

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 – Colocation Entity Limited
Germany	Cyxtera Germany GmbH
Australia	Cyxtera Australia Pty. Ltd.

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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 Cyxtera data center access or egress in support of outside plant or inside plant connections. Customers may utilize Express Entrance in cases such as:

- Fiber being deployed into the data center from a manhole on the street
- Fiber being deployed into the Cyxtera suite from another facility operator or area of a multi-tenant data center building
- Connecting 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. See the [Cyxtera Customer Guide](#) for more information about the Portal.

1.2 Availability

Express Entrance is 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 cabling that enters a Cyxtera facility. 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 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.

Conduit associated with Express Entrance is deployed to house fiber coming into the Cyxtera data center. Fiber is classified as either outside plant or inside plant:

- **OSP:** Cabling being brought into the data center from the zero manhole outside of the building.
- **ISP:** Cabling being brought into the data center from within the building, but outside the Cyxtera suite.

2.1 Termination Options

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 (a) if Cyxtera is providing the installation services, the Statement of Work (the "SOW") between customer and Cyxtera for such services, or (b) if customer will be contracting installation services from a Cyxtera-

approved third-party vendor, the design, specifications and details of the installation provided by customer to Cyxtera and pre-approved by Cyxtera in writing.

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.

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. 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 provide their own panel(s) or Cyxtera will provide a panel for termination of inbound connections.

2.2 Diversity Options

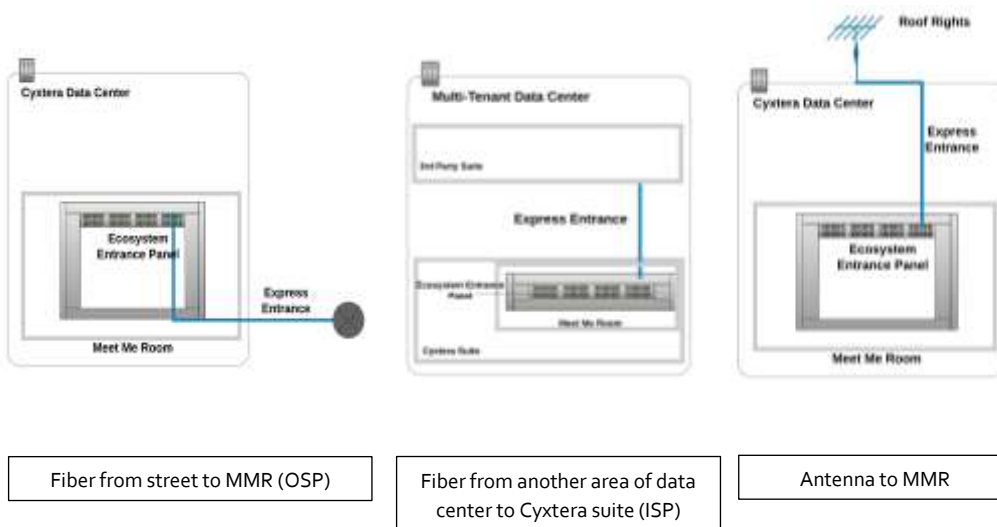
Diverse routes may be approved on an individual case basis.

2.3 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 deployment (scope of work elements, building design, etc.) latency may vary.

2.4 Service Diagram

The following diagrams represent common service implementations for Express Entrance.



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, 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.
- 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 to provide all of the installation services, 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 cabling in the MMR, if requested.

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with Express Entrance, 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 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 is ordered through a Cyxtera Account Representative who will provide the customer a sales order and, for a Cyxtera-led installation, a Cyxtera 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 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, and 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

Cyxtera does not support requests for expedited installation for Express Entrance.

5 Service Level Objectives

Cyxtera does not offer Service Level Objectives for Express Entrance.

6 Contract Terms

An Express Entrance 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. Unless otherwise agreed in the service order for the Express Entrance Service, Express Entrance requires 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](#)