

Service Description

Cyxtera Digital Cross Connect

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United Kingdom	Cyxtera Technology UK Limited
Japan	Cyxtera Japan, Ltd.
Singapore	Cyxtera Singapore Pte. Ltd.
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1 Introduction

As part of Cyxtera's interconnection product portfolio, Digital Cross Connect and associated Digital Cross Connect product variations, provide connectivity between Cyxtera Platform Ecosystem members (Cyxtera customers, third parties and partners) and certain Cyxtera services over the Digital Exchange 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 for connections across a metropolitan region. Additional use cases are connections to cloud providers, between metro regions and other services as may be defined. Unlike a traditional Cross Connect, a Digital Cross Connect establishes a virtual connection between two customer's ports or Cyxtera services on the Digital Exchange network called [Digital Exchange 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. The Portal is the primary tool for access, consumption, and management of Cyxtera Digital Exchange enabled products purchased from Cyxtera, including Digital Cross Connect.

See the [Cyxtera Customer Guide and Handbook](#) for more information about 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 Digital Exchange. Contact your account representative for more information on current availability.

2 Product Description

Cyxtera's Digital Cross Connect service provides connectivity between Digital Exchange Ecosystem members located in a Cyxtera data center, campus or metropolitan area. Digital Exchange Ecosystem members on both sides of the connection must first establish access to the Digital Exchange via a Digital Exchange Port or Enterprise Bare Metal service 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 accessing the Digital Exchange may use Digital Cross Connects to connect to the ecosystem of enterprises, service providers or other connecting parties with the added ability to access cloud providers and connect between metro regions globally where Cyxtera operates Digital Exchange platforms.

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

2.1 Connecting to the Digital Exchange

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

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

Once Digital Exchange access is established, customers may order a Digital Cross Connect to connect to another Cyxtera Platform ecosystem member or services.

Customers connecting to other parties across the Digital Exchange within the same campus use the base level Digital Cross Connect product and are billed a flat monthly fee with no set up charges. Similarly, connections over the Digital Exchange between different customers may be completed using the metro variation of the Digital Cross Connect also charging a flat monthly fee with no set up charges.

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 Digital Exchange in all locations being connected. The customer would simply “stretch” a VLAN or VLAN’s between the Digital Exchange Ports owned by the customer using the the Cyxtera Portal to define the VLAN connection points. When deploying VLAN’s between end points within the customers’ Digital Exchange environment, a Digital Cross Connect is not required. This ability is restricted to locations within the same metro region. All connections

between metro regions will require a Digital Cross Connect and will be charged based on bandwidth commitments and distance between end points – See Metro to Metro Connect below.

2.2 Cloud Connect

Customers may utilize Digital Cross Connect to establish connections to certain cloud providers made available over the Cyxtera Digital Exchange fabric. Cyxtera utilizes the network(s) of one or more Cloud On-Ramp providers to complete connections from the Cyxtera location to the designated cloud termination point defined by the customer during the ordering process in the Cyxtera Portal.

Cloud Connect is defined as a Cyxtera service and therefore requires no additional contract with a Cloud On-Ramp provider. Cyxtera manages all connections made via Digital Cross Connect – Cloud Connect for connections through the Cyxtera Digital Exchange fabric to the available cloud provider. Customers are responsible for establishing service with the cloud service provider separately for completion of the connection into the respective cloud.

Customers accessing Digital Cross Connect to complete connections to cloud providers will be charged via the following product codes specifically designed for this purpose. They are:

- Digital Network Access Fee
- Digital Network Virtual Connection

The Digital Network Access Fee charges a flat fee for access to the network of the third party network provider accessible via the Digital Cross Connect Cloud Connect service.

Digital Network Virtual Connect charges a variable fee associated with the allocated bandwidth and the length of the connection from the Cyxtera side A-End connecting point to the Z-End cloud provider termination point.

Cloud Connect is available in all locations where Digital Cross Connect is available across the Digital Exchange network

2.3 Metro to Metro Connect

Customers may utilize Digital Cross Connect to establish connections between themselves across regions, globally, over the Cyxtera Digital Exchange fabric. Cyxtera utilizes the network(s) of one or more network providers to complete connections between Cyxtera locations defined by the customer during the ordering process in the Cyxtera Portal. At this time Cyxtera will provision Metro to Metro connect between same customer end points in different metro regions only.

Metro to Metro Connect is defined as a Cyxtera service and therefore requires no additional contract with a network provider. Cyxtera manages all connections made via Digital Cross Connect – Metro to Metro Connect for connections through the Cyxtera Digital Exchange fabric to another Cyxtera Data Center in another metro region.

Customers accessing Digital Cross Connect – Metro to Metro Connect to complete connections to multiple metro regions will be charged via the following product codes specifically designed for this purpose. They are:

- Digital Network Access Fee
- Digital Network Virtual Connection

The Digital Network Access Fee charges a flat fee for access to the network of the third party network provider accessible via the Digital Cross Connect – Metro to Metro service.

Digital Network Virtual Connect charges a variable fee associated with the allocated bandwidth and the length of the connection from the Cyxtera side A-End connecting point to the Cyxtera Z-End termination point.

Metro to Metro Connect is available in all locations where Digital Cross Connect is available across the Digital Exchange network

2.4 Encryption

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

2.5 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.

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 Digital Exchange 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 and Handbook](#) 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 [Digital Exchange 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 and Handbook](#) for more information about such security and access controls.

4 Business Operations

4.1 New Orders

Digital Cross Connect may be ordered via the Cyxtera Portal. For Cyxtera colocation (space and power) customers, a Digital Exchange Port must be ordered prior to ordering Digital Cross Connect.

For Enterprise Bare Metal customers, access to the Digital Exchange 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 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

Expedited requests for Digital Cross Connect are not available.

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 [Digital Exchange Service Level Agreement](#).

7 Contract Terms

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

A 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 a 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 Information Guide & Handbook](#)
- [Cyxtera Customer Support Portal](#)
- [Cyxtera Portal](#)
- [Digital Exchange Port Service Description](#)
- [Enterprise Bare Metal Service Description](#)
- [Ecosystem Connect Service Description](#)