



Service Description

Cyxtera SmartCabs

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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 SmartCabs allow customers to consume colocation in a cloud-like manner with point-and-click provisioning of space and power with an integrated, configurable core network fabric pre-deployed within the SmartCab. The SmartCabs solution enables enterprises to scale rapidly – without compromising performance, control, or cost. Customers can dynamically configure and deploy their colocation on-demand with direct access to Cyxtera’s massively scalable and highly secure, configurable, software defined network as well as the robust ecosystem of technology providers available across our global platform. Customers may physically access SmartCabs to deploy customer owned gear or opt to ship gear to the data center for installation by Cyxtera’s highly trained site technician team. Shipping controls have been integrated into the portal user interface allowing for efficient management of shipping during the order process. Integrated Remote Hands access and enhanced Remote Hands using virtual reality which enables remote interaction with the environment and onsite technicians, offer customers an unparalleled level of flexibility and control over their space and deployment activities. The SmartCab integrated network fabric, access to the Cyxtera Digital Exchange and pre-connected cabling to the Cyxtera Meet Me Room give customers the ability to manage all aspects of the cabinet, through the Cyxtera Portal enabling a true “lights out” approach to data center management.

With SmartCabs, customers can interconnect with existing environments either within the same facility or other facilities in the Cyxtera global footprint via [Digital Exchange](#). Augmenting the SmartCabs experience with connectivity to Cyxtera Enterprise Bare Metal and associated storage solutions provides customers with a flexible and cost-effective way to add compute services without deploying into a larger space and power environment enabling just in time expansion as customer’s business needs dictate.

1.1 Availability

Cyxtera SmartCabs are available in the following Cyxtera Data Centers:

- Atlanta - ATL1
- Boston - BOS1
- Denver - DEN1
- Dallas - DFW1
- New Jersey - EWR2
- Frankfurt - FRA2
- Northern Virginia - IAD1
- Los Angeles - LAX3
- London - LHR1, LHR2

- Chicago - ORD2
- Phoenix - PHX2
- Seattle - SEA2
- Santa Clara - SFO2
- Toronto - YYZ1

Please contact your account representative for the most current availability, as inventory expands and contracts based on consumption.

2 Product Description

Cyxtera SmartCabs is a new way of consuming space, power, and networking all in one bundled application, configurable and manageable throughout the product lifecycle via a robust and flexible single pane portal interface. SmartCabs enables a cloud like experience brought to the traditional colocation and interconnection service offerings in a data center. With SmartCabs, customers enjoy a near real time provisioning and management experience unlike traditional services offered within the data center.

The bundled approach and integrated networking utilizes the power of the Cyxtera Digital Exchange to allow for:

- Direct access to an array of services and connection parties within the Cyxtera ecosystem
- Elimination of the need for in cabinet networking managed and procured by the customer, moving all hardware networking needs to a powerful managed networking stack programmable by the customer via the SmartCabs portal interface
- Cabinets come complete with either a 30a/208v A/B power feed or a 20a/208v A/B power feed determined by the size of the cabinet
- Power draw limits are defined by both the cabinet size and power feed associated with the physical cabinet
- All Cyxtera SmartCabs come equipped with preconnected ports on the Cyxtera Digital Exchange through which Digital Cross Connect or VLAN's can be configured to reach Digital Exchange ecosystem service providers, enterprise partners, cloud, Cyxtera services such as IP Connect or to connect to other customer owned space or bare metal resources within the Cyxtera global footprint
- Connection to the Cyxtera Meet Me Room and the array of providers and enterprises is achieved through the included Ecosystem Connect bulk cabling trunking pre-connected into the SmartCab
- Out of Band IP service with layer 3 access is also included, enabling remote management of the

customer stack within the environment (Coming in Q2 2022)

2.1 Cabinet Options and Power

SmartCab configurations come in three sizes designed to fit the needs of any customer. Customers may purchase SmartCab in the following configurations:

Full SmartCab – 4kW Draw Allocation includes:

- 44 Rack Units (RUs) of usable space
- Cabinet front and rear locking doors
- Mounting Rails
- (1) 30A/208V redundant (A+B) feeds
- A+B Power Strips (non-metered) may be mounted vertically or horizontally. Standard deployment will have power strips vertically mounted
- Locking mechanism – combination locks (some facilities may include electronic locks)
- Patch Panel – 2 RU (standard configuration to include a Commscope 360 Evolve panel)
- (2) 12 port Single Mode Fiber adapter modules – used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- (2) 6 port Copper (Ethernet CAT 6) adapter modules with RJ45 ports - used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- All pre-cabling back to Cyxtera Managed networking stack
- (1) Single Mode Fiber 6 Bundle Ecosystem Connect to Cyxtera Meet Me Room
- Digital Exchange Connectivity
 - Fiber
 - (2) 10G Ports
 - (2) 25G Ports
 - Copper
 - (8) 10baseT ports – can be configured as either 10Gbps or 1Gbps

Half SmartCab – 2kW Draw Allocation includes:

- 19 Rack Units (RUs) of usable space
- Cabinet front and rear locking doors
- Mounting Rails
- (1) 20A/208V redundant (A+B) feeds
- A+B Power Strips (non-metered) horizontally mounted.
- Locking mechanism – combination locks (some facilities may include electronic locks)

- Patch Panel – 2 RU (standard configuration to include a Commscope 360 Evolve panel)
- (2) 12 port Single Mode Fiber adapter modules – used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- (2) 6 port Copper (Ethernet CAT 6) adapter modules with RJ45 ports - used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- All pre-cabling back to Cyxtera Managed networking stack
- (1) Single Mode Fiber 6 Bundle Ecosystem Connect to Cyxtera Meet Me Room
- Digital Exchange Connectivity
 - Fiber
 - (2) 10G Ports
 - (2) 25G Ports
 - Copper
 - (8) 10baseT ports – can be configured as either 10Gbps or 1Gbps

Quarter SmartCab – 1kW Draw Allocation includes:

- 8 Rack Units (RUs) of usable space
- Cabinet front and rear locking doors
- Mounting Rails
- (1) 20A/208V redundant (A+B) feeds
- A+B Power Strips (non-metered) horizontally mounted.
- Locking mechanism – combination locks (some facilities may include electronic locks)
- Patch Panel – 2 RU (standard configuration to include a Commscope 360 Evolve panel)
- (2) 12 port Single Mode Fiber adapter modules – used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- (2) 6 port Copper (Ethernet CAT 6) adapter modules with RJ45 ports - used to connect to Cyxtera managed networking infrastructure for customer accessible in rack networking
- All pre-cabling back to Cyxtera Managed networking stack
- (1) Single Mode Fiber 6 Bundle Ecosystem Connect to Cyxtera Meet Me Room
- Digital Exchange Connectivity
 - Fiber
 - (2) 10G Ports
 - (2) 25G Ports
 - Copper
 - (8) 10baseT ports – can be configured as either 10Gbps or 1Gbps

2.2 Pre-Configured/Connected Connectivity

Cyxtera SmartCabs makes connecting your gear efficient and seamless through the use of Cyxtera's powerful Digital Exchange. By extending the Digital Exchange fabric into the cabinet itself, Cyxtera has created the ability for customers to deploy and connect gear without the need to purchase or provision separate in rack networking such as Top of Rack (TOR) switches. This Networking as a Service makes deploying into a cabinet fast and efficient by using the Cyxtera Portal to configure interconnection and networking via easy-to-use point and click functions or via an API.

SmartCabs also come preconfigured with a Single Mode Fiber 6 bundle Ecosystem Connect service that connects the customer to the Cyxtera Meet Me Room for access to the robust array of Service Providers and Enterprises with whom you can connect and consumes services, communicate, and extend your reach beyond the data center.

Separate Digital Exchange access via fiber allows for seamless connection to cloud and other virtualized services offered over the Digital Exchange. Customers may order additional Exchange Ports as the need arises and may begin adding [Digital Cross Connects](#), [IP Connect](#), [Enterprise Bare Metal](#) or access other points configured on the Digital Exchange via VLAN or VXC capabilities. Connections via the Digital Exchange allow for near real time connection to these services as well as to data center environments located across Cyxtera's footprint.

2.2.1 Networking as a Service

The Cyxtera SmartCabs in rack networking is intended to provide resilient connectivity to devices installed in the SmartCab, as well as access to the Cyxtera Digital Exchange fabric.

Top of Rack Switching

The SmartCabs Network as a Service functionality is provided by Top of Rack (TOR) switches located in an internal Cyxtera rack installed next to the SmartCabs, connectivity to those TORs happens via the patch panel at the top of the SmartCab. The TORs will be shared and have dedicated ports to each customer. Customers will not have access to the internal Cyxtera rack where the TORs are located.

Copper Connectivity

There are two different kinds of copper connections offered with the SmartCabs

1. 1Gb or 10Gb fully redundant connectivity. Ports 1-4 on modules C and D map to the same copper port on two different TOR switches, creating a port group with port 1 from each module. Configuring the attached device for failover between ports will offer a high availability connection
2. 1Gb management Ports 5-6 on modules C and D map to different copper ports on the same switch, and only support one VLAN. These connections are intended for

management connectivity to devices that do not need to be highly available like IPMI connections for servers or management connections on network devices

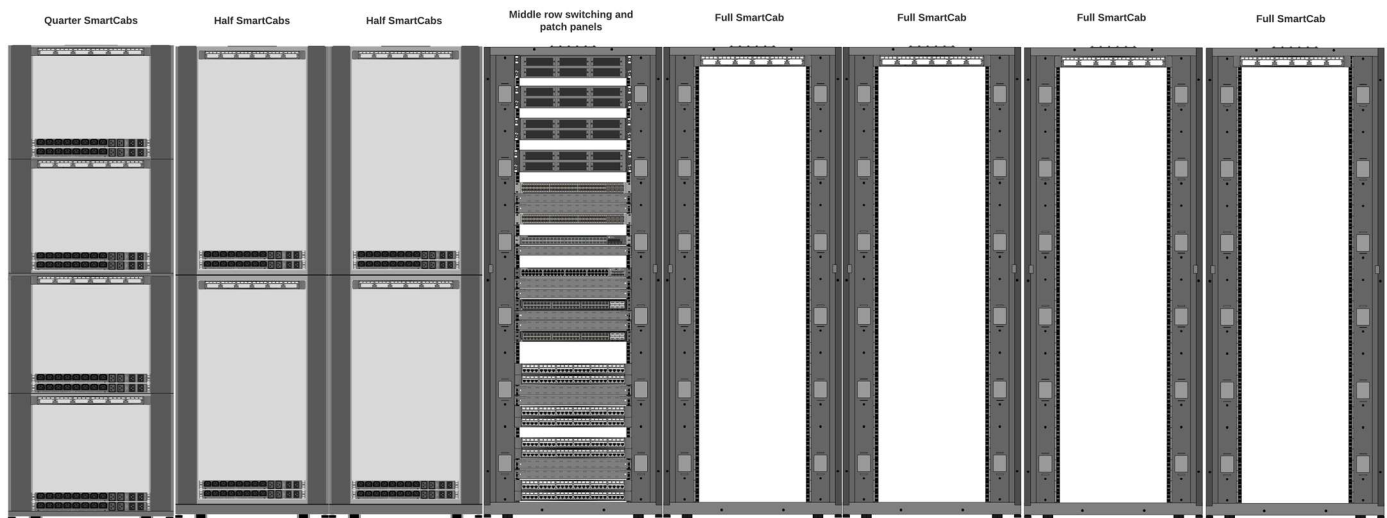
Fiber Connectivity

SmartCabs come with two port speeds of single mode fiber connectivity.

1. 10Gb fully redundant connectivity. Ports 1-2 on Modules A and B map to the same fiber port on two different TOR switches, creating a port group with port 1 from each module. Configuring the attached device for failover between ports will offer a high availability connection
2. 25Gb fully redundant connectivity. Ports 3-4 on Modules A and B map to the same fiber port on two different TOR switches, creating a port group with port 1 from each module. Configuring the attached device for failover between ports will offer a high availability connection

2.3 Service Diagram

The diagram below depicts a typical SmartCabs deployment showing the structure of the SmartCab environment. The diagram shows the three types of SmartCabs available, full cabinet, half cabinet and quarter cabinet with the networking cabinet shown in the center of the environment where Cyxtera Network as a Service gear and patch panels are located.



3 Service Delivery and Support

The following outlines Cyxtera's roles and responsibilities in the service delivery of SmartCabs. 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 and API access to administrative users using default administrator privileges and system preferences.
- Assignment of the SmartCab instance thru Portal automation or if order via a paper order through the Cyxtera Implementation Services team
- Receive customer equipment and install in cabinet via a separate Remote Hands ticket

Customer is responsible for the following provisioning activities:

- Configuration and management of the of the SmartCab instance.
- Configuration of any networking over the in-rack networking service
- Ordering and configuration of any ancillary services not contained in the standard SmartCab bundle (See Section 2.1 for details on items included in the SmartCab bundle Bill of Materials "BOM")

3.2 Support

Cyxtera employs skilled on-site technicians in each of their data centers that can assist with physical provisioning. If the customer requires support with their SmartCabs service, they may request assistance by creating a case within the Portal. Cyxtera will provide assistance to the customer for all Cyxtera-managed hardware and the underlying network to deliver the SmartCab service. Cyxtera does not provide support for the customer's own network configuration. Support charges may be incurred. See the [Cyxtera Colocation Customer Information Guide & Handbook](#) for more information about obtaining such support from Cyxtera.

3.3 Incident and Problem Management

Cyxtera actively monitors uptime for SmartCabs and the associated networking components deployed in the cabinet, however, 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 SmartCabs service. In the event of a service failure, please refer to your Service Level Agreement for details regarding your rights and remedies.

Cyxtera does not provide monitoring or support beyond the Cyxtera managed network devices powering the in-rack networking. All customer deployed gear is the responsibility of the customer however troubles arising with customer supplied gear may be managed through the Cyxtera Remote Hands service based on the guidelines set forth in the Cyxtera Colocation Customer Information Guide & Handbook.

3.4 Security

Cyxtera will provide security for the aspects of the Service over which it has 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 Colocation Customer Information Guide & Handbook](#) for more information about such security and access controls.

Cyxtera SmartCabs come complete with either an electronic or combination locking system. During service set up within the Cyxtera Portal or via the Cyxtera Implementation Service team, customers will be guided through the configuration process for establishing passwords or combinations required to access the SmartCab physical environment. Access controls will be preconfigured prior to a customer arriving on site for the first time to access their SmartCab. Cyxtera security personnel will provide the customer access detail and any access badges required upon arrival to the facility. Biometric information will also be captured upon the first visit to the facility. Cyxtera has engineered the access control to the data center facility and the SmartCab environment to expedite access to the SmartCab with minimal time between ordering and arrival allowing for customer access to the space and associated services in a matter of hours.

4 Business Operations

4.1 New Orders

SmartCabs can be ordered through the Cyxtera Portal or if preferred through a Cyxtera Account Representative who will provide the customer a sales order for execution. Customers ordering through the Portal will have the opportunity to download a paper copy of their order if one is required.

Customers will be required to select the specific cabinet size as a part of the ordering process. Ordering via the portal provides customers a more robust ordering experience as items such as networking may be configured during the initial ordering process. Customers opting for sales orders

via a Cyxtera Account Representative will also have access to the Cyxtera Portal for selection and configuration of networking services but will need to wait for the cabinet assignment from the Cyxtera Implementation Service Manager assigned to the order prior to completing any network configurations. Cyxtera recommends orders be placed in the portal for the best customer experience and delivery of service.

Additional information on ordering SmartCab and managing port and network access can be found here: [Managing your SmartCab](#).

4.2 Changes to Ordered Services and/or Existing Services

Unless otherwise agreed by Cyxtera, in its sole discretion, or as permitted pursuant to the following paragraph, if the customer requires a cabinet size/type change on (a) an ordered SmartCab before installation of such Service or (b) a previously installed SmartCab service, they will need to submit a disconnect order and a new order to implement the change.

The customer is able to manage networking and service configurations within the Cyxtera Portal or API in real-time. Changes to services offered as a component of the SmartCab bundle may be made at any time and any associated charges will be prorated on your bill based on the date of the change. Such changes are strictly limited to networking and interconnection changes or adds/disconnects. Power and cabinet size/type may only be made through add/disconnect orders and will be governed by standard install timelines.

Additional charges may apply for changes to any component of the SmartCabs product.

4.3 Disconnects

Disconnects may be requested (a) in the Cyxtera Portal made available by Cyxtera to customers 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 SmartCabs 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.

The SmartCab product is designed to be accessible in near real time when orders are placed in the Cyxtera Portal. No expedite request will be accepted on any orders placed in the Cyxtera Portal.

5 Service Level Objective (Install)

Cyxtera offers an installation Service Level Objective for SmartCabs. A Service Level Objective (“SLO”) is a metric which Cyxtera makes all reasonable efforts to achieve during standard business operations. For SmartCabs ordered via a sales order, Cyxtera will make all commercially reasonable efforts to complete installation and testing within 5 business days of an accepted sales order assuming all pre-requisite products are available. For SmartCab services ordered within the Cyxtera Portal the associated Service Level Objective for delivery to the customer is 1 business day.

SmartCabs and associated services bundled with the cabinet (power, networking, Digital Exchange access) are all pre-built within the cabinet and as such, require minimal time for assignment to the customer for customer access and use via integrated automation management of the provisioning process. Services ordered via a sales order must be processed through the Implementation Services team and require additional time for deployment due to manual activities required to move through the provisioning process.

Cyxtera does not offer remediation for missed Service Level Objectives.

6 Service Level Agreement (Uptime)

Cyxtera offers an uptime Service Level Agreement for SmartCabs. For more information regarding the service levels offered for SmartCab and associated networking rights and remedies offered in conjunction with SmartCab please refer to your Digital Exchange Service Level Agreement.

7 Contract Terms

SmartCabs incurs monthly recurring charges in connection with the provision of such SmartCabs and any associated services.

SmartCabs may be sold with a 12, 24 or 36 month initial term. For SmartCabs service sold with an initial term, customers will incur an early termination charge if they cancel their service prior to expiry of the initial term. Customers should refer to their contract with Cyxtera for details of the applicable early termination charge.

SmartCabs may also be sold on a month-to-month term, which the Customer may cancel on 30-day's notice. Customer shall have no liability for early termination charges in connection with such a cancellation or any components bundled into or used in conjunction with the SmartCabs service.

[There is no charge to disconnect a SmartCab or associated services at this time, other than any applicable early termination fees as referenced above.]

Customer's use of the SmartCab service and associated network components must comply with Cyxtera's Acceptable Use Policy which may be modified by Cyxtera from time to time by posting an updated AUP at <https://www.cyxtera.com/pdfs/legal/Cyxtera-Acceptable-Use-Policy.pdf> or a successor website designated by Cyxtera.

8 Appendix

Included below are links to additional documentation that are related to SmartCab service.

- [Acceptable Use Policy](#)
- [Cyxtera Digital Exchange Platform Terms and Conditions](#)
- [Cyxtera Colocation Customer Information Guide & Handbook](#)
- [Cyxtera Customer Portal](#)
- [Cyxtera Digital Exchange Port Service Description](#)
- [Enterprise Bare Metal Service Description](#)
- [Ecosystem Connect Service Description](#)
- [IP Connect Quick Start Guide](#)
- [IP Connect Service Description](#)
- [Managing SmartCabs](#)
 - [SmartCabs Overview](#)
 - [Ordering SmartCab](#)
 - [Managing SmartCab](#)