Service Description

Cyxtera Ecosystem Connect

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Location of Data Center at which the Service is to be Provided	Affiliate or Subsidiary
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Japan	Cyxtera Japan, Ltd.
Singapore	Cyxtera Singapore Pte. Ltd.
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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, Ecosystem Connect is the "on ramp" for connecting to carriers, content providers, cloud providers, financial exchanges and other enterprise customers within the Cyxtera data center. Ecosystem Connect provides connectivity from a Cyxtera colocation customer environment within the data center to the Cyxtera Meet Me Room ("MMR"). Once Ecosystem Connect is installed, customers are able to complete connections to data center services and other ecosystem members by ordering a Cross Connect.

Ecosystem Connect includes:

- Bundled cabling and associated connectors sold in pre-defined connection quantities
- Passive network panels in both the customer environment and the MMR where the Ecosystem Connect terminates

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

Ecosystem Connect is available in all Cyxtera data centers.

2 Product Description

Ecosystem Connect is the initial step in establishing connectivity with other ecosystem members in the Cyxtera Meet Me Room within the data center. The service includes cabling, patch panels and labor to install the connection. Once Ecosystem Connect is installed, customers have the ability to order Cross Connects to complete connections to data center services and to other ecosystem members.

Ecosystem Connect is used solely for connectivity from the customer's environment to the Cyxtera Meet Me Room and cannot be used to connect to other locations within the data center.

2.1 Cable Bundles

Customers purchase Ecosystem Connect in pre-defined cable bundles based on the type of connections desired and may purchase multiple quantities of bundles as needed.

Ecosystem Connect bundles available include:

Media	Number of Connections					
	3	6	12	24	48	72
Fiber		X	X	X	X	X
Copper	X	X	X			
COAX	X	X				

2.2 Cabling Media and Connectors

Cyxtera provides multiple physical cabling options for Ecosystem Connect deployments. Single-mode fiber is the standard media utilized for Ecosystem Connect, however multi-mode fiber, copper and coaxial cable are also available. Common cable connectors are included based on the media selected.

Physical Cabling and Standard Connectors available include:

Media	Connector
Single-mode Fiber	LC
OM4 Multi-mode Fiber	LC
Cat6 Copper (Ethernet / DS1)	RJ45
COAX (DS3)	BNC

To ensure protection and prevent interaction with other cables, fiber cabling is deployed as armored (standard) or double-jacketed and copper and coax cabling is deployed with nylon wrapping.

2.3 Patch Panels

Ecosystem Connect cabling terminates at panels located in the customer environment and the MMR. The panel located in the customer environment is considered the Cyxtera Network Bulkhead in which all network products will terminate. Ecosystem Connect includes passive network panels and fiber cartridges, jacks and/or couplers to connect the various types of cabling media and connectors offered within the Cyxtera network portfolio.

The customer-side panel deployed for all Ecosystem Connect orders is a 1RU modular panel that can support fiber, copper and coax connections. An overhead rack and zero-U panel are also available for customers that may not have space available in their environment to support the 1U panel. Customers may not substitute another panel in lieu of the standard panels deployed as part of Ecosystem Connect.

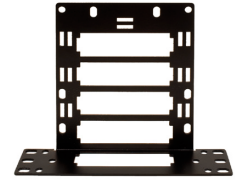Additional panels will be installed as required to support new Ecosystem Connect cabling bundles.

Below is a visual representation of the customer-side panel options.

| 1RU Modular Panel | Overhead Rack | Zero-U Mounting Bracket |

Customers may not access the MMR to complete connections. Terminations can only be performed by Cyxtera staff.

2.4 Diversity Options

Diversity support for Ecosystem Connect is based on the availability of a diverse route to the MMR. The customer will need to order two separate instances of Ecosystem Connect and notate that diverse paths are requested as a part of the order. Cyxtera will determine the availability of diverse paths and, if available, design and install accordingly. If a diverse path is not available, the customer will be notified, and the requested Ecosystem Connect Services for which a diverse path is not available will be cancelled.

If diverse paths are available and deployed, Cyxtera does not manage any failover associated with different Ecosystem Connect implementations. The customer is responsible for any failover between Ecosystem Connect deployments.

2.5 Latency Standards

Cyxtera Ecosystem Connect standard design is to provide connectivity from the customer environment to the nearest MMR within the data center. For standard implementations, average latency is less than one millisecond.

2.6 Service Diagram
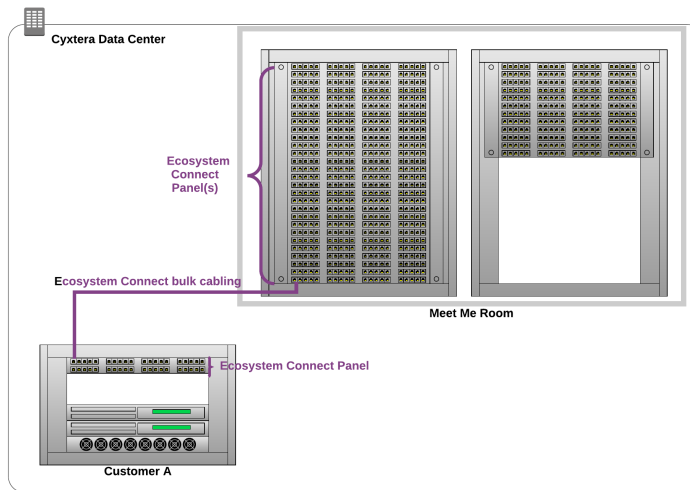
3 Service Delivery and Support

The following outlines Cyxtera's roles and responsibilities in the service delivery of Ecosystem 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 bulk cabling and connectors selected, as well as patch panels in the customer environment and 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:

- Provide the cabinet/rack position for the environment where Ecosystem Connect should be terminated
- Provide the location within the cabinet or rack where the patch panel will be installed

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with their Ecosystem 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 Ecosystem Connect, as it is a passive cable system. 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 Ecosystem 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

Ecosystem Connect can be ordered through a Cyxtera Account Representative who will provide the customer a sales order for execution or self-serve through the Portal. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the installation of the Ecosystem Connect on behalf of the customer.

4.2 Changes to Ordered Services and/or Existing Services

Unless otherwise agreed by Cyxtera, in its sole discretion, if the customer requires any changes to (a) an ordered Ecosystem Connect Service before installation of such Service or (b) a previously installed Ecosystem Connect Service, 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 Ecosystem Connect.

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 Ecosystem Connect can only be approved by Cyxtera's Implementation Services team. Upon receipt of such a request, Cyxtera's Implementation Services 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 Ecosystem 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.

Ecosystem Connect is governed by the following SLOs:

5.1   Install

Cyxtera will make all commercially reasonable efforts to complete installation and testing of an Ecosystem Connect service within 15 business days of an accepted sales order.

5.2   Uptime

Cyxtera will make all commercially reasonable efforts to ensure that Ecosystem Connect services are available 100% of the time.

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

6   Contract Terms

An Ecosystem Connect order incurs a non-recurring charge ("NRC") to cover the materials and labor associated with installation. The NRC is based on the bulk cabling media and bundle quantity ordered.

There is no charge to disconnect an Ecosystem Connect.

7   Appendix

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

- Acceptable Use Policy
- Cyxtera Customer Guide
- Cyxtera Customer Support Portal
- Cross Connect Service Description