Service Description

Cyxtera Intra Customer Connect

Last Updated: April 22, 2021

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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1   Introduction

Cyxtera operates a standard, centralized management of interconnection within its data centers. As part of Cyxtera's data center interconnection design, Intra Customer Connect provides direct connectivity between the same Cyxtera colocation customer's environments within the data center.   Intra Customer Connect is typically utilized when a Cyxtera colocation customer is expanding their footprint within the data center, and their additional environment is not contiguous to their current environment.

Intra Customer Connect should not be confused with the Cyxtera Structured Cabling product which provides support for cabling within a customer environment and does not access the facility's common underfloor or overhead cabling management system.

Intra Customer Connect may be purchased as Intra Customer Connect – IntraSuite or Intra Customer Connect – IntraBuilding depending on the area within the building that the connection needs to traverse. Intra Customer Connect – IntraSuite includes options for termination to a Cyxtera provided panel for an additional fee.

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

Intra Customer Connect is available in all Cyxtera data centers.

2   Product Description

Intra Customer Connect provides the ability for customers to connect their non-contiguous colocation environments that are within the same Cyxtera data center building.

Cyxtera offers two variations of the Intra Customer Connect product.

- **Intra Customer Connect - IntraSuite** provides direct connectivity between two of the same customer's colocation environments located within the same suite using common cable troughs, cable trays and/or underfloor plenum within the data center.
- **Intra Customer Connect - IntraBuilding** provides direct connectivity between two of the same customer's colocation environments located within the same building but in different suites or floors using fiber within common conduit.

Intra Customer Connect is used solely for connectivity between the same Cyxtera customer's environments and cannot be used to connect to the environment of a different Cyxtera customer or location within the data center.

2.1   Intra Customer Connect – IntraSuite

Customers purchase Intra Customer Connect – IntraSuite in pre-defined connection bundles based on the type of cabling desired and may purchase multiple quantities of bundles as needed. All cables will be deployed as armored or double-jacketed fiber bundles or as copper bundles. Cyxtera utilizes cables rated to ensure protection and prevent interaction with other cables deployed in common fiber troughs or cable trays. Cables are pre connectorized using standard LC (fiber) or RJ45 (copper) connectors.

Intra Customer Connect – IntraSuite bundles are available with the following connection quantities:

Media	Number of Connections					
	3	6	12	24	48	72
Single -mode or Mutli-Mode Fiber with LC Connectors	X	X	X	X	X	X
Cat5e or Cat6 Copper (Ethernet/DS1) with RJ45 Connectors	X	X	X			

The bundled connection includes physical cabling and connectors as well as the labor to install the connection. The customer can choose between the Intra Customer Connect – IntraSuite product where connections are left coiled within the cabinet or cage for customer termination or the product which includes Cyxtera-provided patch panels and labor to terminate the cabling.

Customers requiring connections be run inside conduit may request conduit as a part of a specialized Statement of Work ("SOW").

2.2   Intra Customer Connect – IntraBuilding

Intra Customer Connect - IntraBuilding is delivered over existing Cyxtera fiber network available to purchase in single connections (fiber pairs) and up to a quantity of six (6) connections. If the customer requires more than six (6) connections or the quantity of connections requested is not available, a specialized bundled connection may be ordered. Specialized bundled connections require a SOW.

Standard delivery within the cabinet or cage will be to coil connections for customer termination. Intra Customer Connect – IntraBuilding does not include a panel termination option at the product level however, the customer may choose to include Cyxtera-provided patch panels and/or labor for an additional charge to complete terminations via a specialized SOW.

2.3   Termination Options

2.3.1   Intra Customer Connect – IntraSuite

Cyxtera will deliver connections coiled at the customer area. The customer may terminate the connection to equipment within their environment themselves, or by requesting Cyxtera perform the terminations via the Cyxtera Gold Support (Remote Hands) product from Cyxtera. If panel termination is purchased, Cyxtera will provide the necessary 1U panels, bezels and/or adapters on both ends of the connection as well as the labor to install and terminate cabling to such panels.

2.3.2   Intra Customer Connect – IntraBuilding Fiber

Cyxtera will deliver connections coiled at the customer area. The customer can choose to provide their own patch panels or purchase patch panels from Cyxtera to terminate the service. A SOW is required for these additional services. Alternatively, customers may provide their own patch panels and request on site staff to complete install and termination of connections to customer-provided panels via the Cyxtera Gold Support (Remote Hands) product.

2.4   Diversity Options

Diversity support for Intra Customer Connect is based on the availability of a diverse route to the connecting location within the Cyxtera data center. Two separate instances of Intra Customer 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 Intra Customer Connect Services for which a diverse path is not available will be cancelled.

If diverse paths are available and deployed, Cyxtera does not manage any failover associated with different Intra Customer Connect implementations. The customer is responsible for any failover between Intra Customer Connect deployments.

2.5   Latency Standards

Cyxtera Intra Customer 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.
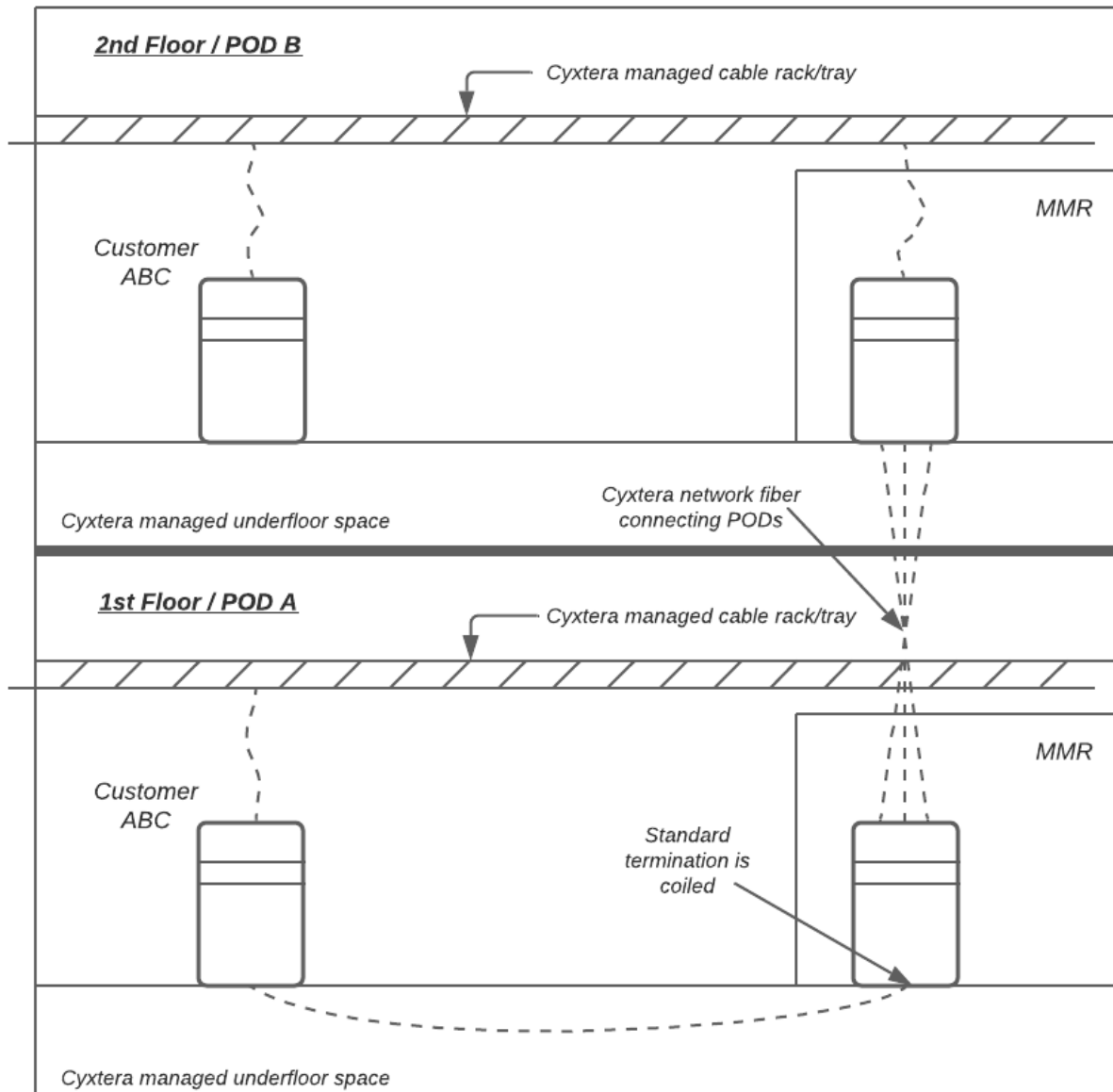
2.6 Service Diagrams

ICC Intrasuite
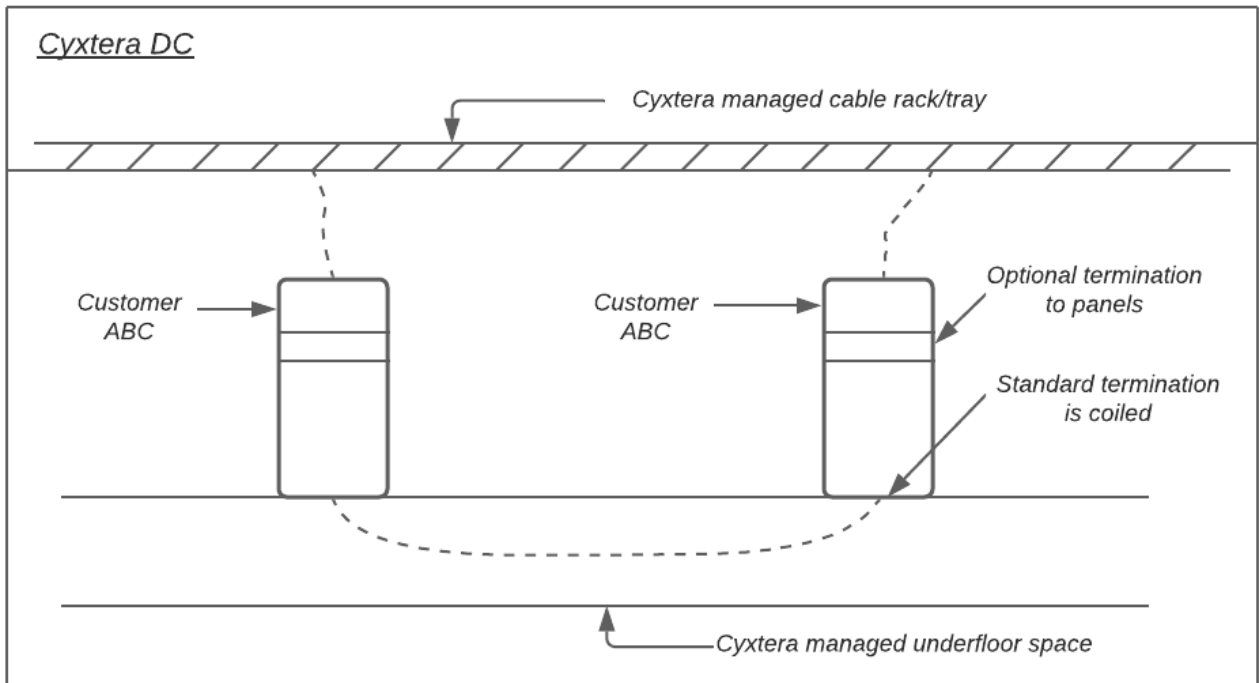
ICC Intrabuilding

Cyxtera DC

3 Service Delivery and Support

The following outlines Cyxtera's roles and responsibilities in the service delivery of Intra Customer 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 connectors
- Physically label all components
- Update inventory within the customer's account for viewing in the Portal

Customer is responsible for the following provisioning activities:

- Physical connection of Intra Customer Connect to customer equipment and/or panels (if not provided by Cyxtera)
- SOW detailing Cyxtera requirements for termination for Intra Customer Connect – IntraBuilding (if requested)

3.2 Support

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

Intra Customer Connect can be ordered through a Cyxtera Account Representative who will provide the customer a sales order for execution. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the installation of the Intra Customer 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 Intra Customer Connect Service before installation of such Service or (b) a previously installed Intra Customer 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 Intra Customer 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 Intra Customer 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 Intra Customer 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.

Intra Customer Connect is governed by the following SLOs:

5.1 Install

Cyxtera will make all commercially reasonable efforts to complete installation and testing of an Intra Customer Connect within 15 business days of an accepted sales order. Services requested on a Statement of Work may require additional time.

5.2 Uptime

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

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

6 Contract Terms

An Intra Customer Connect order incurs a non-recurring charge ("NRC") to cover the materials and labor associated with installation.

- For Intra Customer Connect – IntraSuite orders, the NRC is based on the bulk cabling media and bundle quantity ordered. If Intra Customer Connect – IntraSuite + Panel termination is ordered, the NRC is based on the aforementioned components as well as the panel components and labor to terminate the cabling to the panels.
- For Intra Customer Connect – IntraBuilding orders, the NRC is based on the quantity of single connections requested or costs associated with the SOW for a bundled connection.

For either product, if conduit is required, a SOW would be completed, and associated NRCs would be charged to deliver the work requested within the SOW.

There is no charge to disconnect an Intra Customer Connect.

7 Appendix

Included below are links to additional documentation that are related to Intra Customer Connect service.

- Acceptable Use Policy
- Cyxtera Customer Guide
- Cyxtera Customer Support Portal