

## Service Description

# Cyxtera Roof Rights

*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 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 (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](http://www.cyxtera.com)

## Contents

<b>1</b>	<b>INTRODUCTION</b>	<b>4</b>
1.1	CYXTERA CUSTOMER SUPPORT PORTAL	4
1.2	AVAILABILITY	4
<b>2</b>	<b>PRODUCT DESCRIPTION</b>	<b>5</b>
2.1	ANTENNAS	5
2.2	MASTS	5
2.3	TERMINATION OPTIONS	5
2.4	DIVERSITY OPTIONS	5
2.5	LATENCY STANDARDS	5
2.6	SERVICE DIAGRAMS	6
<b>3</b>	<b>SERVICE DELIVERY AND SUPPORT</b>	<b>6</b>
3.1	PROVISIONING	6
3.2	SUPPORT	7
3.3	INCIDENT AND PROBLEM MANAGEMENT	7
3.4	SECURITY	7
<b>4</b>	<b>BUSINESS OPERATIONS</b>	<b>7</b>
4.1	NEW ORDERS	7
4.2	CHANGES TO ORDERED SERVICES AND/OR EXISTING SERVICES	7
4.3	DISCONNECTS	8
4.4	EXPEDITE REQUESTS	8
<b>5</b>	<b>SERVICE LEVEL OBJECTIVES</b>	<b>8</b>
<b>6</b>	<b>CONTRACT TERMS</b>	<b>8</b>
<b>7</b>	<b>APPENDIX</b>	<b>8</b>

## 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

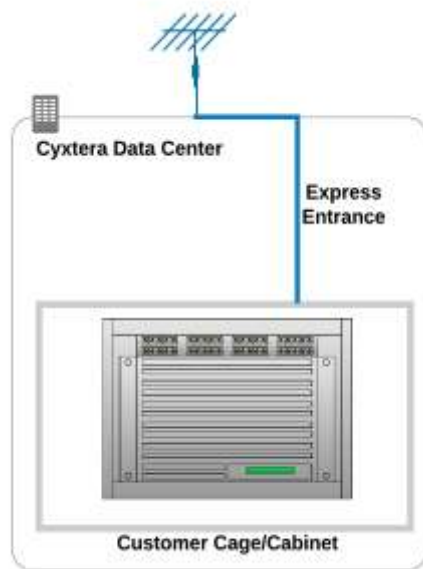
Diverse connections from equipment installed via the Roof Rights product set may be approved on an individual case basis.

### 2.5 Latency Standards

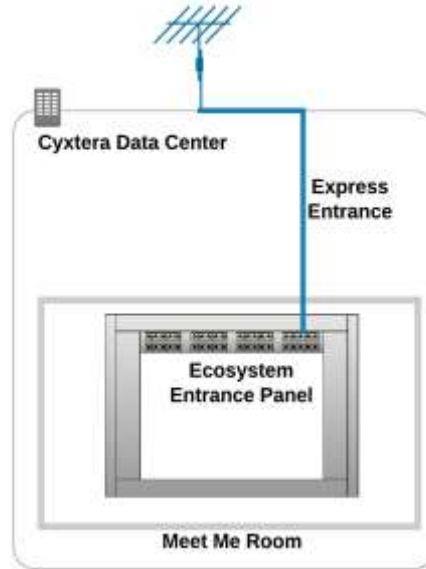
Cyxtera's interconnection design standards provide connectivity utilizing the most efficient routes available. However, due to the variety of design elements that could be associated with each individual antenna deployment (environmental factors, scope of work elements, building design, etc.) latency may vary.

## 2.6 Service Diagrams

Customer Environment Termination



Meet Me Room Termination



## 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

Cyxtera does not allow requests for expedited installation for Roof Rights.

## 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](#)