

Service Description

Cyxtera Digital Cross Connect

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1 Introduction

As part of Cyxtera's interconnection product portfolio, Digital Cross Connect provides connectivity between Cyxtera Platform Ecosystem members (Cyxtera customers, third parties and partners) over the Cyxtera Platform. A Digital Cross Connect is used to facilitate connections between the ecosystems of Cyxtera customers and third parties located within the same data center, campus, or a Digital Cross Connect for connections across a metropolitan region. Unlike a traditional Cross Connect, a Digital Cross Connect establishes a virtual connection between two customer's ports on the Cyxtera Platform network called [Cyxtera Ports](#) and/or [Enterprise Bare Metal](#) over which multiple virtual local area networks, or "VLANs", can be provisioned in near real-time.

1.1 Self-Service Tools

A Digital 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.
- **Cyxtera Portal** (the "Command Center") is the primary tool for access, consumption, and management of Cyxtera Platform enabled products purchased from Cyxtera, including Digital Cross Connect. The Cyxtera Portal 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 Cyxtera Platform resources, such as Digital Cross Connect, equivalent to those actions that can be taken from the Cyxtera Portal.

1.2 Availability

Digital Cross Connects are available in all Cyxtera data centers equipped with the Cyxtera Platform. Contact your sales representative for more information on current availability.

2 Product Description

Cyxtera's Digital Cross Connect service provides connectivity between Cyxtera Platform Ecosystem members located in a Cyxtera data center, campus or metropolitan area. Cyxtera Platform Ecosystem members on both sides of the connection must first establish access to the Cyxtera Platform via a Cyxtera Port or Enterprise Bare Metal prior to provisioning a Digital Cross Connect.

The bandwidth for Digital 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 Digital Cross Connect at no additional charge.

2.1 Connecting to the Cyxtera Platform

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

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

Once Cyxtera Platform access is established, customers may order a Digital Cross Connect to connect to another Cyxtera Platform 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 Cyxtera Platform in all locations being connected. The customer would simply “stretch” a VLAN between the endpoints within the Cyxtera Portal. When deploying VLAN’s between end points within the customers’ Cyxtera Platform environment, a Digital Cross Connect is not required.

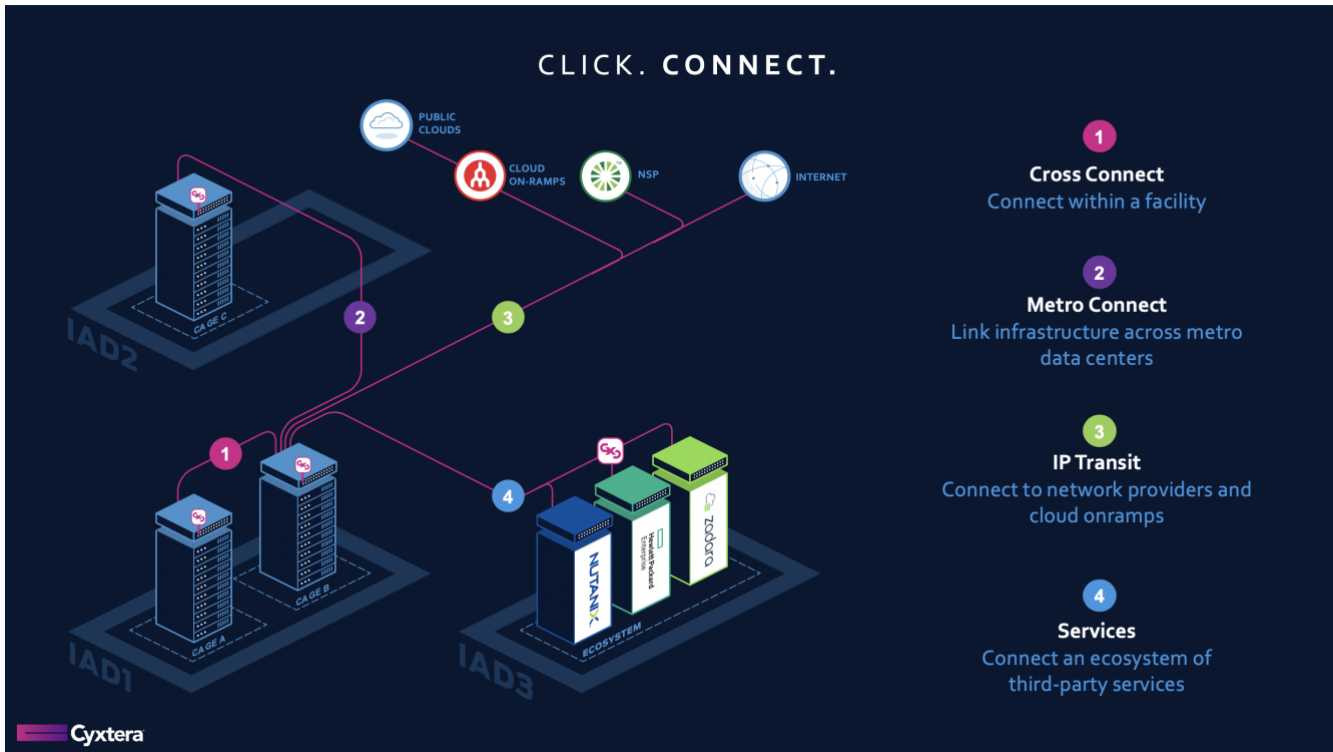
2.2 Encryption

Traffic on the Cyxtera Platform fabric is not encrypted except for across metro links. Cyxtera recommends that customers follow best practices for encrypting any traffic that traverses the Cyxtera Platform fabric.

2.3 Diversity Options

The customer is able to order multiple instances of Digital 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 Digital Cross Connects or VLAN’s associated with the Digital Cross Connect.

2.4 Service Diagram



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of a Digital 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 Cyxtera Portal and API access to administrative users using default administrator privileges and system preferences.

Customer is responsible for the following provisioning activities:

- Initiation of Digital Cross Connect service within the Cyxtera Portal.
- Coordination with the applicable Z-end connecting party of the Digital Cross Connect and the

- purpose of which being contracting of services.
- Management of networks (VLANs) within the Cyxtera Portal.

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers as well as Cyxtera Platform support personnel. If the customer requires support with their Digital 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 Digital 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 Digital Cross Connect service. In the event of a service failure, please refer to your Cyxtera Platform 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

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

For Enterprise Bare Metal customers, access to the Cyxtera Platform is included with the Enterprise Bare Metal service enabling immediate access to the Digital Cross Connect product. Refer to the [Enterprise Bare Metal 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 Digital Cross Connect service within the Cyxtera Portal 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

Request for expedited installation of Digital 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 Objective (Install)

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

For Digital Cross Connect orders placed via the Cyxtera Portal, 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 Digital Cross Connect. For more information regarding the service levels offered for your Digital Cross Connect Service and rights and remedies offered in conjunction therewith, please refer to your Cyxtera Platform Service Level Agreement.

7 Contract Terms

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

A Digital Cross Connect or Digital Cross Connect incurs monthly recurring charges in connection with the provision of such Digital Cross Connect. Digital Cross Connects are 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 any Digital Cross Connect.

All use of the Digital Cross Connect service must comply with Cyxtera's [Acceptable Use Policy](#) 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 Digital Cross Connect service.

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