



Service Description

Cyxtera Ecosystem Entrance Panel

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1 Introduction

Cyxtera operates a standard method of interconnection between ecosystem members within the Cyxtera Meet Me Room (“MMR”). Ecosystem Entrance Panel provides the rack space, panel and ports for MMR termination of outside cabling entering a Cyxtera data center. No cabling may be terminated within the MMR unless delivering to an Ecosystem Entrance Panel in a common Cyxtera rack. Ecosystem Entrance Panel is commonly ordered in conjunction with Cyxtera products – [Express Entrance](#) and [Roof Rights](#).

Examples of deployments that utilize the aforementioned conduit products and Ecosystem Entrance Panel include:

- Fiber deployments into the data center via [Express Entrance](#) from the manhole on the street.
- Fiber being deployed into the Cyxtera suite from another facility operator or area of a multi-tenant data center building.
- Cabling from an antenna deployed as part of a [Roof Rights](#) license.

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. More specifically, customers can view their Ecosystem Entrance Panel inventory and open support cases via the Portal once such functionality has been enabled for the customer by Cyxtera. See the [Cyxtera Customer Guide](#) for more information about the Portal.

1.2 Availability

Ecosystem Entrance Panel is available in all Cyxtera data centers.

2 Product Description

Ecosystem Entrance Panel provides the MMR termination point for customers that are bringing outside cabling into the data center who may not have colocation space on the data center floor or do not desire to connect the cabling directly to their colocation environment. Once an Ecosystem Entrance Panel is installed and cabling terminated, connections between other ecosystem members and Ecosystem Entrance Panel can be completed via a [Cross Connect](#) order.

Ecosystem Entrance Panel is used solely for terminations into the MMR and cannot be used in other locations within the data center.

2.1 Patch Panel(s) and Termination Standards

For each Ecosystem Entrance Panel ordered, Cyxtera will provide a 24 port, 1 rack unit (“RU”) modular panel for termination of cabling in the Cyxtera MMR. Customers may not provide their own panel.

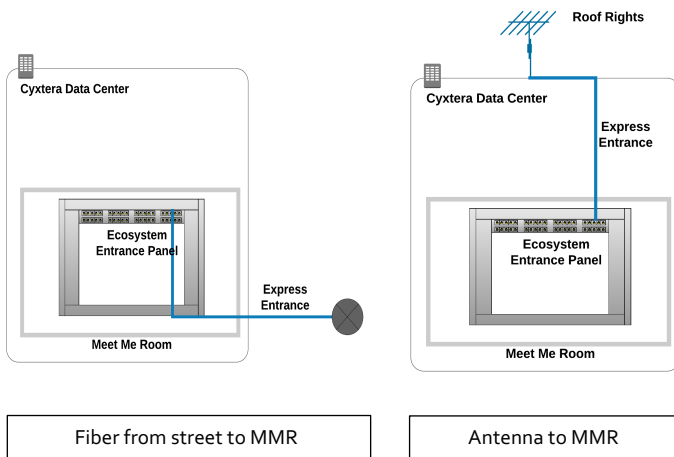
Customers deploying cabling to the MMR may terminate all or a portion of the inbound cabling during the

initial installation. Customers choosing to leave a portion of the cabling coiled and unterminated may order additional Ecosystem Entrance Panels at a later date. Cyxtera will not reserve or guarantee contiguous rack space required for termination of any cabling not terminated during the initial installation. All cable left coiled should include enough length to reach other areas of the MMR.

All access to the MMR by customer or customer’s representative to complete terminations will be supervised by Cyxtera and will incur the fee set forth in the sales order.

2.2 Service Diagram

The following diagrams represent common service implementations for Ecosystem Entrance Panel.



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Ecosystem Entrance Panel. 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.
- Providing rack space for the Ecosystem Entrance Panel.
- Installation of Ecosystem Entrance Panel(s) in the MMR.
- Physical labeling of components – rack, patch panel, ports.
- Updating the inventory within the customer’s account for viewing in the Portal.

Customer is responsible for the following provisioning activities:

- Ordering of a Cyxtera conduit product for fiber or cable entry into the MMR, if applicable.

- Termination and testing of fiber or cabling to the Ecosystem Entrance Panel if not requested as part of an associated Cyxtera conduit product order. Any termination and/or testing of fiber done by the customer in the MMR requires Cyxtera supervision via a Remote Hands ticket.

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with their Ecosystem Entrance Panel, 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 cabling terminated to an Ecosystem Entrance Panel. 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 Ecosystem Entrance Panel.

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 Entrance Panel is ordered through a Cyxtera Account Representative who will provide the customer a sales order and SOW for execution. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the provision of services contemplated thereunder.

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 Entrance Panel Service before installation of such Service or (b) a previously installed Ecosystem Entrance Panel 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 cabling associated with an Ecosystem Entrance Panel.

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 Entrance Panel 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 does not offer Service Level Objectives for Ecosystem Entrance Panel.

6 Contract Terms

An Ecosystem Entrance Panel 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 installation of such Ecosystem Entrance Panel.

Ecosystem Entrance Panel 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 an Ecosystem Entrance Panel.

7 Appendix

Included below are links to additional documentation that are related to Ecosystem Entrance Panel.

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)
- [Express Entrance Service Description](#)
- [Roof Rights Service Description](#)
- [Cross Connect Service Description](#)