ARC DATACENTER CROSS-CONNECT SERVICE SCHEDULE

The following terms and conditions set out in this Service Schedule will apply to the provision of Datacenter Cross-Connect Services to the Customer as set out in a Service Order by Supplier.

1. **Service Description.** The Datacenter Cross-Connect Service provides a physical media cable between racks in the Supplier's datacenter. This Service does not provide datacenter-to-datacenter connectivity.

2. **Definitions.**

   Capitalized words and phrases used in this Schedule, but not otherwise defined below shall have the meaning given to them in the Agreement.
   Circuit means a point-to-point transmission channel provided by the Supplier, for the Customer's use, for the conveyance of data and/or information services between the Supplier Network Termination Points;
   DDF means Digital Distribution Frame;
   POP means a point of presence, at Supplier's premises; and
   Supplier Network Termination Point means the point at which the Supplier's Network terminates on the Customer-facing side of the Supplier datacenter as specified in the Service Order.

3. **Service Specifications.**

   3.1. Service Type: The Datacenter Cross-Connect Service is provided in the following physical media types:

   3.1.1. **Coax:** The co-axial cable utilizes a BNC connector (Bayonet Neill-Concelman Connector). This is typically used for a range of devise, including antenna and DS-3 circuits and cable TV. DS3 (Digital Signal 3), also referred to as T3/E4, is a true 75 ohm coax able delivering 44.736 Mbps in both directions

   3.1.1.1. **Maximum length**: Coax maximum service length is 90 meters

   3.1.2. **UTP:** Unshielded Twisted Pair (UTP) is used in data networks for short and medium length connections. Supplier employs Cat6 as a standard and may also, at its discretion, offer Cat5e types. RJ45 is the standard connector type.

   3.1.2.1. **Cat5e**: Bandwidth up to 100 MHz. Typically used for Ethernet networks running at 10 or 100Mbps

   3.1.2.2. **Cat6**: Bandwidth up to 250 MHz. Supplier offers this cabling type; however the termination is implemented to Cat5e standards

   3.1.2.3. **Maximum length**: UTP maximum service length is 90 meters

3.1.3. **Fibre:** Offered as single mode fiber.

3.1.3.1. **Single mode**: Able to support up to 12km with standard optics

3.1.3.2. **Connectors**: SC (default), LC connectors are offered as standard fiber termination option.

3.1.3.3. **Maximum length**: Single-mode maximum service length is 800 meters

3.2. **Service Demarcation:** The Datacenter Cross-Connect Service is provided between:

3.2.1. **A-end:** Supplier's demarcation patch panel in the Customer PoP located in a Campus within the Supplier's data centre;

3.2.2. **B-end:** Supplier's demarcation patch panel in the Customer PoP located either in the same Campus as the A-End or another Campus within the same Supplier's datacenter;

3.3. **Service Components:** The Datacenter Cross-Connect Service includes:

3.3.1. Passive media cable from A-end Supplier demarcation patch panel at Customer rack to B-end Supplier demarcation patch panel at Customer rack.

3.4. **Intra-Customer Cross-Connect:** An Intra-Customer Cross-Connect is a standard Cross-Connect (either Coax, UTP or Fiber) provided to customers for the purpose of interconnecting their own non-contiguous equipment racks within the same Supplier Supplier's data centre. In the case of Intra-Customer Cross-Connects, both the A end rack and the B end rack are contracted to Supplier by one and the same customer legal entity

3.4.1. Intra-Customer Cross-Connects are not available in private cages

3.4.2. To qualify for Intra-Customer Cross-Connect, the company connected must be recognized by Supplier as the same legal entity at both ends of the service; in particular

3.4.2.1. Affiliates require custom approval by Supplier

3.4.2.2. Subsidiaries require custom approval by Supplier

3.5. **Media Conversion:** Media Conversion may be required for cases including, but not limited to:

3.5.1. Different types of interfaces at each end of the Cross-Connect

3.5.2. Length limitation on the requested type of media for the Cross-Connect

In such cases, Supplier will, as its discretion, decide if a media converter is required. In such cases, Supplier will quote separate installation fees and monthly recurring fees for the Media Conversion, in addition to providing a separate installation timeline for Media Conversion.