

Service Description

Cyxtera Pathway

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United Kingdom	Cyxtera Technology UK Limited
Japan	Cyxtera Japan, Ltd.
Singapore	Cyxtera Singapore Pte. Ltd.
Hong Kong or China	Cyxtera Hong Kong Limited
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Cyxtera Data Centers, Inc.
2333 Ponce De Leon Blvd., Suite 900
Coral Gables, Florida 33134
www.cyxtera.com

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1 Introduction

Cyxtera operates a standard method of interconnection within its data centers. As part of Cyxtera's data center interconnection design, Pathway provides connectivity between physically separate Cyxtera data center buildings that are located on the same campus. Customers are able to connect their colocation environments via cabling (fiber) deployed in conduit between the buildings. Pathway may be purchased as either Pathway Conduit or Pathway Fiber. The Pathway family of products is intended to connect same customer environments and cannot be used to connect to other locations or different customer environments between the buildings.

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. More specifically, customers can view their Pathway inventory and open support cases via the Portal once such functionality has been enabled for customers by Cyxtera. See the [Cyxtera Customer Guide](#) for more information about the Portal.

1.2 Availability

Pathway is available for use in and between Cyxtera data centers that are part of a campus.

2 Product Description

Pathway provides the ability for customers to connect their non-contiguous colocation environments that are in different Cyxtera data center buildings on the same campus.

Cyxtera offers two variations of the Pathway product.

- **Pathway Conduit** includes access to conduit, Innerduct or Maxcell in a larger conduit in which customers can run cabling of their choice between buildings. Customers may pull as much fiber through the size conduit ordered as will fit in the conduit, Innerduct or Maxcell. Cyxtera does not control or limit in any way the use of the conduit access purchased by the customer.
- **Pathway Fiber** offers fiber connectivity between Cyxtera facilities on a campus and is sold as single pairs of fiber (up to a quantity of six) over the Cyxtera campus network.

Cyxtera provides all construction and/or installation services based upon an approved Statement of Work ("SOW"), if required. Construction costs are subject to a one-time fee associated with the cost of construction. Customers may not access Cyxtera-owned duct bank for deployment of Pathway. All Pathway construction will be completed by Cyxtera. Customers may not utilize their own contractors to complete construction of Pathway Conduit or to complete any fiber pulls associated with Pathway Conduit or Pathway Fiber.

Cabling is delivered to the customer's colocation environment and will be left coiled within the customer's designated cage or cabinet unless alternative termination instructions are detailed in the SOW.

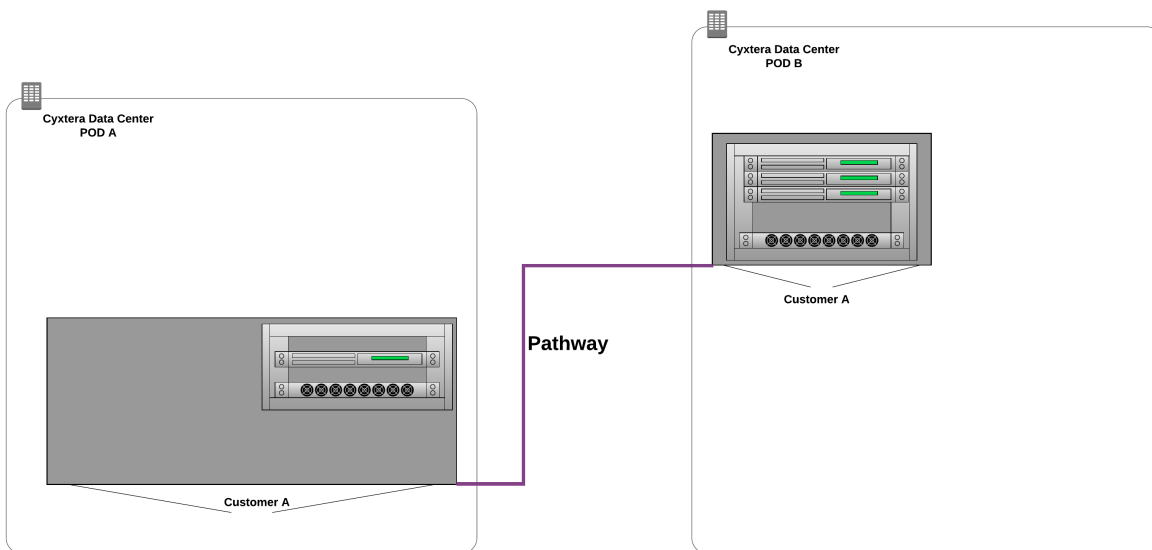
2.1 Diversity Options

Diverse routes may be approved on an individual case basis.

2.2 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 Pathway deployment (statement of work elements, building design, etc.) latency may vary.

2.3 Service Diagram



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Pathway. 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.
- Survey, design and physical installation of conduit and cabling. The SOW, if required, may include acquiring necessary permits, installation hardware, labor, test and as-built drawings.
- Update inventory within the customer’s account for viewing in the Portal.

Customer is responsible for the following provisioning activities:

- Connection of Pathway cabling to equipment within the customer environment if not requested as part of a Statement of Work.

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with Pathway, they can 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 cabling associated with Pathway. 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 Pathway.

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

Pathway Conduit and Pathway Fiber are ordered through a Cyxtera Account Representative.

Pathway Conduit requires the development of a SOW for all deployments. As a part of the quoting process, Cyxtera will complete a survey to identify specific installation requirements that will be detailed on the SOW. In addition, the customer will be asked to define all installation requirements such as cabling to be provided, termination specifications, etc. which will also be included on the SOW. Once all installation details have been documented and agreed upon by the customer and Cyxtera, the Cyxtera Account Representative will provide the customer a sales order and SOW for execution. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the provision of services contemplated thereunder.

Pathway Fiber does not require a SOW unless the customer requests specialized delivery of the service. In situations where a SOW is required as a part of the quoting process, the customer will be asked to define

all installation requirements such as cabling to be provided, termination specifications, etc. which will also be included on the SOW. Once all installation details have been documented and agreed upon by the customer and Cyxtera, the Cyxtera Account Representative will provide the customer a sales order and SOW (if required) for execution. Upon order acceptance, a Cyxtera Implementation Specialist will be assigned to manage the provision of services contemplated thereunder.

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 Pathway Service before installation of such Service or (b) a previously installed Pathway 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 (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 Pathway Conduit or Pathway Fiber 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 does not offer Service Level Objectives for Pathway Conduit or Pathway Fiber.

6 Contract Terms

A Pathway Conduit order incurs a non-recurring charge to cover the materials and labor associated with installation (including, for the avoidance of doubt, any materials and labor set forth on a SOW, if any) as well as the monthly recurring charges which are based on the diameter inch of conduit utilized in connection with the provision of such Pathway Conduit service.

A Pathway Fiber order incurs a non-recurring charge to cover the materials and labor associated with installation (including, for the avoidance of doubt, any materials and labor set forth on a SOW, if any) as well as the monthly recurring charges associated with the quantity of connections purchased.

Unless otherwise agreed in the service order for the Pathway Service, Pathway requires a minimum 12-month term.

If the customer disconnects the Pathway service prior to the end of their then-current term for such service, early termination fees will apply as outlined in the Service Agreement.

7 Appendix

Included below are links to additional documentation that are related to Pathway.

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)