



## Service Description

# Cyxtera Extended Connect

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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, connections between ecosystem members occur within the Cyxtera Meet Me Room ("MMR"). However, in specific pre-approved instances, Cyxtera will allow a customer the ability to connect to another customer directly, bypassing the MMR. Extended Connect is utilized in these instances and provides the connectivity between two different Cyxtera colocation customer environments.

Extended Connect includes a circuit which is run utilizing common cable troughs and/or trays within the data center and is terminated to Cyxtera network panels installed at each of the customer's colocation environments. Extended Connect is intended to provide connectivity between customers in the same suite or POD.

### 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 Extended Connect 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

Extended Connect is available in all Cyxtera data centers, subject to Cyxtera's approval.

## 2 Product Description

Extended Connect provides direct connectivity between two different customer colocation environments using common cable troughs and/or trays within the data center. The customer selects the preferred cable media which includes standard connectors. Standard delivery is to terminate to Cyxtera network panels installed within each customer's colocation environment.

Extended Connect is offered on an individual case basis and must be approved by Cyxtera Product Management prior to ordering. Extended Connect is used solely for connectivity between different customer environments within the same suite and may not be used to connect to other data center locations such as the Meet Me Room.

### 2.1 Cabling Media and Connectors

Cyxtera provides two physical cabling options for Extended Connect deployments. All cables are deployed as armored cabling to ensure protection and prevent interaction with other cables deployed in common fiber troughs or cable trays. Common cable connectors are included based on the media selected.

Cyxtera provides standard cabling and connectors. Extended Connect includes the following physical standards:

Media	Connector
Fiber	LC
CAT6e Copper (Ethernet / DS1)	RJ45

## 2.2 Termination Options

Cyxtera staff will deliver the Extended Connect circuit to a Cyxtera-provided panel in the customer environment. This panel is considered the Cyxtera network demarcation point in which all network products are deployed and is included with the Extended Connect service if not already deployed within the customer space.

## 2.3 Diversity Options

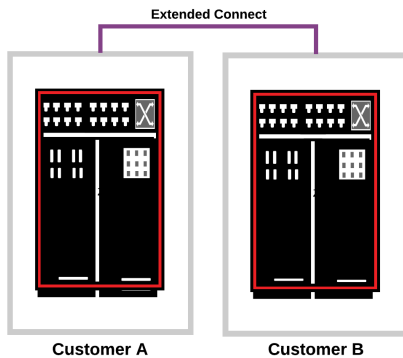
Diversity support for Extended Connect is based on the availability of a diverse route to the connecting location within the Cyxtera data center. Two separate instances of Extended Connect will be required with notation during the ordering process that diverse paths are requested. Cyxtera will determine 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 Extended Connect Services for which a diverse path is not available will be cancelled.

Cyxtera does not manage any failover associated with different diverse Extended Connect implementations. The customer is responsible for any failover between Extended Connect deployments.

## 2.4 Latency Standards

Cyxtera Extended Connect standard design is to provide direct connectivity between customer environments using the most efficient path available. For standard implementations, average latency is less than one millisecond.

## 2.5 Service Diagram



## 3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Extended 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 cabling and network panel (if required).
- Physically label all components.
- Update inventory within the customer’s account for viewing in the Portal.

Customer is responsible for the following deployment activities:

- Physical connection of Extended Connect from Cyxtera demarcation point to customer equipment.

### 3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with their Extended 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 Extended Connect. 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 Extended Connect.

### 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

Extended Connect is ordered through a Cyxtera Account Representative who will provide the customer a sales order for execution. Extended Connect requires approval from Cyxtera Product Management as it is an exception to Cyxtera's standard interconnection design. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the installation of the Extended 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 Extended Connect Service before installation of such Service or (b) a previously installed Extended 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 Extended 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 Extended Connect can only be approved by Cyxtera's Service Delivery team. Upon receipt of such a request, Cyxtera's Service Delivery 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 Extended 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.

Extended Connect is governed by the following SLOs:

### 5.1 Install

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

### 5.2 Uptime

Cyxtera will make all commercially reasonable efforts to ensure that Extended Connect is available 100% of the time.

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

## 6 Contract Terms

An Extended Connect 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 provision of such Extended Connect. Unless otherwise agreed in the service order for the Extended Connect Service, Extended Connect requires a minimum 12-month term.

If the customer disconnects the Extended Connect 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 Extended Connect.

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)