

## **Cross Connect & E/W Connect Services Service Terms**

### **1. DEFINITIONS**

**“Carrier Demarcation Point”** or **“CDP”** is a point of connection of a circuit or network on Sungard AS site or another site to a telecommunications provider’s network.

**“CDR”** means the Customer design review form.

**“Cross Connect”** mean a physical direct connection between two different termination locations withing a data center.

**“Delivery Location”** refers to a Sungard AS facility or other site as specified in the Order, at which the Services are provided.

### **2. CROSS CONNECT**

#### **2.1 Features**

Sungard AS will provide the following for the number of Cross Connects identified in the Order, in accordance with the completed CDR form:

- (a) Provision and install Cross Connects between telecommunications circuit(s) and Customer’s environment in the Sungard AS facility.
- (b) Assistance with telecom circuit acceptance testing.

If the telecom circuit(s) to a Sungard AS facility enters the facility through a “meet me” room operated by a third party, Sungard AS’ responsibility for the Cross Connect from the “meet me” room to the Customer’s environment begins at the Sungard AS terminating panel in the “meet me” room.

#### **2.2 Service Conditions**

Sungard AS’ Cross Connect Services facilitate connections from the CDP at the Delivery Location to specified Customer equipment at the Delivery Location. These Services are provided automatically and at no further charge if Customer contracts for any other network services or Internet Access Services, but Cross Connect Services are separately chargeable if used in connection with Circuit Provisioning Services or Private Cloud Service (as those terms are defined in the applicable Service Terms).

All hardware and software will be provided by Customer unless otherwise identified in the Order. Sungard AS does not guarantee a time to fix hardware or software. Sungard AS will engage and manage vendors in accordance with the terms of the underlying maintenance agreement and is not responsible for vendor failure to deliver parts or repairs within maintenance agreement timelines.

### **3. E/W CONNECT**

#### **3.1 Features**

E/W Connect Services provide Customer with Layer 2/3 connectivity between colocation resources and resources hosted on Sungard AS’ E/W network fabric. Sungard AS will provide the following for each E/W Connect identified in the Order:

- (a) Provision and install (2) Cross Connects between Customer’s environment and Sungard AS E/W fabric in the Sungard AS facility.
- (b) Provision and install small form-factor pluggables (SFPs) as indicated in the Order.

**3.2 Service Conditions**

All hardware and software will be provided by Customer unless otherwise identified in the Order. Sungard AS does not guarantee a time to fix hardware or software. Sungard AS will engage and manage vendors in accordance with the terms of the underlying maintenance agreement and is not responsible for vendor failure to deliver parts or repairs within maintenance agreement timelines.

**4. GENERAL SERVICE TERMS**

These Services are also subject to the General Service Terms at  
<https://www.sungardas.com/hubfs/multimedia/document-file/sungardas-general-service-terms.pdf>.