

Service Description

Cyxtera Roof Rights

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<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.

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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, Roof Rights provide Cyxtera customers the ability to install antennas and/or masts on the roof or other approved location of Cyxtera data centers. Customers are then able to connect equipment installed on the roof to their colocation environment or Cyxtera Meet Me Room via the [Express Entrance](#) product.

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 associated Roof Rights inventory and open support cases via the Portal once such functionality has been enabled for the customer by Cyxtera. See the [Cyxtera Customer Guide](#) for more information about the Portal.

1.2 Availability

Roof Rights are available in the following Cyxtera data centers. Some facilities have specific guidelines and regulations regarding the size and position of antenna and/or masts and may require building landlord or Cyxtera real estate approval.

Cyxtera Data Center ID	Location
ABQ1	Albuquerque, NM
ATL1	Atlanta, GA
BOS1	Boston, MA
LAX1, LAX2, LAX3	Los Angeles, CA
ORD1, ORD2	Chicago, IL
CMH1	Columbus, OH
MWH1	Moses Lake, WA
IAD1, IAD2, IAD3	Washington, DC
DFW1	Dallas, TX
DEN1, DEN2	Denver, CO

Cyxtera Data Center ID	Location
MSP1	Minneapolis, MN
EWR1, EWR2, EWR3, EWR4	Newark, New Jersey
PHX1	Phoenix, AZ
SFO1, SFO2, SFO3	San Francisco, CA
SEA1, SEA2	Seattle, WA
STL1	St. Louis, MO
TPA1	Tampa, FL
YYZ1, YYZ2	Mississauga, ON Markham, ON
LHR1, LHR2	London, GB
SIN2	Singapore, SG

2 Product Description

Roof Rights provide the licensing to install antennas or masts on the roof of a Cyxtera data center or other approved location. The service includes the leased space required to install the equipment. Cyxtera does not provide the antenna or mast equipment as a part of the solution and all associated gear is the responsibility of the customer. Customers must also purchase or have an existing available deployment of [Express Entrance](#) which provides the conduit access within the building to terminate into the Meet Me Room or directly to the customer's colocation environment. Customers can contract installation services directly from Cyxtera or a third-party vendor pre-approved by Cyxtera in writing. Cyxtera reserves the right to supervise any installation work to be performed by such third-party vendor. In the event customer elects to use a Cyxtera-approved third-party vendor, the design, specifications and details of the installation and the site survey to be obtained by the third-party vendor must also be pre-approved by Cyxtera in writing.

2.1 Antennas

Roof Rights support the mounting of various common antennas such as dishes, cellular antenna, GPS and similar infrastructure on the roof of a data center. The size of each antenna must be 48 inches in diameter or less with a standard mount tripod or other single mount system. The size guidelines of antennas may differ depending on the limitations at each facility.

The overall footprint of the mount system must be no larger than the area of a standard cabinet footprint – 25 square feet or 2.5 square meters.

Alternatively, customers may mount antenna to a pre-existing mast owned and operated by Cyxtera, where available. Antenna mounted on a mast must also be 48 inches in diameter or less.

2.2 Masts

Customers may also purchase Roof Rights to install masts on the roof or perimeter of a data center. Masts may support up to 3 antennas that are each 48 inches or less in diameter. Cyxtera will consider other larger masts on an individual case basis and subject to availability.

2.3 Termination Options

[Express Entrance](#) is required for conduit access into the building. Customers may terminate cabling in connection with the terms of the [Express Entrance](#) service purchased by customer.

2.4 Diversity Options

Diverse connections from equipment installed via the Roof Rights product set may be approved on an individual case basis.

2.5 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 antenna deployment (environmental factors, scope of work elements, building design, etc.) latency may vary.

2.6 Roof Rights at ORD1

Due to the multi-tenant and multiple floor design required to deploy Roof Rights in ORD1, Cyxtera has deployed pre-cabling that can be utilized to support most Roof Rights deployments. The specifications of utilizing this pre-cabling is as follows:

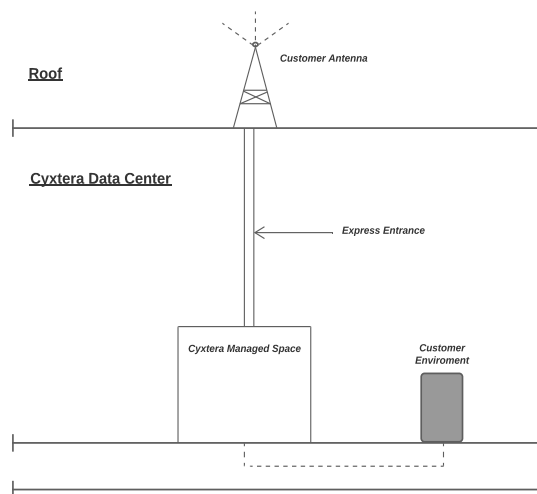
- Customer's antenna should have a TNC coaxial connector to connect to Cyxtera pre-installed coax cable on the roof.
- Customer will be required to provide a media convertor to convert between the pre-installed coax cable from roof and the single mode fiber (SMF) we have running to the Cyxtera MMRs. The media converter will be installed in Cyxtera managed space on the 9th floor and should not occupy more than 1RU of rack space. The media converter will connect to a 120-volt power source with a NEMA 5-15 outlet and should have a BNC connector to connect to coax cable.
- Connectivity from 9th floor to Cyxtera MMRs on 7th, 8th and/or 4th Floors will be SMF fiber with LC connectors.
- Connectivity of the SMF cabling to a customer's environment requires an available port on a Cyxtera Network Panel deployed with an Ecosystem Connect.
- The customer may require an additional media convertor in their environment if the connection needs to be translated from SMF back to Coax or another cabling media.

Customers can connect to this pre-run cabling by ordering [Riser Connect](#). In this instance, Express Entrance is not required.

Refer to the associated service diagram in section 2.7 for a visual representation of this custom deployment.

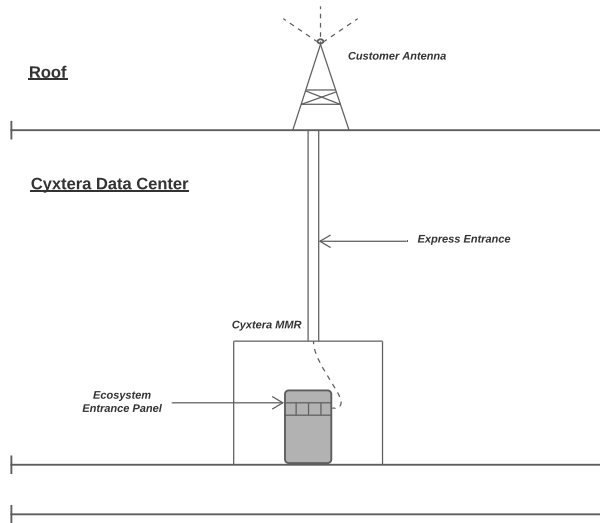
2.7 Service Diagrams

Sample Termination to Customer Environment



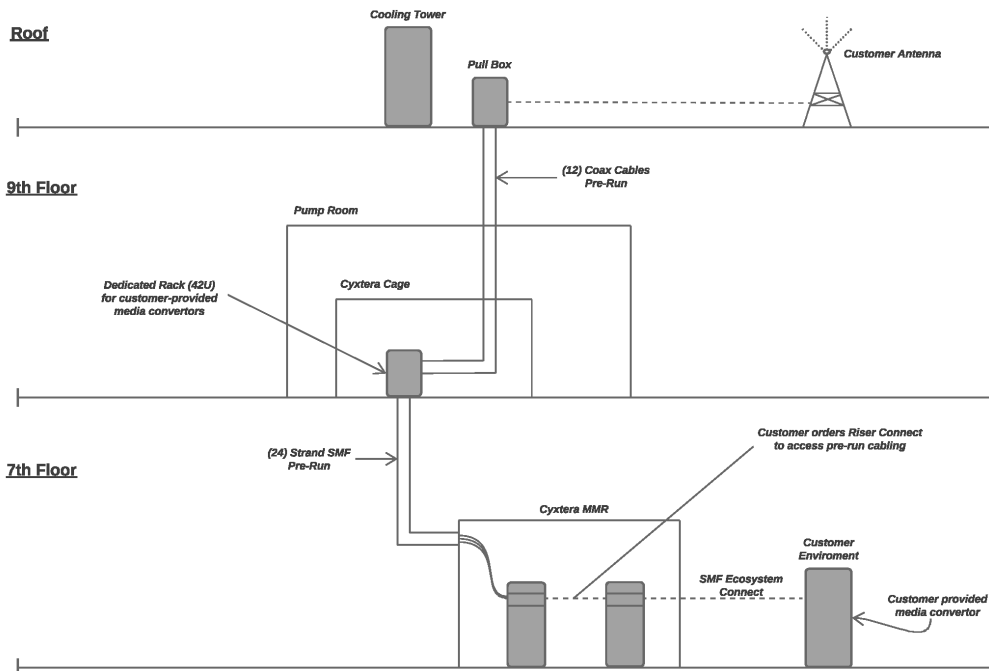
Note: Connections to Customer Environment will be run via Cyxtera managed cable tray or under floor plenum depending on site design.

Sample Termination to Meet Me Room



Note: Roof Rights, Express Entrance, and Ecosystem Entrance Panel (termination to MMR).

ORD1 Service Diagram



Note: Connections to endpoints on 8th Floor or 4th floor will use existing fiber between all Cyxtera MMR's.

3 Service Delivery and Support

The following outlines Cyxtera's roles and responsibilities in the service delivery of Roof Rights. 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.
- If Cyxtera is providing some or all of the installation services, design, physical installation and positioning of antennas and/or masts on the roof as set forth on the Statement of Work (the "SOW") between customer and Cyxtera. The SOW may include acquiring necessary permits, conducting or obtaining a site survey, 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:

- Provide the hardware and mounting equipment to be installed on the roof.
- If not requesting Cyxtera to provide all of the installation services, contract with a Cyxtera-approved construction vendor for installation of antenna and/or mast and completion of the installation services (which, for the avoidance of doubt, includes acquiring necessary permits and conducting or obtaining a site survey).
- If not specified in the SOW, terminate cabling in accordance with the terms of the [Express Entrance](#) service purchased by customer.

3.2 Support

Cyxtera employs skilled on-site technicians in each of its data centers. If the customer requires support with their antenna or mast associated with Roof Rights, 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 antenna or masts installed on the roof of a Cyxtera data center. 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 Roof Rights. The customer will incur support charges if assistance is required by Cyxtera to troubleshoot issues with customer-owned equipment.

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

Roof Rights is ordered through a Cyxtera Account Representative who will provide the customer a sales order and, for a Cyxtera-led installation, a Cyxtera SOW 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 Roof Rights Service before installation of such Service or (b) a previously installed Roof Rights 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 Roof Rights can only be approved by Cyxtera's Implementation Services team. Upon receipt of such a request, Cyxtera's Implementation Services 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 Roof Rights.

6 Contract Terms

A Roof Rights 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 Roof Rights licences purchased in connection with the deployment of antenna and/or masts. Unless otherwise agreed in the service order for the Roof Rights Service, Roof Rights requires a minimum 12-month term.

If the customer disconnects the Roof Rights 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 Roof Rights.

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