

POLICIES

INTERCONNECTION POLICY

Introduction

The NAP of the Americas Interconnection Policy is designed to promote a neutral environment where all parties are able to conduct their business activities in a fair and consistent manner regardless of resources or size.

Specific Policies

The following policies apply to all interconnection service customers. All reasonable efforts will be made to allow interconnection between the NAP of the Americas Customers and other network or service providers.

Customers with open racks in caged areas are required to comply with the standards for wiring and workmanship defined by the NAP of the Americas. The customer cannot utilize the overhead trough and rack systems.

All inter-customer interconnections must be made via a transit point in one of the NAP of the Americas Meet-Point Rooms. The aggregation of interconnections through Meet-Point Rooms assists in facilitating the management and maintenance of large numbers of interconnections. The establishment of this policy will assist in the identification, isolation and resolution of reported and monitored interconnectivity faults.

Scope of Responsibility

Interconnection circuits established for the NAP of the Americas Customers are not a managed service. With the exception of interconnectivity to the NAP of the Americas Peering fabric, the provision and maintenance of service on an inter-customer facility is the responsibility of the NAP of the Americas Customer who requests the interconnection. The technicians of the NAP of the Americas will only verify Layer 1 physical connectivity when requested to do so by the NAP of the Americas Customer.

Applicable Charges

If a NAP of the Americas technician verifies physical connectivity of the facility and no trouble is found, a billable request for technical assistance will be generated. All additional requests for support require the initiation of a billable request for technical assistance. Pricing is consistent with the NAP of the Americas "Remote Hands" Technical Assistance Service Offering.

Others

All direct, home-run wiring is prohibited from one NAP of the Americas Data Center colocation customer to another except as provided in the NAP of the Americas colocation agreement.

Customers using cabinet- and rack-based collocation arrangements are not permitted to utilize the overhead fiber, data trough, or cable trays for interconnection.