

Service Description

Cyxtera Riser Connect

Last Updated: February 19, 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 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, 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 Service Description 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 Service Description.

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

Contents

1	INTRODUCTION	4
1.1	CYXTERA CUSTOMER SUPPORT PORTAL	4
1.2	AVAILABILITY	4
2	PRODUCT DESCRIPTION	5
2.1	CABLING MEDIA AND CONNECTORS	5
2.2	TERMINATION OPTIONS	6
2.3	DIVERSITY OPTIONS	6
2.4	LATENCY STANDARDS	6
2.5	SERVICE DIAGRAM	6
3	SERVICE DELIVERY AND SUPPORT	7
3.1	PROVISIONING	7
3.2	SUPPORT	8
3.3	INCIDENT AND PROBLEM MANAGEMENT	8
3.4	SECURITY	8
4	BUSINESS OPERATIONS	8
4.1	NEW ORDERS	8
4.1.1	<i>Letter of Authority / Customer Facility Assignment (LOA/CFA)</i>	9
4.2	CHANGES TO ORDERED SERVICES AND/OR EXISTING SERVICES	9
4.3	DISCONNECTS	9
4.4	EXPEDITE REQUESTS	9
5	SERVICE LEVEL OBJECTIVES	9
5.1	INSTALL	9
5.2	UPTIME	10
6	CONTRACT TERMS	10
7	APPENDIX	10

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, Riser Connect offers customers the ability to connect their environment within the Cyxtera data center and a 3rd Party provider located within the same building. Customers can utilize Riser Connect to gain access to additional service providers or connection parties colocated in the same building but within another provider’s suite. Connecting parties in non-Cyxtera locations in the same building are considered On-Net providers to the building, but not On-Net to Cyxtera.

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.

The management access for Riser Connect through the Portal is limited to the connection between the customer environment in the Cyxtera data center and the 3rd party suite. Additional cross connects or other services that are purchased from a 3rd party provider or service partner are not available for management within the Portal.

1.2 Availability

Riser Connect is available in following Cyxtera data centers:

Cyxtera Data Center	Cyxtera MMR Location(s)	3 rd Party MMR Location(s)	3 rd Party MMR Operator
ABQ1-A (Albuquerque)	3 rd Floor	Basement 3 rd Floor 5 th Floor	CenturyLink
ABQ1-B (Albuquerque)	4 th Floor	Basement 3 rd Floor 5 th Floor	CenturyLink
CMH1-A (Columbus)	1 st Floor	1 st Floor	CenturyLink
EWR2-A (Weehawken)	1 st Floor 2 nd Floor 3 rd Floor	1 st Floor	Digital Realty
EWR3 -A (Piscataway)	1 st Floor 2 nd Floor	2 nd Floor	Digital Realty
EWR3-B (Piscataway)	1 st Floor	1 st Floor – East 1 st Floor – West	Digital Realty
ERW4-A (Newark)	4 th Floor	9 th Floor	Market Halsey Urban Renewal
FRA1-A (Frankfurt)	1 st Floor	1 st Floor	Interxion

Cyxtera Data Center	Cyxtera MMR Location(s)	3 rd Party MMR Location(s)	3 rd Party MMR Operator
LHR2-B (London – Docklands)	<i>ICB - Requires Cyxtera Product Review</i>		Telstra
MWH1-A (Moses Lake)	1 st Floor	1 st Floor	Server Farm Realty
MWH1-B (Moses Lake)	3 rd Floor	1 st Floor	Server Farm Realty
ORD1-A (Chicago)	7 th Floor	2 nd Floor	Digital Realty
ORD1-B (Chicago)	4 th Floor	2 nd Floor	Digital Realty
ORD1-C (Chicago)	8 th Floor	2 nd Floor	Digital Realty
ORD1-D (Chicago)	8 th Floor	2 nd Floor	Digital Realty
LAX2-A (Los Angeles)	2 nd Floor	1 st Floor	CenturyLink
SEA1-B (Seattle)	2 nd Floor 3 rd Floor	1 st Floor	Sabey
SFO3-A (San Francisco)	1 st Floor	1 st Floor	CenturyLink
SFO3-B (San Francisco)	1 st Floor	1 st Floor	CenturyLink
SIN2-A (Singapore)	3 rd Floor	1 st Floor	Digital Realty
TPA1-A (Tampa)	1 st Floor	1 st Floor	CenturyLink
YVR1-A (Vancouver)	14 th Floor	6 th Floor	Harbour Centre of HCC/ Polaris Realty
YVR1-B (Vancouver)	24 th Floor	6 th Floor	Harbour Centre of HCC/ Polaris Realty

2 Product Description

Riser Connect is a single-mode fiber connection between Cyxtera and 3rd party providers and is delivered between floors or suites in a multi-story, multi-provider facility, such as an Internet gateway or carrier hotel. Riser Connect includes cabling media, connectors and patch panels (if required) to deliver the service. Riser 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. Cross connects within the 3rd party suite are included through Cyxtera (where available) or may be ordered directly from the 3rd party provider.

2.1 Cabling Media and Connectors

Riser Connect is delivered utilizing single-mode fiber with LC connectors. An Ecosystem Connect is required to be installed prior to ordering of Riser Connect. Ecosystem Connect provides connectivity between the customer’s environment and the Cyxtera MMR. Any cross connects within the Cyxtera MMR needed to support Riser 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 Riser 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 Riser Connect is between the Cyxtera MMR and a patch panel within the interconnection area of the non-Cyxtera suite.

A cross connect from the 3rd party provider is required to complete the connection between the Cyxtera 3rd party patch panel and the service provider with which the customer wishes to establish connectivity. This cross connect may be ordered by the customer directly from the 3rd party provider or, where available, Cyxtera will order the 3rd party cross connect on behalf of the customer.

In situations where the customer will order the 3rd party cross connect, Cyxtera will provide the customer a Letter of Authority/Customer Facility Assignment ("LOA/CFA") on the Cyxtera panel in the 3rd party suite for use in ordering the cross connect. Customers requesting Cyxtera order the 3rd party cross connect will be required to provide an LOA/CFA for the terminating party in the 3rd party suite during the Riser Connect ordering process.

2.3 Diversity Options

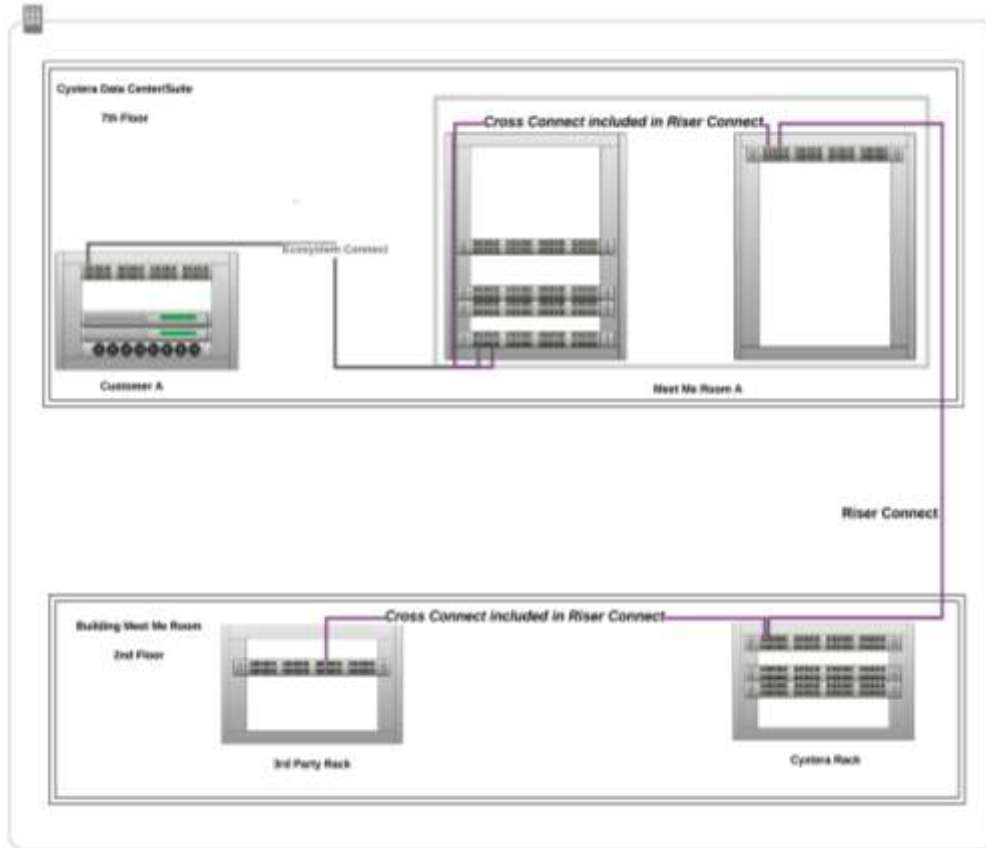
Cyxtera does not offer diversity for Riser Connect.

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 Riser Connect deployment (number of floors traversed, building design, etc.) latency may vary.

2.5 Service Diagram

The following depicts a common example of a Riser Connect deployment.



3 Service Delivery and Support

The following outlines Cyxtera’s roles and responsibilities in the service delivery of Riser 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 between the customer’s Ecosystem Connect patch panel in the Cyxtera MMR to the patch panel in the 3rd party interconnection area
- Physically label all components – cabling, patch panels, ports
- Update inventory within the customer’s account for viewing in the Portal
- When customer is ordering the cross connect from the 3rd party provider, providing the customer with an LOA/CFA to utilize in the ordering of a 3rd party cross connect

Customer is responsible for the following provisioning activities:

- Ensuring an Ecosystem Connect is installed prior to ordering Riser Connect
- Ordering a cross connect from the 3rd party provider or provide an LOA/CFA for the terminating provider if Cyxtera is ordering on the customer's behalf

3.2 Support

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

Riser Connect can be ordered through a Cyxtera Account Representative who will provide the customer a sales order for execution. An Ecosystem Connect must be in place prior to ordering Riser Connect. The customer may select a specific Ecosystem Connect bundle and port assignment for termination of the Riser 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 / Customer Facility Assignment (LOA/CFA)

An LOA/CFA will be provided to the customer for Riser Connect orders where the customer is purchasing the 3rd party cross connect. The LOA/CFA provides the 3rd party provider the authorization to terminate a cross connect on the Cyxtera panel within their Meet Me Room or the shared interconnection area.

Customers may request that Cyxtera order the 3rd party cross connect to the terminating party. In such cases, the customer will be required to provide the LOA/CFA to Cyxtera who will use the authorization to order the 3rd party cross 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 Riser Connect Service before installation of such Service or (b) a previously installed Riser 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 Riser 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

Cyxtera does not allow requests for expedited installation for Riser Connect.

5 Service Level Objectives

Cyxtera offers Service Level Objectives for Riser 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.

Riser Connect is governed by the following SLOs:

5.1 Install

Cyxtera will make all commercially reasonable efforts to complete installation and testing of a Riser Connect within 20 business days of an accepted sales order.

5.2 Uptime

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

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

6 Contract Terms

A Riser 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 Riser Connect.

Riser 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 a Riser Connect.

3rd-party cross connects ordered by the customer or Cyxtera on behalf of the customer in connection with Riser Connect are subject to the terms and conditions set forth by the 3rd-party provider, including, but not limited to, cancellation, liability for early termination charges and charges to disconnect such 3rd-party cross connects.

7 Appendix

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

- [Acceptable Use Policy](#)
- [Cyxtera Customer Guide](#)
- [Cyxtera Customer Support Portal](#)
- [Ecosystem Connect Service Description](#)