

Equinix Fabric Enablement Services (EFES) – External Service Description

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TABLE OF CONTENTS

Equinix Fabric Enablement Services (EFES) – External Service Description 1

Equinix Fabric Enablement Service (EFES)	2
Standard Service	2
Providing A or B depending on your request	3
Responding to inquiries about the service (via email only).....	3
Service Demarcation & Enabling Services.....	4
Purchase Units	5
Roles & Responsibilities	6
Onboarding Phase.....	6
Service Requests	7
Reporting	8
Service Level Availability (SLA)	9
Other documentations.....	10
Where to find more documentation?	10
Where to find EMS policy?	10
How to ask for help	10

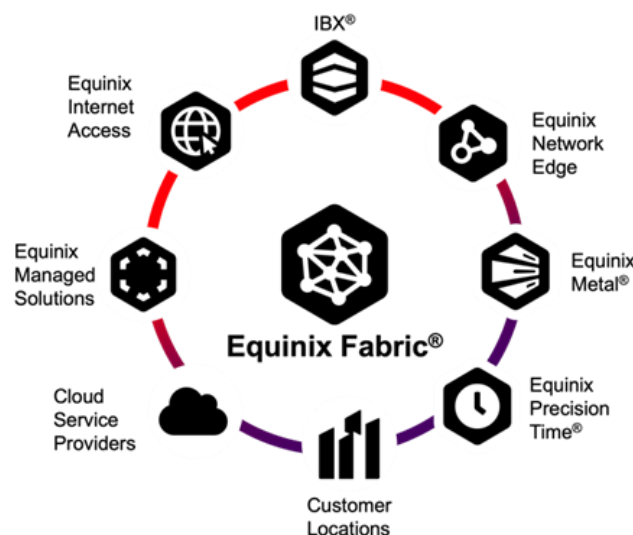
Equinix Fabric Enablement Service (EFES)

Enablement Services are specialized consulting, implementation, and configuration services to assist customers in their digital transformation journey and digital infrastructure implementation, particularly in Equinix platforms adoption.

The service is designed for companies needing support beyond the standard installation of our offerings. Equinix provides deeply specialized knowledge and experience to meet their needs in a more customized way, whether deploying a new environment or optimizing an existing one.

With Equinix Fabric Enablement service (EFES) our experts will help you set up your virtual connections, providing an easier and quicker way to access the reliable and secure connectivity Equinix Fabric® offers. Equinix Fabric is our service provider network that allows you to build virtual connections between Equinix services, Cloud Service Providers, Network Service Providers, other customers, and more. We assist you in setting up and configuring the network on Equinix Fabric that connects all components of your hybrid and multi-cloud:

- Your IT platform in your cabinet or cage in our IBX®
- Equinix Digital Services like, Equinix Metal®, Equinix Network Edge and Equinix Precision Time®
- Equinix Managed Solutions such as Managed Private Cloud (MPC), Managed Private Firewall (MPF), Managed Private Backup (MPB) and more
- Your platforms and applications in major Public Clouds such as Amazon Web Services® (AWS), Microsoft Azure®, Google Cloud Platform™ (GCP), and others



Standard Service

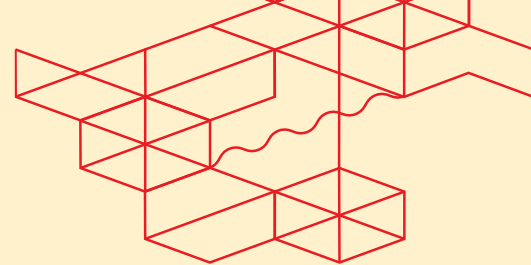
The service is customizable respecting the limitations and service definitions, allowing customers to fully leverage the benefits of having best practices and decisions made by certified professionals.

That approach brings agility in project deployments since Equinix applies its own pre-defined methodology, tools and processes that facilitate and accelerate this execution optimizing distributed, hybrid and multi-cloud environments.

The Standard Service includes the following:

- Setup of the number of Virtual Connections (VCs), to pre-defined destination(s), for example: Equinix Managed Solutions, AWS, Microsoft Azure, or GCP
- Recommendations on Equinix Fabric redundancy and architecture
- Support and advise on the Interconnection related configuration within the Cloud Service Provider (CSP) environment.

The configuration works for the Service are performed during Equinix business hours.



EMS – EFES External Service Description – Version 1.2

*This service is offered as one-time and Non-Recurring Charge service.

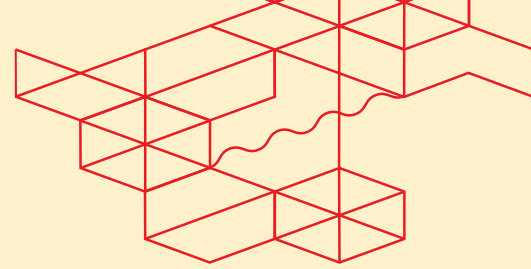
Providing A or B depending on your request

- a) When we perform the setup work on behalf of you.
 - We will ask you about the configuration values on our Technical Specifications Form.
 - If ECP user, etc. for each service are required for the work, please provide us with ECP user under Customer account, etc. available to Equinix.
- b) When you perform the setup work with our hands-on support with Remote connection sharing the same Equinix Fabric Portal View.
 - We will ask you about the configuration values on our Technical Specifications Form.
 - We will explain how to configure the settings while viewing the actual screen and configuring the settings.

Responding to inquiries about the service (via email only)

We will respond to inquiries from you via email.

- For this Equinix Fabric Enablement Service (EFES) contract, inquiries are limited to those related to the contracted service.
- Inquiries other than about the Service are not supported.



EMS – EFES External Service Description – Version 1.2

Service Demarcation & Enabling Services

The information and deliverables must be further expanded upon and supplemented in a Scope of Work to be presented during commercial negotiations and revalidated at Project Kick-off. The main steps of the delivery process and deliverables may vary according to the specific Scope of Work, but the activities below are consistent to most of scenarios.

- Customer Project Manager (CPM) and team are assigned.
- A kick-off video conference will be held by the CPM and the delivery team.
- Details, schedule, deliverables, and results measurements will be aligned in the planning phase.
- Recurrent reporting on service progress will be provided.
- Testing and validation will be performed and presented by the end of implementation.
- Applicable deliverables will be presented and may include: a description of the methodology used, a report on the results obtained, diagrams and blueprints.

This service includes:

- The remote configuration support via Equinix Fabric Portal
- Configuration of Network Interfaces of the Managed Solutions Product
- BGP Configuration

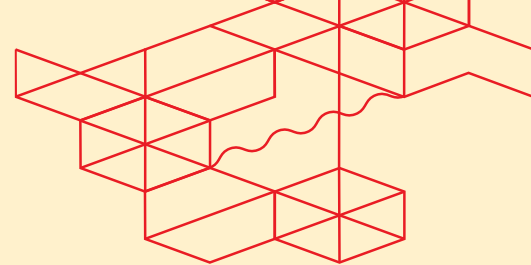
Assistance with the configuration of the Network device on the CSP. We can advise on the basic actions required in the CSP portal (create an s-key / accept the VC connection / configure basic BGP peering).

This service does **NOT** include:

- Pre-sales consultancy on Equinix Fabric architecture and design
- Provisioning of physical Equinix Fabric ports (they are ordered and charged separately)
- Ongoing management of the VC's
- Provisioning or configuration of on-premises network equipment or in colocation racks (routers, switches)
- Network design and network connection migration planning.
- Overall architecture of end-to-end networks
- Detailed troubleshooting and support on the underlying Equinix Fabric EVPN network. You will need to report and resolve any such issues through Equinix Fabric Portal or Customer Support.

All of the third-party service contracts need to be completed before this service is provided, including user account and access validation.

Once the Enablement delivery is complete you are expected to have sufficient knowledge to manage your own VC's. Alternatively, you can purchase additional Enablement package(s) when you need more VC's.



EMS – EFES External Service Description – Version 1.2

Purchase Units

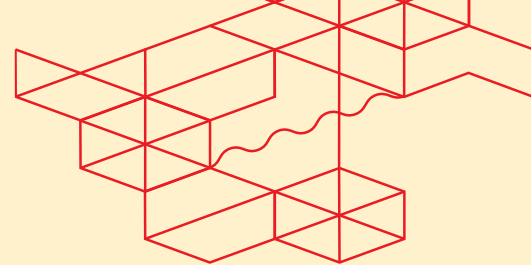
A one-time charge (NRC) will be assessed towards Enablement Services based on the service scope defined during design and commercial negotiation phases.

PACKAGE OPTION	NUMBER OF VC'S	NRC	MRC
SMALL	2	Yes	No
MEDIUM	6	Yes	No
LARGE	10	Yes	No
CUSTOM	As per SoW**	Yes	No

* VC: Virtual Connection on Equinix Fabric

**SoW: Statement of Work

In general, the use of approved tools is already included in the cost of the project (when applicable). If any other specialized technology or tool is required, Equinix may suggest it to the customer, who will decide whether to proceed and bear the additional costs.



EMS – EFES External Service Description – Version 1.2

Roles & Responsibilities

Equinix guarantees the integrity of information during the execution. This is done by preserving the customer's data and applications during and after the execution of the services, including in migration or configuration scenarios. It is important to mention that the data stored in the temporary repository used to support the service is deleted after the deadline for reporting any problems.

Security will also be applied at the network layer, using firewall rules to ensure that the temporary repository is only accessible by the client's source and destination networks.

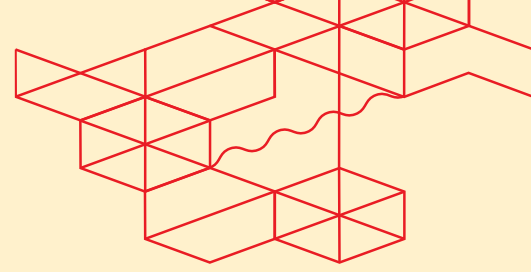
Customer must provide Equinix in a timely manner with the information and access necessary to complete the delivery of the services, which may include administrative access to customer owned and managed equipment, as well as ensure the accuracy of the data and information provided to Equinix.

Onboarding Phase

VC Configuration

PROVISIONING OF THE FOLLOWING COMPONENTS	EQUINIX	CUSTOMER
Configure VC	RA	CI
Configure BGP routing on MS Service	RA	CI
Configure BGP routing at Cloud Provider	CI	RA
Configure BGP routing at customer Colo kit	CI	RA

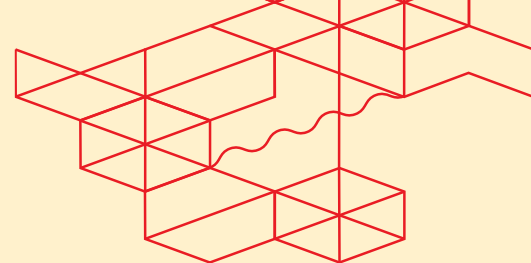
Note: RACI stands for Responsible, Accountable, Consulted, and Informed.



EMS – EFES External Service Description – Version 1.2

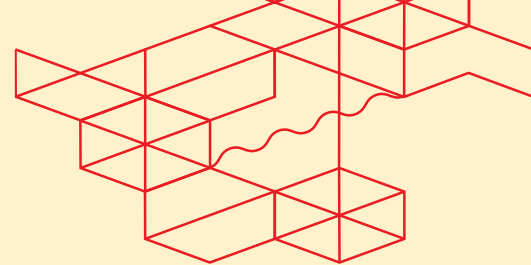
Service Requests

There are no Service Requests as Equinix Fabric Enablement Service (EFES) is a one-time enablement service. Please contact your Account Executive or CSM, when you need assistance with the setup of additional virtual connections or changes.



Reporting

A report with the configuration information will be provided when the setup and configuration is completed.



EMS – EFES External Service Description – Version 1.2

Service Level Availability (SLA)

We will perform the configuration work within the lead times as set out in the table below.

PACKAGE	NUMBER OF BUSINESS DAYS*
SMALL	3 days
MEDIUM	20 days
LARGE	20 days
CUSTOM	As per SoW**

* Business Day: Weekdays 8:00-18:00 in the country of order.

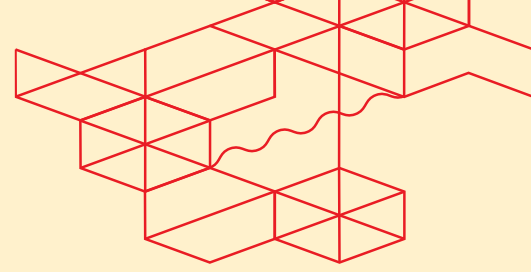
**SoW: Statement of Work

Work will be performed during business hours. Lead time starts once the all configuration information is available.

For the small package you may specify the date and time of the configuration work, please specify within Equinix business hours and not earlier than 3 business days from the day the configuration details are available.

Additional charges apply if you require the configuration work to be performed outside business hours.

The packages are supposed to be performed all at once. If different timeline are needed, customer should hire different packages.



Other documentations

Where to find more documentation?

You will find the most up to date documentation on docs.equinix.com website.

Where to find EMS policy?

You will find it on [our website](#).

How to ask for help

Please make sure to open a ticket every time you need help. This is your guarantee that the right team has received your request and will work on that under the expected SLAs.