

Service Description

Cyxtera Hybrid Cross Connect

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1 Introduction

Cyxtera operates a standard method of interconnection between ecosystem partners within its data centers. As part of Cyxtera's data center interconnection portfolio of products, Hybrid Cross Connect offers customers the ability to connect their environment to Internet Exchange providers of their choice in the facility or within the metro.

1.1 Cyxtera Portal

The Cyxtera 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.

Management access for Hybrid Cross Connect through the Portal is not available today and development work is in the process of being deployed. Once availability is released Cyxtera will announce for use.

1.2 Availability

Hybrid Cross Connect is available in following Cyxtera data centers:

- Amsterdam - AMS1
- Atlanta – ATL1
- Boston – BOS1
- Chicago – ORD1, ORD2, ORD3
- Columbus - CMH1
- Dallas – DFW1
- Denver – DEN1, DEN2
- Frankfurt – FRA2
- London – LHR1, LHR2, LHR3
- Los Angeles – LAX1, LAX2, LAX3
- New Jersey – EWR1, EWR2, EWR3
- Northern California – SFO1, SFO2, SFO3, SFO4
- Northern Virginia – IAD1, IAD2, IAD3
- Phoenix – PHX1, PHX2
- Seattle - SEA2
- Tampa - TPA1
- Toronto – YYZ1, YYZ2

2 Product Description

Hybrid Cross Connect is a fiber or copper connection between Cyxtera customer and the end provider. Hybrid Cross Connect includes all cabling media to deliver the service. Hybrid Cross connect is a digital and physical connection from the Customer to the provider in either 1G or 10G offering. The customer will utilize their existing Digital Exchange port and traverse over the exchange network to the z-location. From the Z-end Exchange port there will be a physical Cross connect from the Exchange port in the Cyxtera MMR to the z-end provider and or customer. Once connection is established a VLAN will be built by the customer to direct traffic over the exchange to the z-end provider. Hybrid Cross Connect is available in both Fiber and Copper and in 1G or 10G capacities.

2.1 Cabling Media and Connectors

Hybrid Cross Connect is delivered utilizing single-mode fiber with LC connectors or copper with RJ45 connectors. A Digital Exchange port is required to be installed prior to ordering Hybrid Cross Connect. Ecosystem Connect provides connectivity between the customer's environment and the Cyxtera MMR. Any cross connects within the Cyxtera MMR needed to support Hybrid Cross Connect are included at no additional cost and do not require a separate order. Unless the customer selects a specific port assignment during the provisioning process, Cyxtera will deploy Hybrid Cross Connect to the next available port on a customer's Ecosystem Connect bundle. If no ports are available or there is no Ecosystem Connect bundle in place, the Cyxtera Implementation Specialist will contact the customer to coordinate the order of the required Ecosystem Connect service. Customers may not access the Cyxtera MMR to complete connections. Terminations can only be performed by Cyxtera staff.

2.2 Termination Options

The standard termination for Hybrid Cross Connect is between the IX provider Ecosystem panel located in the Cyxtera MMR and the customer Ecosystem panel located in the Cyxtera MMR. LOA/CFA will be needed to complete the connection. Letter of Authority/Connecting Facility Assignment ("LOA/CFA") provided by the customer defining the Z-end connecting party's termination location (see the [Cyxtera LOA/CFA Guide](#) for more details).

2.3 Diversity Options

Diversity to the IX provider can be established if the customer chooses by ordering two connections from the customer cabinet to the IX provider location. Having two connections configured will ensure a redundant path between the customer and IX provider. The customer will manage the redundancy of the connections and establish active connection and redundant connection with the provider. Cyxtera does not manage or control these connections.

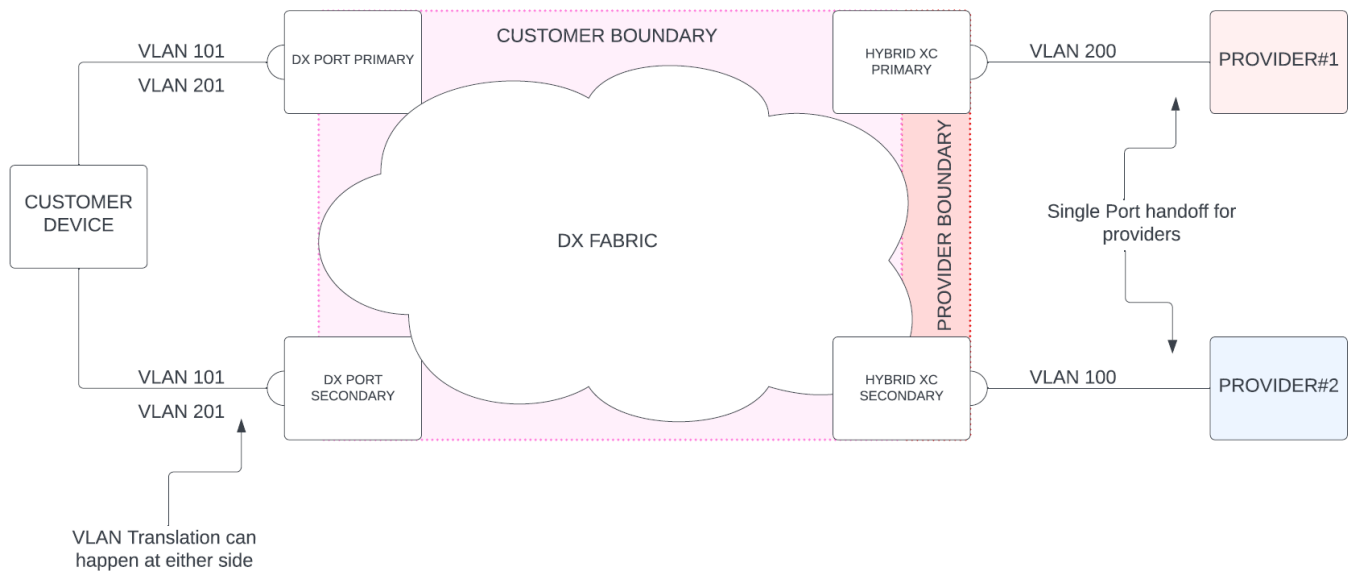
2.4 Latency Standards

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 Hybrid Cross Connect deployment (number of floors traversed, building design, etc.) latency may vary.

2.5 Service Diagram

The following depicts a common example of a Hybrid Cross Connect deployment.



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Hybrid Cross 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:

- Design, installation, and test of cabling between the customer's Ecosystem Connect patch panel in the Cyxtera MMR to the IX Provider Ecosystem Connect patch panel in the Cyxtera 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:

- Ensuring an Ecosystem Connect is installed prior to ordering Hybrid Cross Connect
- Providing an LOA/CFA for the Z-end connecting party's termination location in the Cyxtera meet me area.

3.2 Support

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

Hybrid Cross Connect can be ordered through your Cyxtera Account Representative who will provide the customer a sales order for execution. An Ecosystem Connect must be in place prior to ordering Hybrid Cross Connect. The customer may select a specific Ecosystem Connect bundle and port assignment for termination of the Hybrid Cross Connect circuit during the provisioning process or the Cyxtera Implementation Specialist assigned to the order will choose the next available port on an existing Ecosystem Connect bundle terminating into the customer space.

4.1.1 Letter of Authority / Connecting Facility Assignment (LOA/CFA)

The customer will be required to provide the LOA/CFA to Cyxtera who will use the authorization to complete the connection to the IX provider in the Cyxtera MMR.

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 Hybrid Cross Connect Service before installation of such Service or (b) a previously installed Hybrid Cross Connect 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 through your Cyxtera Account Representative.

4.4 Expedite Requests

Request for expedited installation of Hybrid Cross 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 Hybrid Cross 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.

Hybrid Cross Connect is governed by the following SLOs:

5.1 Install

Cyxtera will make all commercially reasonable efforts to complete the installation and testing of a Hybrid Cross Connect within 2 business days of an accepted sales order.

5.2 Uptime

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

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

6 Contract Terms

An Hybrid Cross 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 Hybrid Cross Connect.

Hybrid Cross Connect 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 Hybrid Cross Connect.

7 Appendix

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

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