

Service Description

Cyxtera Express Entrance

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<u>Location of Data Center at which the Service is to be Provided</u>	<u>Affiliate or Subsidiary</u>
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 method of interconnection within its data centers. As part of Cyxtera's data center interconnection design, Express Entrance provides the ability for customers to connect into the Cyxtera data center from outside the Cyxtera managed space.

Customers may utilize Express Entrance in cases such as:

- Conduit access for fiber being deployed into the Cyxtera data center from a manhole on the street.
- Fiber deployed into the Cyxtera suite from another area not managed by Cyxtera within a multi-tenant building.
- Connecting an antenna deployed as part of a [Roof Rights](#) license

Express Entrance is sold as Express Entrance – Conduit or Express Entrance – Fiber.

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

Express Entrance options are available in most Cyxtera data centers. Contact your Account Representative to inquire about availability in specific centers.

2 Product Description

Express Entrance is required for all connectivity into a Cyxtera facility. Customers are able to pull in fiber via conduit or utilize Cyxtera-owned fiber available between a non-Cyxtera or 3rd party space, such as a building Meet Me Room or Carrier Room, and the Cyxtera suite, where available.

2.1 Express Entrance – Conduit

Express Entrance – Conduit provides Cyxtera data center access or egress in support of cabling entering into the facility. Conduit associated with Express Entrance is deployed to house fiber or copper which is classified as either outside plant or inside plant.

- **Outside Plant (OSP):** Cabling from the zero manhole outside of the building.
- **Inside Plant (ISP):** Cabling from within the building, but outside the Cyxtera suite.

The deployment may be Conduit, Innerduct or Maxcell in a larger conduit. Customers can contract installation services directly from Cyxtera or a third-party vendor pre-approved by Cyxtera in writing. Cyxtera reserves the right to supervise any installation work to be performed by such third-party vendor. The customer will be subject to a minimum of (8) hours in supervisory fees when using their own contractor. In the event a customer elects to use a Cyxtera-approved third-party vendor, the design, specifications and details of the

installation and the site survey to be obtained by the third-party vendor must also be pre-approved by Cyxtera in writing.

Customers may terminate cabling either directly to their colocation environment or to the Cyxtera Meet Me Room ("MMR"). Specifications on how the connection is to be terminated should be included in the Statement of Work (the "SOW") between customer and Cyxtera for such services. Cabling pulled into the Cyxtera data center is considered customer network and is not associated with Cyxtera network products and may not terminate to any gear associated with Cyxtera deployed network products such as [Ecosystem Connect](#).

2.1.1 Customer Cabinet or Cage Termination

Inbound cabling is delivered and terminated to a designated panel or left coiled within the customer colocation environment. Panels are not provided by Cyxtera unless noted in a SOW. Panels may be of the customers choosing when terminating inside the customer space. Cyxtera will perform cross connections of inbound fiber to panels as defined in a SOW or separately via Cyxtera Remote Hands for connections required at a future date.

2.1.2 Meet Me Room Termination

In order to terminate into the Cyxtera Meet Me Room, customers must purchase the [Ecosystem Entrance Panel](#) product which reserves space in a common rack within the Cyxtera MMR and allows for the provision of Letter of Authorization/Connecting Facility Assignment ("LOA/CFA") for connections to other parties in the Cyxtera suite. Customers purchasing Ecosystem Entrance Panel will be provided space by the Rack Unit ("RU") in 1RU increments, each RU is approximately 1.75" or 44.45mm. Customers may not provide their own panel(s) for termination of inbound connections within the Cyxtera Meet Me Room.

2.2 Express Entrance – Fiber, Express Entrance – Fiber (Custom Bundle)

Express Entrance – Fiber provides access to Cyxtera-owned single-mode fiber connecting a 3rd party provider location and the Cyxtera suite. The product is sold in bundles of 6, 12 or 24 connections deployed with LC connectors.

For larger bundles, Cyxtera offers a product called Express Entrance – Fiber (Custom Bundle) in which deployment specifications will be captured on a Statement of Work ("SOW") upon approval from Cyxtera.

Express Entrance – Fiber terminates within the Cyxtera MMR and is associated to ports on a common Cyxtera panel. The applicable ports on the panel will be associated with the customer's Express Entrance – Fiber and can be used to provide LOA/CFA for future cross connect ordering.

Cross connects in the 3rd party (non-Cyxtera area) are included with the product to complete the connection between the ordering party and the Cyxtera patch panel within the 3rd party area. Cyxtera will order the 3rd party cross connects on behalf of the customer based on the LOA/CFA required to be provided by the customer defining the Z-end termination location within the 3rd party location (see the [Cyxtera LOA/CFA Guide](#) for more details).

2.3 Diversity Options

Diverse routes may be approved on an individual case basis.

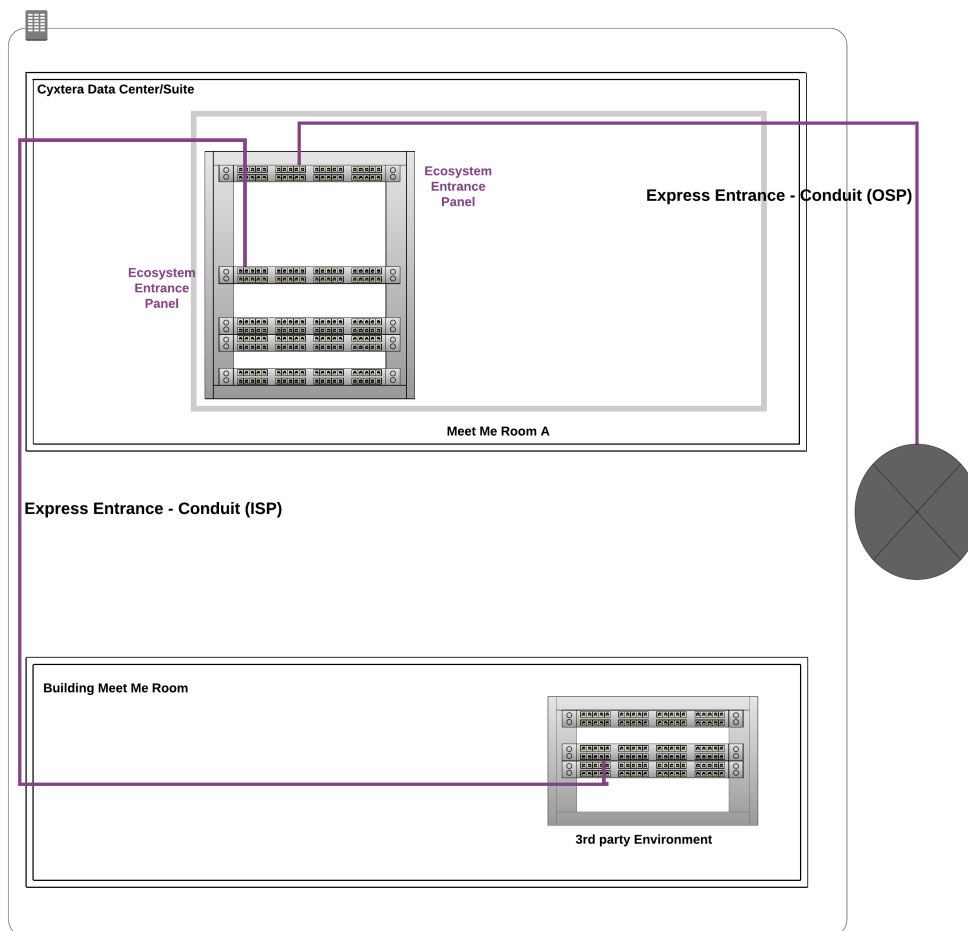
2.4 Latency Standards

Cyxtera’s interconnection design standards provide connectivity utilizing the most efficient routes available. However, due to the variety of design elements that could be associated with each individual Express Entrance-Fiber deployment (scope of work elements, building design, etc.) latency may vary. Latency standards do not apply to Express Entrance-Conduit.

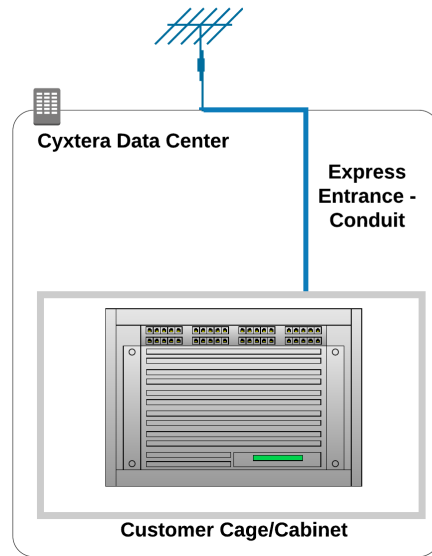
2.5 Service Diagram

The following diagrams represent common service implementations for Express Entrance.

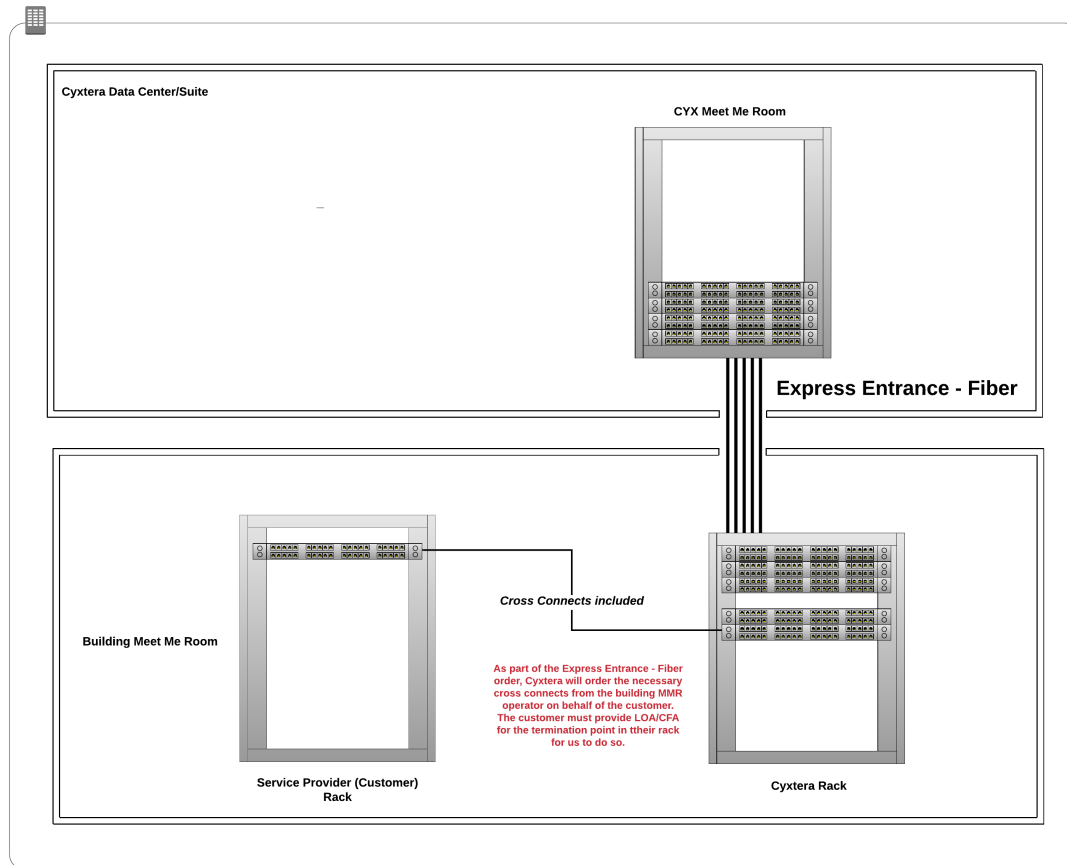
2.5.1 Diagram of Express Entrance – Conduit for OSP or ISP connections terminated to the Cyxtera MMR



2.5.2 Diagram of Express Entrance – Conduit for use of connecting an Antenna to a customer’s environment within the Cyxtera Data Center



2.5.3 Diagram of Express Entrance – Fiber for connection of a service provider rack in a non-Cyxtera space to establish presence within a Cyxtera MMR



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Express Entrance. 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 Cyxtera is providing some or all of the installation services associated with an Express Entrance -

- Conduit or Express Entrance – Fiber (Custom Bundle), design and physical installation of conduit and/or cabling as set forth on the SOW. The SOW may include acquiring necessary permits, conducting or obtaining a site survey, installation hardware, labor, test and as-built drawings.
- For Express Entrance – Fiber and/or Express Entrance – Fiber (Custom Bundle), ordering of 3rd Party cross connects and allocation of bundled fiber and associated ports to establish a presence within the Cyxtera MMR.
- Updating the inventory within the customer’s account for viewing in the Portal.

Customer is responsible for the following provisioning activities:

- If not requesting Cyxtera provide all of the installation services associated with Express Entrance - Conduit, contract with a Cyxtera-approved construction vendor to complete the work required to run cabling and complete the installation services (which, for the avoidance of doubt, includes acquiring necessary permits and conducting or obtaining a site survey).
- Ordering of [Ecosystem Entrance Panel](#) for termination of any cabling in the Cyxtera MMR associated with Express Entrance – Conduit
- Providing LOA/CFA for connections required within a 3rd party area associated with the deployment of Express Entrance – Fiber or Express Entrance – Fiber (Custom Bundle).

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with Express Entrance product offers, 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 does not actively monitor uptime for cabling associated with Express Entrance. 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 Express Entrance.

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

Express Entrance-Conduit and Express Entrance-Fiber are ordered through a Cyxtera Account Representative.

Express Entrance-Conduit requires the development of a SOW for all deployments. As a part of the quoting process, Cyxtera will complete a survey to identify specific installation requirements that will be detailed on the SOW. In addition, the customer will be asked to define all installation requirements such as cabling to be provided, termination specifications, etc. which will also be included on the SOW. Once all installation details have been documented and agreed upon by the customer and Cyxtera, the Cyxtera Account Representative 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.

Express Entrance- Fiber does not require a SOW unless the customer orders Express Entrance-Fiber (Custom Bundle). In situations where a SOW is required as a part of the quoting process, the customer will be asked to define the custom number of connections required, which will also be included on the SOW. Once all installation details have been documented and agreed upon by the customer and Cyxtera, the Cyxtera Account Representative will provide the customer a sales order and SOW (if required) 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 Express Entrance Service before installation of such Service or (b) a previously installed Express Entrance Service, they will need to submit a disconnect order and a new order to implement the change, additional charges may apply.

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 Express Entrance 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 Express Entrance services.

6 Contract Terms

An Express Entrance-Conduit order incurs a non-recurring charge to cover the materials and labor associated with installation (including, for the avoidance of doubt, any materials and labor set forth on a SOW, if any) as well as the monthly recurring charges which are based on the diameter inch of conduit utilized in connection with the provision of such Express Entrance-Conduit service.

An Express Entrance-Fiber order incurs a non-recurring charge to cover the materials and labor associated with installation (including, for the avoidance of doubt, any materials and labor set forth on a SOW, if any) as well as the monthly recurring charges associated with the quantity of connections purchased.

Unless otherwise agreed in the service order for the Express Entrance Service, all Express Entrance service options require a minimum 12-month term.

If the customer disconnects the Express Entrance service prior to the end of their then-current term for such service, early termination fees will apply as outlined in the Service Agreement.

7 Appendix

Included below are links to additional documentation that are related to Express Entrance.

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)
- [Ecosystem Connect Service Description](#)
- [Ecosystem Entrance Panel Service Description](#)
- [Roof Rights Service Description](#)
- [LOA/CFA Guide](#)