SERVICE DEFINITION

Cross Connects

Version 1.0

20 December 2024

redcentric

AGILE • AVAILABLE • ASSURED

CONTENTS

1 OVERVIEW

Cross Connects can be purchased in addition to Data Centre Colocation or Connectivity Services to connect Customer's equipment to Internet services. Additional information may be included in your Order Form or Statement of Work.

Parts of this description described as optional or that require further detail to be delivered should be specified in your Order Form or SoW (by default they are not included).

We provide colocation equipment if purchased separately via our Data Centre Colocation service (for details, please see our Colo Service Description).

2 SERVICES

2.1 Service Features

Cross-connects are contracted on a monthly basis and are considered a single service per cross-connect. There are different types of service available;

(a) Copper (standard will be Ethernet – CAT6) Cross Connect – A single copper cross-connect is intended for rack-to-rack connections only and is not intended for connectivity to meet-me-rooms.
(b) Single-Mode Fibre Cross Connect (standard will be OS2) – A single single-mode fibre cross-connect. Connectivity between customer rack and data centre meet-me-room for either internet or carrier connectivity, Suitable for services up to 40Gb. Faster speeds are available but subject to survey.
(c) Multi-Mode Fibre Cross Connect (standard will be OM3) – A single multi-mode fibre cross-connect. Connectivity between customer rack and data centre meet-me-room for either internet or carrier connectivity, Suitable for services up to 40Gb. Faster speeds are available but subject to survey.

Note: Other standards are available upon request

2.2 Service Implementation

After order acceptance, we will implement the Service as follows:

- Redcentric will confirm Customer commit date(s) (or project plan, where needed) with you.
- Redcentric will Install the ordered cabling to the client location and carrier location.
- Redcentric will confirm Ready for Service.

2.3 Ready for Service

The Ready for Service date is the date when we (acting reasonably and properly) notify you that the implementation steps are complete and that the Cross Connect is ready for service. This date may be specified to occur at a later date, if mutually agreed to be so. If you consider that the Service is not ready for service on the date notified, you must notify us within two (2) weeks of

our notification, after which the Ready for Service date will be deemed to have occurred regardless of issues or defects of which you may later become aware and notify us about (which will then be dealt with as faults or service issues but will not change the Ready for Service Date).

2.4 Service Operations

Please refer to our Operation Manual for further information on incident management, requests for change and information requests.

2.5 Dependencies

None

3 BILLING

Each Cross Connect will have the following charges applied:

(a) A one-off installation charge. This is paid up-front

(b) A monthly reoccurring charge. This is paid monthly in-advance

4 SERVICE LEVELS

4.1 Operational Cross- Connect Targets

	P1	P2	P3	P4
Response	4 hours	6 hours	8 hours	3 Business Days
Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Description	• Total loss of service on cross-connect.	• Performance degradation e.g. Packet loss, and intermittent flapping.	• Service Available with a non-service affecting issue.	• Service Requests. • A required change or configuration alteration to a service. • Non-Service affecting work and reports.

4.2 Service Levels and Service Credits

Service	Measurement	Period	Target	Service Level	Service Credit
Cross Connect	Availability - The ability for your circuit to operate correctly. The Availability of the Service is maintained whilst there is no active P1 Incident. Planned maintenance is excluded from the calculation for P1, P2 and P3. The KPI is calculated as the number of minutes in which a service is available in a calendar month.	Calendar Month	100%	100% - 99.35%	5% of monthly value of Recurring Fees
				99.35% - 98.85%	10% of monthly value of Recurring Fees
				Less than 98.85%	15% of monthly value of Recurring Fees