



# Letter of Authorization / Customer Facility Assignment (LOA/CFA) Guide

*Last Updated: February 12, 2019*

© 2018, 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, the applicable affiliate or subsidiary of Cyxtera Data Centers, Inc. set forth in the table below.

| <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 – Colocation Entity Limited |
| Germany   | Cyxtera Germany GmbH                |
| Australia   | Cyxtera Australia Pty. Ltd.         |

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, confidential 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](http://www.cyxtera.com)

## Contents

|          |  |          |
|----------|--|----------|
| <b>1</b> | <b>INTRODUCTION</b>                            | <b>4</b> |
| 1.1      | DEFINITION OF LOA/CFA                          | 4        |
| 1.2      | CYXTERA INTERCONNECTION POLICY OVERVIEW        | 4        |
| <b>2</b> | <b>PRODUCTS REQUIRING LOA/CFA</b>              | <b>5</b> |
| <b>3</b> | <b>LOA/CFA REQUIREMENTS</b>                    | <b>5</b> |
| 3.1      | CONNECTIONS TO A TELECOMMUNICATIONS CARRIER    | 5        |
| 3.2      | CONNECTIONS TO ANOTHER CUSTOMER                | 5        |
| <b>4</b> | <b>LOA/CFA POLICY</b>                          | <b>6</b> |
| <b>5</b> | <b>CYXTERA PROVIDING LOA/CFA TO A CUSTOMER</b> | <b>6</b> |
| <b>6</b> | <b>APPENDIX</b>                                | <b>7</b> |

## 1 Introduction

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

### 1.1 Definition of LOA/CFA

Letter of Authorization ("LOA") is a term used to describe an official letter that includes information about where a circuit should be terminated to a telecommunications carrier or to grant access to another customer's environment.

The information contained within this guide is commonly referred to as Customer Facility Assignment ("CFA"). The CFA is also sometimes referred to as Carrier 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 or telecommunication carrier's panel or demarcation point.

With respect to Riser Connect, in the event customer will be ordering the Z-end cross connect from the non-Cyxtera facility operator, the LOA/CFA will include specific information on the location where the non-Cyxtera facility operator is to terminate the connection on the Cyxtera panel.

### 1.2 Cyxtera Interconnection Policy Overview

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 within the facility. The CTR provides the primary location for interconnecting to Local Exchange POTS line services.

Except for connections in a multi-tenant data center using Riser Connect, all connections between ecosystem members of the data center (whether a customer, carrier or service provider) occur in the Cyxtera MMR. The CTR provides the primary termination point for POTS lines however an LEC may choose to extend POTS lines to the Cyxtera MMR. Acceptable connection points for all cross connections occurring in the Cyxtera MMR are to [Ecosystem Connect](#) for both the A-end (the ordering customer) and Z-end sides of the cross connect. All LOA/CFAs provided in the Cyxtera MMR should define the Cyxtera Ecosystem Connect ID and port to be used for the connection. Any LOA/CFA defining the termination point as a customer cage/rack or cabinet will not be accepted.

POTS Cross Connects may terminate to either a Telco Block (66 Block, 110 Block) if LEC service has terminated inside the CTR or to Ecosystem Connect provided the local exchange carrier (LEC) has extended LEC service into the Cyxtera MMR. In either case an LOA/CFA is required. However, for terminations in the CTR, the requirement for detailing the connection point is the Telco Block as opposed to an Ecosystem Connect bundle.

Riser Connect includes connectivity to a 3rd party area or Meet Me Room located in a multi-tenant data center. For Riser Connect orders, the LOA/CFA should indicate the exact handoff location or demarcation point ("DMARC") that indicates where the circuit is located within the data center if the Z-end is located in a 3rd party area. Typically, Cyxtera will order the cross connect from Cyxtera's termination point in the 3rd party area to the Z-end customer from the 3rd party provider based on the provided LOA/CFA. However, if the customer prefers to order the Z-end cross connect from the 3<sup>rd</sup> party provider, customer may do so upon request and Cyxtera will provide an LOA/CFA for customer's use in ordering such cross connect.

## 2 Products requiring LOA/CFA

The following Cyxtera products require an LOA/CFA:

- Cross Connect
- Riser Connect
- Metro Connect Dedicated (when connecting to a party other than the order originator)

## 3 LOA/CFA Requirements

### 3.1 Connections to a Telecommunications Carrier

Customers ordering a connection to a telecommunications carrier should provide an LOA/CFA meeting the following criteria:

- It must be issued on that carrier's official company letterhead.
- It must be signed by the carrier's provisioner.
- It must clearly denote the Circuit ID in which the carrier has tagged the circuit with 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 Ecosystem Connect ID and port(s) if the connection is within the Cyxtera MMR, or the carrier's exact handoff location or DMARC that indicates where the circuit is located within the data center if the Z-end is located in a 3<sup>rd</sup> party area.
- It must clearly denote the media type of the handoff to be extended.
- Note: Cyxtera will not accept any LOA/CFAs requesting us to leave cables "hanging".

### 3.2 Connections to Another Customer

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

- It must be issued on the non-ordering customer's (terminating or Z-end) official company letterhead.

- It must be signed by a representative of the non-ordering customer.
- It must include specifications as to where the connection is to be terminated on the Z-end, including the associated Ecosystem Connect ID and port(s) if the connection is within a Cyxtera MMR, or 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 3<sup>rd</sup> party area.
- Note:
  - Customers may NOT specify a handoff to a device.
  - Cyxtera will not accept any LOA/CFAs requesting us to leave cables “hanging”.

## 4 LOA/CFA Policy

Cyxtera will not install any connectivity product that requires an LOA/CFA without a proper, completed LOA/CFA. **This policy is non-negotiable. We have no legal right to interact with another party's equipment, other than the customer-of-record's equipment, without their express written permission provided by the LOA/CFA document.** As such, Cyxtera will place orders on hold until the customer can obtain the proper documentation for the order to proceed.

If an LOA/CFA is not supplied within a reasonable amount of time, the order could be subject to cancellation. Please work with the Implementation Specialist assigned to the order to avoid this situation. The Implementation Specialist will be able to assist with questions or coordination if you are having difficulty obtaining an LOA/CFA.

## 5 Cyxtera providing LOA/CFA to a Customer

Cyxtera will only provide an LOA/CFA in certain situations related to the Riser Connect product.

Riser Connect provides the connection from a Cyxtera facility to a non-Cyxtera facility in the same multi-tenant data center building.

Typically, Riser Connect includes the cross connect to the non-ordering party (Z-end) which Cyxtera orders on behalf of the customer from the non-Cyxtera facility operator. In these cases, the customer will be required to provide the LOA/CFA to Cyxtera in accordance with Section 3 above.

However, Customers who prefer to order the far side (Z-end) cross connect from the non-Cyxtera facility operator may do so upon request. In those situations, Cyxtera will provide an LOA/CFA for use in ordering the cross connect from the non-Cyxtera facility operator. Such LOA/CFA provides the non-Cyxtera facility operator the authorization to terminate a cross connect on the Cyxtera panel within their MMR or the shared interconnection area.

## 6 Appendix

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

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