Service Description

Cyxtera IX Connect

Last Updated: February 16, 2023

The terms set forth in this Service Description ("Service Description") apply to colocation services provided by Cyxtera to customer from time to time (the "Services"). With respect to a Service, "Cyxtera," "we," or "us" means (1) if customer has entered into a service order, statement of work or other signed agreement (the "Order") with respect to such Service, the applicable affiliate or subsidiary of Cyxtera Data Centers, Inc. that is a party to such Order, or (2) if customer has not entered into an Order with respect to such Service, (a) if such Service is not a Federal Service, the applicable affiliate or subsidiary of Cyxtera Data Centers, Inc. set forth in the table below, or (b) if such Service is a Federal Service, Cyxtera Federal Group, Inc. "Federal Service" means a Service that is sold by Cyxtera to a (i) U.S. Federal Government Agency, (ii) customer that has notified Cyxtera that such Service is being purchased for use by such customer in fulfillment of, or for purposes of satisfying its obligations under, a contract for a U.S. Federal Government Agency(ies), (iii) customer that has notified Cyxtera that such Service is being purchased for incorporation of such Service into a product or service of such customer to be provided by such customer to a U.S. Federal Government Agency(ies), or (iv) partner or reseller that has notified Cyxtera that it is reselling such Service to a U.S. Federal Government Agency(ies). "U.S. Federal Government Agency" means any agency or department that is an instrumentality of the United States under the executive, legislative or judicial branch of the United States government, or any independent instrumentality of the United States, such as the U.S. Securities and Exchange Commission or the U.S. Federal Communications Commission.

Location of Data Center at which the Service is to be Provided	Affiliate or Subsidiary
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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Contents

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, IX 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 IX Connect through the Portal is not available today and development work in the process to be deployed. Once availability is released Cyxtera will announce for use.

1.2   Availability

IX Connect is available in following Cyxtera data centers:

Cyxtera Data Center	IX Provider
FRA (Frankfurt)	ECIX
DEN (Denver)	Denver-IX
DFW (Dallas)	Mega-IX
IAD (Northern Virginia)	Mega-IX
ORD (Chicago)	DE-CIX
PHX (Phoenix)	Phoenix-IX
SEA (Seattle)	SIX
YVR (Vancouver)	VAN-IX
YYZ (Toronto)	Mega-IX

2 Product Description

IX Connect is a single-mode fiber or copper connection between Cyxtera and the Internet Exchange provider. IX Connect includes cabling media to deliver the service. IX Connect terminates on the Cyxtera side within the Cyxtera Meet Me Room ("MMR") and connects to an available port on a customer's Ecosystem Connect to connect through to the customer environment.

2.1 Cabling Media and Connectors

IX Connect is delivered utilizing single-mode fiber with LC connectors or copper with RJ45 connectors. An Ecosystem Connect is required to be installed prior to ordering IX Connect. Ecosystem Connect provides connectivity between the customer's environment and the Cyxtera MMR. Any cross connects within the Cyxtera MMR needed to support IX 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 IX 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 IX 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 IX Connect deployment (number of floors traversed, building design, etc.) latency may vary.

2.5   Service Diagram

The following depicts a common example of a IX Connect deployment.
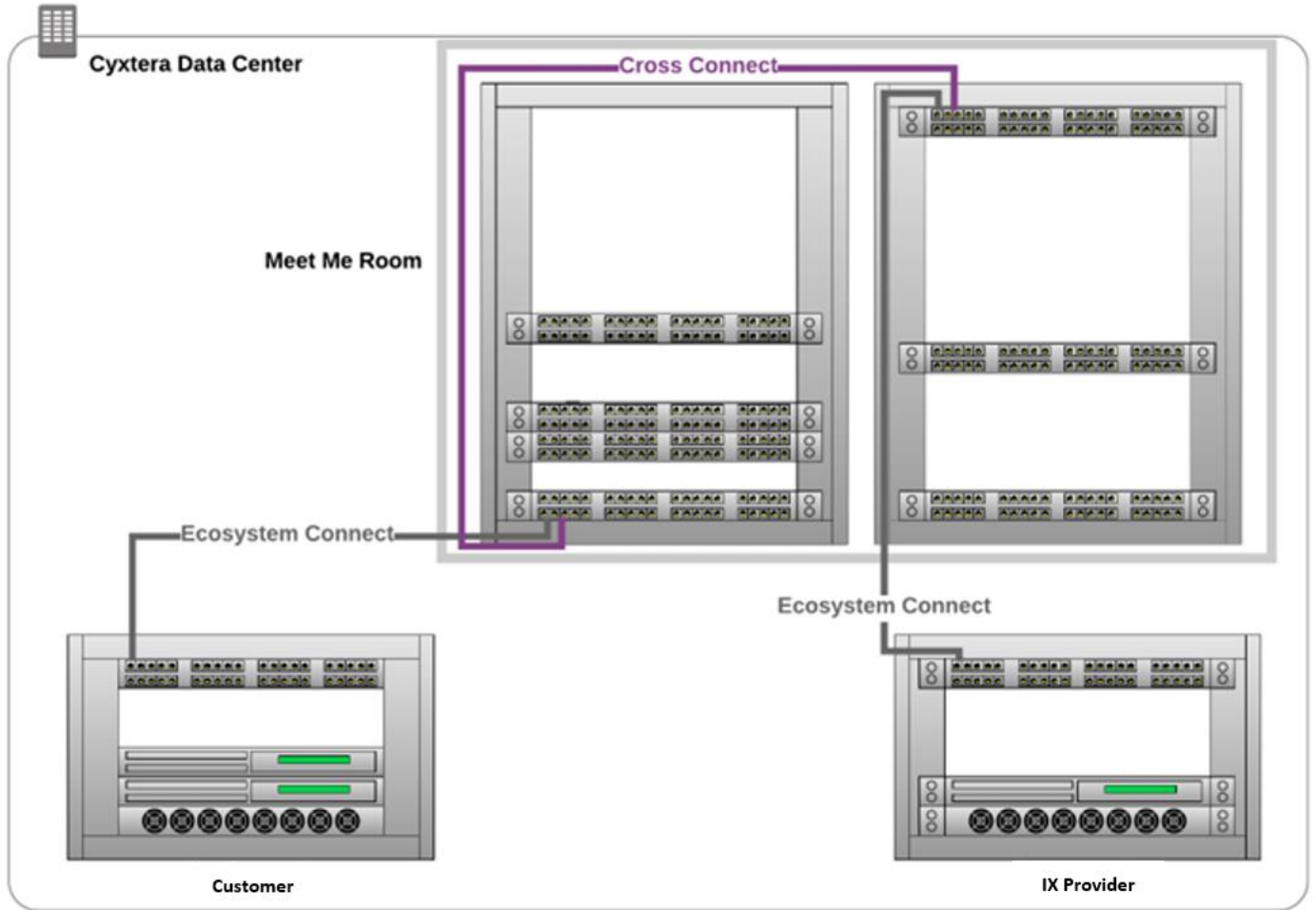
3   Service Delivery and Support

The following outlines Cyxtera's roles and responsibilities in the service delivery of IX 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 IX 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 IX 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 IX 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 IX 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

IX 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 IX Connect. The customer may select a specific Ecosystem Connect bundle and port assignment for termination of the IX 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 IX Connect Service before installation of such Service or (b) a previously installed IX 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 IX 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 IX 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.

IX 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 IX Connect within 2 business days of an accepted sales order.

5.2 Uptime

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

An IX 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 IX Connect does not employ a protection scheme to re-route traffic in the event of equipment or passive physical media failure. Cyxtera views each IX Connect order as a stand-alone item and does not build a relationship between different orders.

6 Contract Terms

An IX 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 IX Connect.

IX 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 IX Connect.

7 Appendix

Included below are links to additional documentation that are related to IX Connect service.
- Acceptable Use Policy
- Cyxtera Customer Guide
- Cyxtera Portal
- Ecosystem Connect Service Description
- Cyxtera LOA/CFA Guide