



Letter of Authorization / Connecting Facility Assignment (LOA/CFA) Guide

Last Updated: August 26, 2021

© 2021, Cyxtera Data Centers, Inc., a subsidiary of Cyxtera Technologies, Inc. All rights reserved. Cyxtera® and Cyxtera Technologies® are the registered trademarks of Cyxtera Technologies, Inc. All other marks and names mentioned herein may be trademarks of Cyxtera or another company.

The products described herein may be Cyxtera’s or another company’s intellectual property and protected by one or more U.S. or international copyright or intellectual property laws.

The terms set forth in this guide 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.

<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 Hong Kong Limited
Germany	Cyxtera Germany GmbH
Australia	Cyxtera Australia Pty. Ltd.
The Netherlands	Cyxtera Netherlands B.V.

No part of this document may be reproduced, transmitted, distributed, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, electronic, mechanical or otherwise, without the prior written consent of Cyxtera.

This guide constitutes proprietary information of Cyxtera and may not be disclosed or used except as may be provided in the terms and conditions of the service agreement pursuant to which you have been authorized to use the Services or to review this guide.

Cyxtera Data Centers, Inc.
2333 Ponce De Leon Blvd., Suite 900
Coral Gables, Florida 33134
www.cyxtera.com

Contents

1	INTRODUCTION	5
1.1	DEFINITION OF LOA AND CFA	5
1.2	CYXTERA INTERCONNECTION POLICY	5
1.2.1	<i>Acceptable Demarcation Points</i>	5
1.2.2	<i>Customers providing LOA/CFA to Cyxtera</i>	6
1.2.3	<i>Cyxtera providing LOA/CFA to Customers</i>	6
2	PRODUCTS REQUIRING LOA/CFA	6
3	LOA/CFA REQUIREMENTS	7
3.1	CROSS CONNECTS TO A TELECOMMUNICATIONS CARRIER WITHIN THE CYXTERA DATA CENTER ERROR! BOOKMARK NOT DEFINED.	
3.2	CROSS CONNECTS TO ANOTHER CUSTOMER WITHIN THE CYXTERA DATA CENTER ERROR! BOOKMARK NOT DEFINED.	
3.3	CONNECTIONS USING CYXTERA RISER CONNECT	7
3.4	CONNECTIONS USING CYXTERA METRO CONNECT	8
3.4.1	<i>Metro Connect Dedicated</i>	8
3.4.2	<i>Metro Connect Dark Fiber</i>	8
3.5	CONNECTIONS USING CYXTERA EXPRESS ENTRANCE FIBER	9
4	APPENDIX	10

1 Introduction

The purpose of this guide is to provide direction as it relates to Cyxtera's requirement of a Letter of Authorization / Connecting Facility Assignment ("LOA/CFA") for Cyxtera network products.

1.1 Definition of LOA and CFA

Letter of Authorization ("LOA") is a term used to describe an official letter that provides written authorization to connect to other parties within a Data Center and includes information about where a circuit should be terminated to a telecommunications carrier or other Z-end parties interconnection environment.

The connecting information provided on the LOA is commonly referred to as Connecting Facility Assignment ("CFA"). The CFA is also sometimes referred to as Carrier, Customer or Circuit Facility Assignment. The CFA includes specific information on the location where Cyxtera (or the non-Cyxtera facility operator, when applicable) is to terminate a connection on the non-ordering (Z-end) customer's demarcation point ("DMARC").

1.2 Cyxtera Interconnection Policy

Cyxtera operates two primary locations for interconnection. The Cyxtera Meet Me Room ("MMR") and the Cyxtera Telco Room ("CTR"). The MMR is the primary interconnection point for customers connecting to each other within the Cyxtera facility. The CTR provides the primary location for interconnecting to Local Exchange POTS line services, however the LEC may choose to extend POTS lines to the Cyxtera MMR for interconnection with data center ecosystem members.

1.2.1 Acceptable Demarcation Points

All connections between ecosystem members within a Cyxtera data center (whether an enterprise, carrier or other service provider) must occur in the Cyxtera MMR unless otherwise noted in the product description for the particular product. Acceptable connection points for Cyxtera network products are to a Cyxtera network panel (typically deployed with Ecosystem connect or Ecosystem Entrance Panel) for both the A-end (the ordering customer) and Z-end sides of the connection. All LOA/CFAs provided for Cyxtera network products should define the port on the Cyxtera network panel to be used for the connection. Any LOA/CFA defining the termination point as directly to a customer device will not be accepted.

POTS Cross Connects may terminate to either a Telco Block (66 Block, 110 Block) in the Cyxtera MMR, CTR or to a Cyxtera network panel. In all cases, a CFA is required noting the phone number of the POTS line and any additional information regarding the demarcation point as provided by the LEC. An official letterhead LOA is highly preferred but not required for POTS lines.

For connections terminating to locations outside the Cyxtera Data Center, the LOA/CFA should indicate the exact handoff location or demarcation point where the circuit is located within non-

Cyxtera location. Cyxtera will order the cross connect from Cyxtera's termination point in the non-Cyxtera location to the Z-end customer based on the provided LOA/CFA.

1.2.2 Customers providing LOA/CFA to Cyxtera

Customers must supply LOA/CFA at the time of ordering any product that requires LOA/CFA. (Refer to Section 2 of this document for a list of products that require LOA/CFA). Cyxtera will not install any interconnection product that requires LOA/CFA without a properly completed LOA/CFA. This policy is non-negotiable. Cyxtera has no legal authority to interact with another party's (Z-end) equipment or network, without their express written permission provided by the LOA/CFA document. As such, Cyxtera will place orders on hold until the customer can obtain and provide the proper documentation for the order to proceed.

If LOA/CFA is not supplied within a reasonable amount of time, the order may be subject to cancellation. Please work with the Implementation Specialist assigned to the order to avoid order cancellation. The Implementation Specialist will be able to assist with questions or coordination if you are having difficulty obtaining LOA/CFA or have questions regarding the elements required to be defined on the LOA/CFA

1.2.3 Cyxtera providing LOA/CFA to Customers

Cyxtera does not provide LOA/CFA to customers as Cyxtera is responsible, in all cases, for the termination to all Z-end demarcation points as outlined in the service descriptions for products providing connections to Z-end parties.

2 Cyxtera Network Products requiring LOA/CFA

The following Cyxtera network products require LOA/CFA:

- Cross Connect (Fiber, Copper, COAX, FE Equidistant)
- Extended Connect
- Riser Connect
- Metro Connect Dark Fiber (when connecting to a party other than the order originator)
- Metro Connect Dedicated (when connecting to a party other than the order originator and/or terminations within non-Cyxtera data center location)
- Express Entrance - Fiber

3 LOA/CFA Requirements

3.1 Connections using Cross Connect or Extended Connect

Customers ordering a Cyxtera network product to another customer, including carriers or other service providers, should provide LOA/CFA meeting the following criteria:

- It must be issued on the non-ordering customer's (terminating party or Z-end) official company letterhead.
- It must include a representative's name and contact information of the non-ordering customer.
- If applicable, the LOA/CFA must denote the Circuit ID or other identifying information with which the non-ordering customer has tagged the circuit for identification at the site.
- It must include specifications as to where the connection is to be terminated on the Z-end, including the associated Cyxtera network panel and port(s).
- It must clearly denote the media type of the handoff to be extended for the connection.
- Note:
 - Customers may NOT specify a handoff to a customer owned device on either the A-end or Z-end.
 - Cyxtera will not accept any LOA/CFAs requesting us to leave cables "hanging" or "coiled".

3.2 Connections Using Cyxtera Riser Connect

With respect to the Cyxtera [Riser Connect](#) product, which enables customer connections from a Cyxtera Data Center to a non-Cyxtera Data Center in the same multi-tenant building, Cyxtera orders the Z-end cross connect from the non-Cyxtera facility operator. LOA/CFA is required from the ordering customer which provides authorization and the specific location where the non-Cyxtera facility operator is to terminate the connection. The LOA/CFA will be used by Cyxtera during the Z-end cross connect ordering process with the non-Cyxtera facility operator.

Customers ordering a connection to another customer via Riser Connect should provide LOA/CFA meeting the following criteria:

- It must be issued on the non-ordering customer's (terminating party or Z-end) official company letterhead.
- It must include a representative's name and contact information of the non-ordering customer.
- It must include specifications as to where the connection is to be terminated on the Z-end, including the exact handoff location or DMARC that indicates where the connection is located within the data center if the Z-end is located in a non-Cyxtera location.
- Note:

- Customers may NOT specify a handoff to a customer owned device on either the A-end or Z-end.
- Cyxtera will not accept any LOA/CFAs requesting us to leave cables “hanging” or “coiled”.
- At no time will Cyxtera issue LOA/CFA to a Cyxtera customer looking to purchase a Z-end connection on their own from the non-Cyxtera facility operator.

3.3 Connections Using Cyxtera Metro Connect

3.3.1 Metro Connect Dedicated

Metro Connect Dedicated provides connection to other Cyxtera Data Centers in a metropolitan region or in some cases, a non-Cyxtera building over the Cyxtera optical backbone network. Customers may order Metro Connect Dedicated to a Z-end party with appropriate LOA/CFA meeting the following criteria:

- It must be issued on the non-ordering customer’s (terminating party or Z-end) official company letterhead.
- It must include a representative’s name and contact information of the non-ordering customer.
- It must include specifications as to where the connection is to be terminated on the Z-end, including the exact handoff location or DMARC that indicates where the circuit is located within the data center if the Z-end is located in a non-Cyxtera location.
- Note:
 - Customers may NOT specify a handoff to a customer owned device on either the A-end or Z-end.
 - Cyxtera will not accept any LOA/CFAs requesting us to leave cables “hanging” or “coiled”.
 - At no time will Cyxtera issue LOA/CFA to a Cyxtera customer looking to purchase a Z-end connection on their own from the non-Cyxtera facility operator.
- Customers ordering Metro Connect Dedicated between two same customer termination points within two Cyxtera data centers in the same metropolitan region may provide termination points on their Cyxtera network panels on either side during the ordering process and are not required to provide LOA/CFA when ordering to themselves.

3.3.2 Metro Connect Dark Fiber

Metro Connect Dark Fiber provides connection to other Cyxtera Data Centers in a metropolitan region or in some cases, a non-Cyxtera building over dark fiber network owned and operated by Cyxtera. Customers may order Metro Connect Dark Fiber to a Z-end party with appropriate LOA/CFA meeting the following criteria:

- It must be issued on the non-ordering customer's (terminating party or Z-end) official company letterhead.
- It must include a representative's name and contact information of the non-ordering customer.
- It must include specifications as to where the connection is to be terminated on the Z-end, including the exact handoff location or DMARC that indicates where the connection is located within the data center if the Z-end is located in a non-Cyxtera location.
- Note:
 - Customers may NOT specify a handoff to a customer owned device on either the A-end or Z-end.
 - Cyxtera will not accept any LOA/CFAs requesting us to leave cables "hanging" or "coiled".
 - At no time will Cyxtera issue LOA/CFA to a Cyxtera customer looking to purchase a Z-end connection on their own from the non-Cyxtera facility operator.

Customers ordering Metro Connect Dark Fiber between two same customer termination points within two Cyxtera data centers in the same metropolitan region may provide termination points on either side during the ordering process and are not required to provide LOA/CFA when ordering to themselves.

3.4 Connections Using Cyxtera Express Entrance Fiber

Express Entrance Fiber provides access to single-mode fiber network owned by Cyxtera between a Cyxtera and non-Cyxtera provider location. Customers ordering Express Entrance Fiber must provide Cyxtera with LOA/CFA defining the location of the termination point within the non-Cyxtera location for purposes of connecting between the Cyxtera fiber network and the customers location in the non-Cyxtera location and must meet the following criteria:

- It must be issued on the ordering customer's official company letterhead.
- It must include a representative's name and contact information of the non-ordering customer.
- It must include specifications as to where the connection is to be terminated on the A-end (non-Cyxtera location), including the exact handoff location or DMARC that indicates where the connection is located within the A-end location.
- Note:
 - Customers may NOT specify a handoff to a customer owned device on either the A-end or Z-end.
 - Cyxtera will not accept any LOA/CFAs requesting us to leave cables "hanging" or "coiled".
 - At no time will Cyxtera issue LOA/CFA to a Cyxtera customer looking to purchase a Z-end connection on their own from the non-Cyxtera facility operator.

4 Appendix

Included below are links to additional documentation for products that involve LOA/CFA:

- [Ecosystem Connect Service Description](#)
- [Cross Connect Service Description](#)
- [Extended Connect Service Description](#)
- [Riser Connect Service Description](#)
- [Metro Connect Service Description](#)
- [Express Entrance Service Description](#)