cyxtera contact the A-end (ordering party/customer of record) for the impacted service and provides a 30-day notice before the service is disconnected in accordance with the product terms and conditions for month-to-month services outlined in the Cyxtera Customer Colocation Guide and Handbook. The A-end party may dispute or refuse the disconnect by contacting their Cyxtera Account Representative in writing.

4.5   Expedite Requests

Request for expedited installation of a Cross Connect can only be approved by Cyxtera's Service Delivery team. Upon receipt of such a request, Cyxtera's Service Delivery Team will take various factors into account when considering whether or not to approve such request, including, but not limited to, products and services being purchased in the order, scope and scale of the installation of the services being purchased in the order, current Cyxtera workload and/or projects already in flight at the data center, customer's existing environment and procurement lead-times. 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 month-to-month services and may be cancelled by either party by providing at least thirty (30) days advance written notice of cancellation to the other party. The customer shall have no liability for early termination charges in connection with such a cancellation. There is no charge to disconnect a Cross Connect.

Cross Connects may, from time to time, undergo price adjustments upon at least thirty (30) days' advance notice to Customer.

A Cross Connect Move order incurs a non-recurring charge to cover the labor, maintenance window support and overall coordination of the move request.

7 Appendix

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

- Acceptable Use Policy
- Cyxtera Customer Colocation Guide and Handbook
- Cyxtera Portal
- Ecosystem Connect Service Description
- LOA/CFA Guide