

AXON



TECHNICAL DEPLOYMENT GUIDE



NEXT DC

CONTENTS

AXON platform overview	3
AXON Platform architecture	5
The AXON anatomy	5
Onboarding process	9
Technical requirements	10
Redundant design technical requirements	11
Ordering AXON Services	12
Ordering an AXON Intercap	14
Ordering an AXON Elastic Cross Connect (EXC)	15
Adjusting AXON Intercap bandwidth	16
Adjusting AXON Elastic Cross Connect (EXC) bandwidth	17
Deleting an AXON port	18
Deleting an AXON Elastic Cross Connect (EXC)	18
Deleting an Axon Intercap	18
AXON Port specifications	19
Billing	20
Use cases	21
NEXTDC support contacts	29
Glossary	30

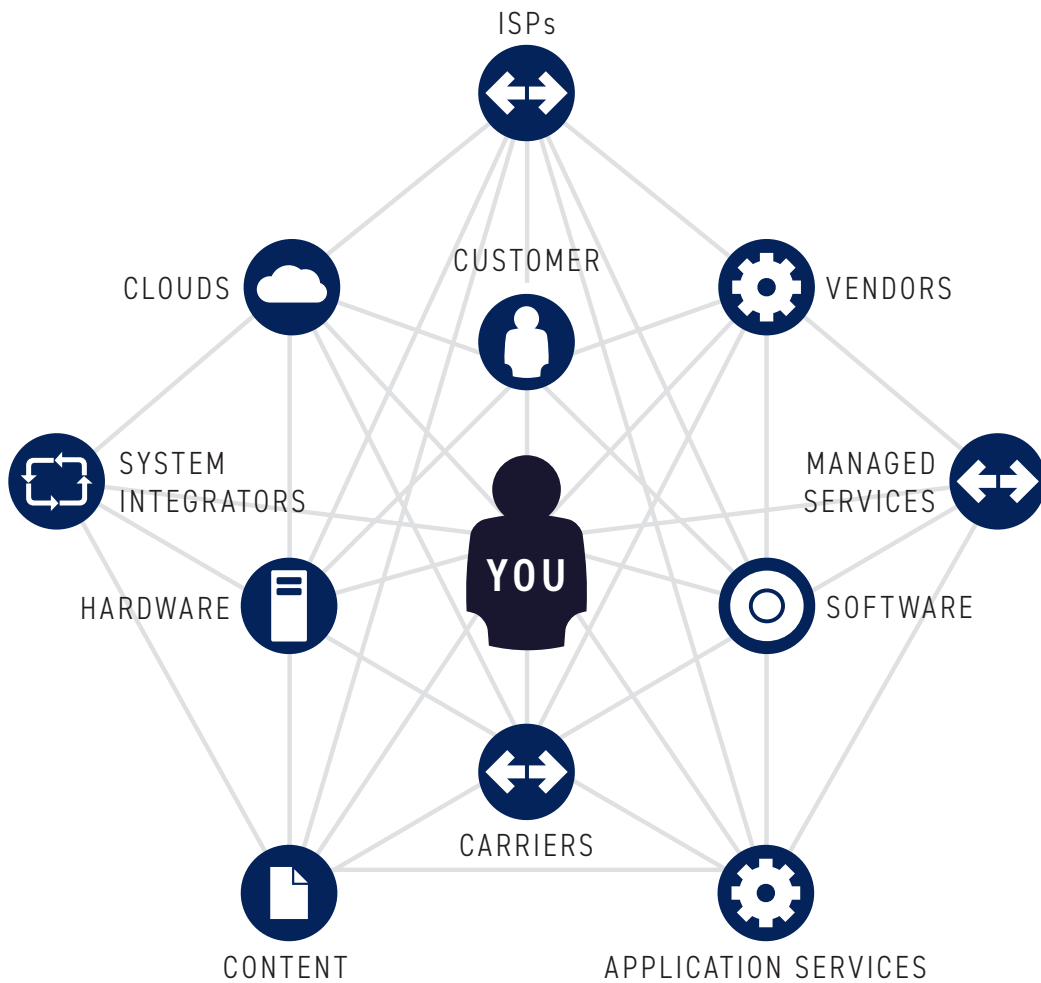
AXON PLATFORM OVERVIEW

In today's hyper-connected world our data, applications, clouds, locations and people live everywhere.

To compete without limitation organisations must integrate their siloed worlds. Our people need access to what they need, when they need it, from wherever they are with complete confidence.

Connectivity with NEXTDC allows you to connect your physical and virtual worlds uniting the people, places and clouds most critical to your organisation. We help you achieve this with NEXTDC's Ethernet connectivity platform, AXON.

AXON is an API controlled software defined network, allowing you to deeply integrate and automate the solutions you build on our platform. Being entirely software driven means AXON connections are automated and provisioned rapidly. AXON's high-speed private Layer 2 ethernet connections give you fast, flexible and secure on-demand access to connect the clouds, carriers and data centres that underpin your hybrid cloud.





RAPID SELF PROVISIONING

New AXON services can be self-provisioned in minutes once physical cross connects have been established.



CHOICE

Connect to over 120 cloud and service provider ports across Australia.



SECURE CONNECTIVITY

Private, secure and available Layer 2 connectivity across the entire AXON fabric.



FLEXIBLE CONTRACT TERMS

Flexible contract terms are available for all AXON products with Elastic Cross Connects (EXC) and Intercap services calculated daily.



SERVICE LEVEL AGREEMENT (SLA)

AXON services are supported by a service level agreement of 99.95% offering you confidence the network will deliver.



COMMITTED BANDWIDTH

The AXON platform is capacity managed by NEXTDC to ensure committed bandwidth is available at all times.



COMPREHENSIVE BANDWIDTH OPTIONS

AXON Ports are available in 1Gbps, 10Gbps or 40Gbps. AXON virtual connections are available in increments from 50Mbps to 10Gbps and can be adjusted dynamically as required.



PATH RESILIENCE

AXON has been engineered to allow complete path segregation for customers who seek end to end redundancy. By provisioning diverse AXON Ports in each location, single points of failure can be removed from your network architecture.

AXON PLATFORM ARCHITECTURE

THE AXON ANATOMY

An AXON connection requires several main components:

- AXON Port
- Local or Carrier Cross Connect
- AXON Intercap (not required for local connectivity)
- AXON Elastic Cross Connect (EXC)

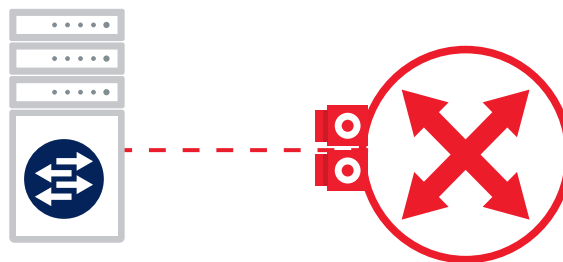
AXON PORTS

AXON Ports are the physical ports that connect you to the AXON platform and are available as 1Gbps, 10Gbps or 40Gbps.






Redundancy can be achieved by connecting to multiple AXON Ports on diverse edge switches to ensure 100% end to end physical separation.

LOCAL CROSS CONNECTS

Local Cross Connects are the physical connection (transport layer) between your rack and the AXON Port shown below. They are ordered from and provisioned by your data centre provider. If ordering diverse AXON Ports, it's important to ensure your provider also provisions the local cross connects by diverse cable paths.



LEGEND

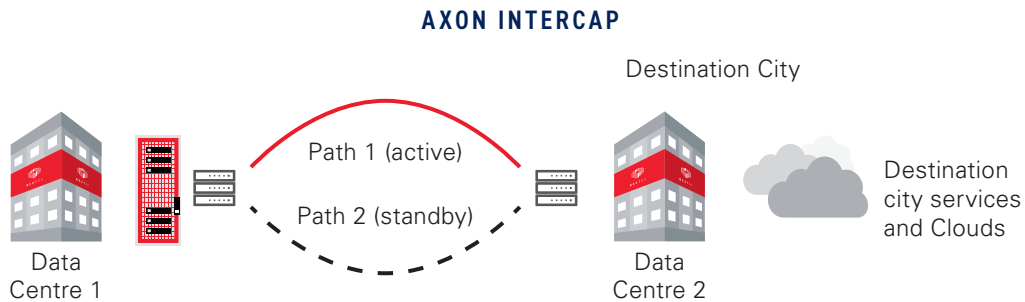
	Customer rack		Customer Switch or Router		Physical Cross Connect
	AXON Port		AXON Fabric		

CARRIER CROSS CONNECTS

Carrier cross connects are similar to local cross connects in that they are the physical connection into the AXON Port. However with carrier cross connects, these may be connected to a carrier service via the data centre providers Meet Me Room (MMR) or Interconnect Room (IR) rather than terminated in your rack. They are still ordered from and provisioned by your data centre provider.

If ordering diverse AXON Ports, it's important to ensure your provider also provisions the carrier cross connects by diverse cable paths. Note that in this scenario, full diversity may not be possible if the carrier only has a single Point Of Presence (PoP) in the data centre.

AXON INTERCAP



AXON Intercap provides you with committed bandwidth point to point Ethernet connectivity between an AXON Port in a data centre and an AXON port located in a different city. By provisioning an AXON Intercap service, you can access major cloud providers quickly, securely and via a flexible service. AXON Intercap has been built to provide access to interstate AXON ports and services including all major public cloud providers including AWS, Microsoft, Google, IBM, Oracle and Alibaba and local service providers.

Intercap connections can be self-provisioned in increments from 50Mbps to 3Gbps. Capacity over 3Gbps can be ordered via your NEXTDC account manager.

A key advantage of the AXON Intercap service is path redundancy. As shown above, AXON Intercap services are managed by NEXTDC, where traffic is automatically routed over a standby path if the primary path is impacted.

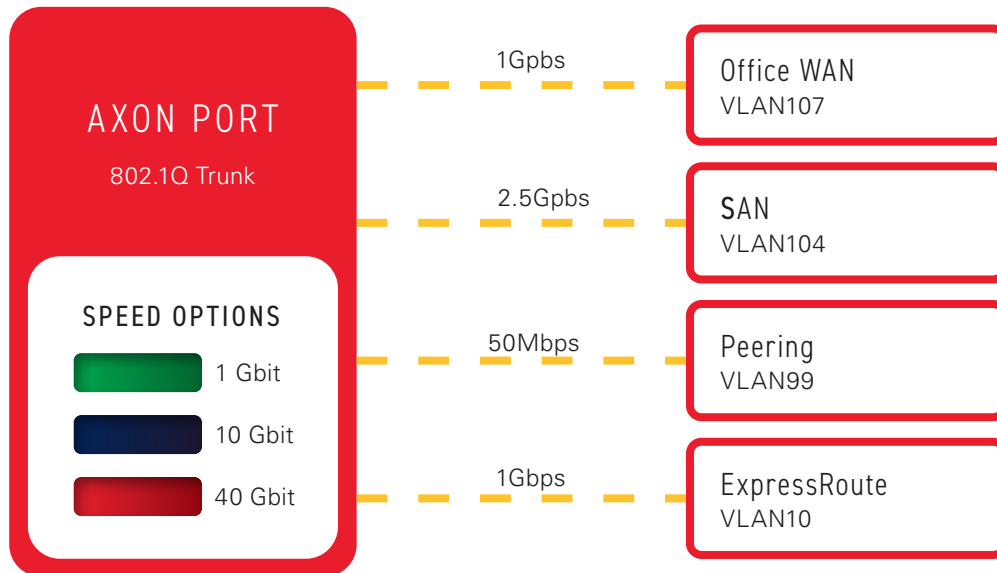
Refer to "Redundant design technical requirements" section for further details on how to avoid a single point of failure.

ELASTIC CROSS CONNECT (EXC)

The final building block for all services delivered over AXON is the Elastic Cross Connect (EXC), otherwise known as a virtual cross connect. An EXC is a layer 2 ethernet tunnel that connects one or more AXON Ports within a fabric. Traffic passed over an EXC is restricted to that EXC and is partitioned off from traffic passing over other EXCs like the way VLANs are used on a corporate network. When connecting a site to a hyperscale cloud platform, only a single AXON Port is required at the A-end.

A single AXON Port can support multiple EXCs. For example, a 10Gbps AXON Port could support 10 x 1Gbps EXCs, 5 x 2Gbps EXCs, or any other similar combination. EXCs are presented as VLANs on an 802.1q trunk interface on each endpoint (AXON Port). VLAN IDs are assigned per AXON Port and do not have to be the same at each end of an EXC.

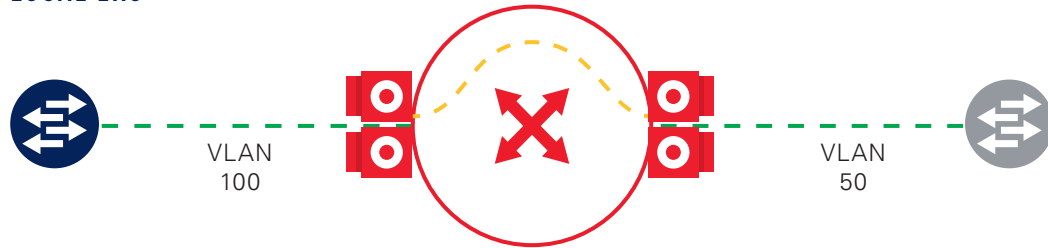
The AXON Portal and APIs can provision, modify and decommission EXCs within minutes once an order is submitted. EXCs may be ordered between any AXON enabled network(s) and are provisioned subject to approval of the owner of each AXON Port included in the EXC order.



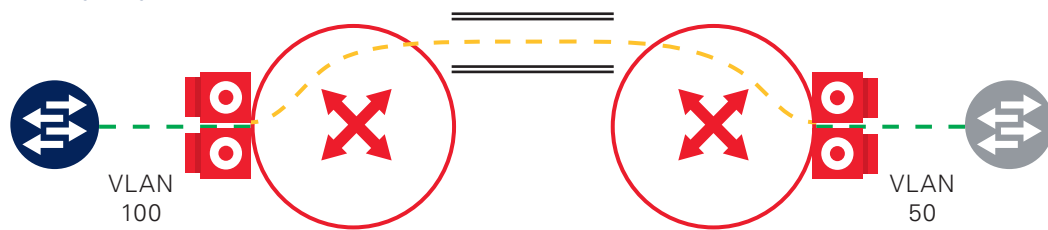
LOCAL AND METRO ELASTIC CROSS CONNECTS (EXC)

EXC pricing is priced in two tiers. If the EXC is within the NEXTDC network then it is considered a local EXC and a discount of 50% is applied to the cost of the EXC. If it exits outside the NEXTDC network then it is considered a metro EXC and priced at the standard rate. Specific pricing can be found within the AXON Portal.








LOCAL EXC



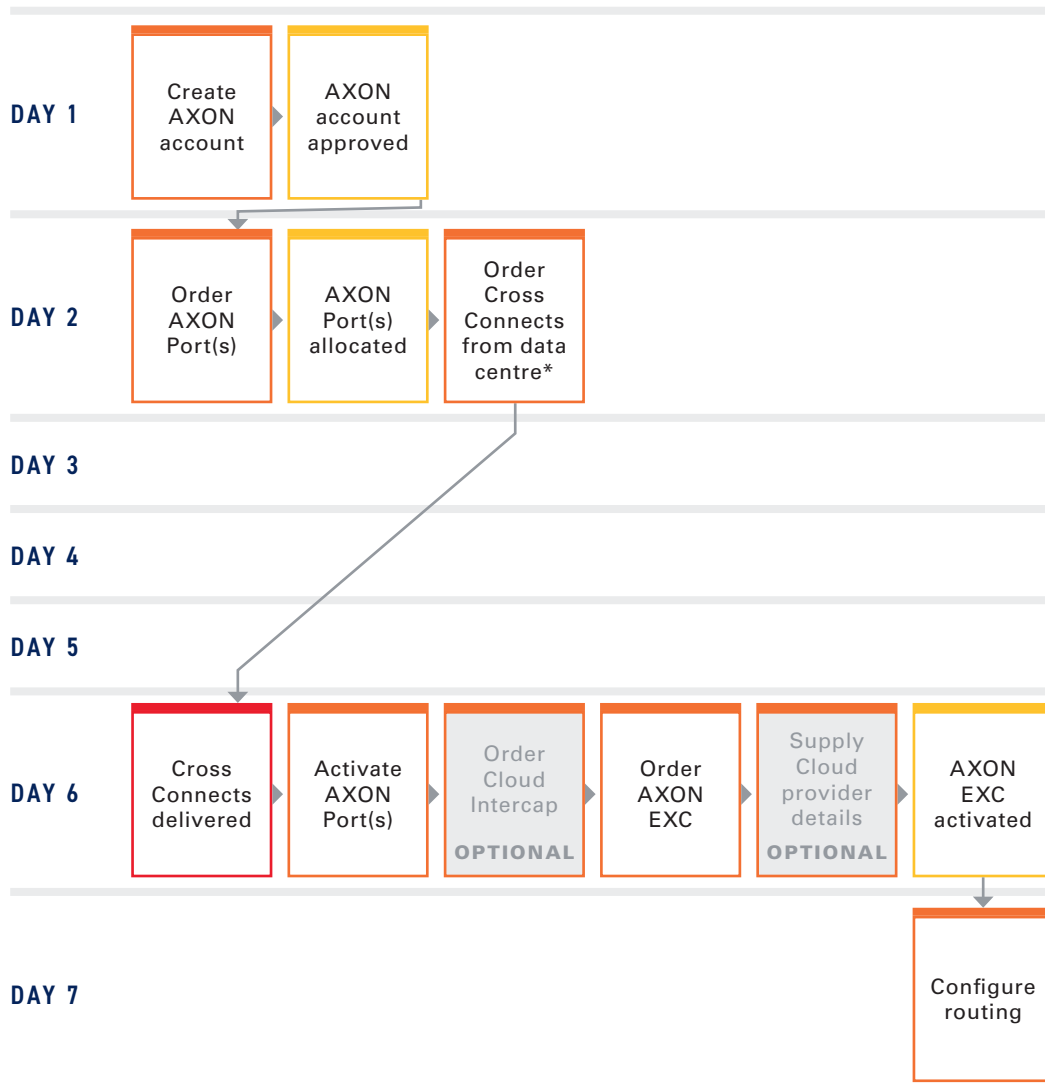
METRO EXC




LEGEND

	AXON Ethernet		Customer A		Customer B		AXON Port
	Elastic Cross Connect (EXC)		Physical Cross Connect		Metro Fabric		

ONBOARDING PROCESS



LEGEND

 Customer	 AXON	 Data Centre Provider
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*Please allow up to four days for provisioning of Cross Connects

TECHNICAL REQUIREMENTS

Item	Qty	Comment
Single Mode Fibre (SMF) Cross Connect (pair)	1	1 x dual core SMF Cross Connect is required to interconnect between your rack and the AXON Port.
1, 10, 40Gbps capable network switches or routers	1	You can connect to AXON using either routers or switches. If you choose to use switches, you will need to pass public Cloud traffic to BGP capable routers via appropriately dimensioned connectivity.
1, 10, 40Gbps capable network optics	1	Optic options are: <ul style="list-style-type: none"> ▪ 1G-LX (10KM) ▪ 10G-LRL (1KM) ▪ 10G-LR (10KM) ▪ 40G-LRL (Up to 1KM) ▪ 40G-LR (Up to 10KM) If your vendor only supplies LR optics and you are in the same data centre as the AXON Point of Interconnect (POI), please order 1km (LRL) optics from AXON as they are compatible with 10km (LR) vendor optics.
BGP routers	1	A BGP capable router to connect to your chosen cloud provider.
Cloud pairing token	1	You will require a connection token or key from your chosen cloud provider. This is provided during provisioning of your Cloud provider service.
Correct configuration on your network equipment	-	Eg. Auto-negotiation needs to be enabled for 1Gbps AXON Intercap Services.

REDUNDANT DESIGN TECHNICAL REQUIREMENTS

To support high availability applications and critical workloads, it is strongly recommended that customers order a secondary service to provide complete end to end redundancy removing any single points of failure.

When ordering a second service, be sure to indicate that it must be provisioned on a separate interface to your primary service.

Item	Qty	Comment
Single Mode Fibre (SMF) Cross Connect (pair)	2	2 x dual core SMF Cross Connects are required for port and switch redundancy connection to AXON. You may also consider requesting cable path diversity from your carrier and/or data centre provider.
1, 10 or 40Gbps capable network switches or routers	2	You can connect to AXON using either routers or switches. If you choose to use switches, you will need to pass public cloud traffic to BGP capable routers via appropriately dimensioned connectivity.
1, 10 or 40Gbps capable network optics	2	Optic options are: <ul style="list-style-type: none"> ■ 1G-LX (10KM) ■ 10G-LRL (1KM) ■ 10G-LR (10KM) ■ 40G-LRL (Up to 1KM) ■ 40G-LR (Up to 10KM) If your vendor only supplies LR optics and you are in the same data centre as the AXON POI, please order 1km (LRL) optics from AXON as they are compatible with 10km (LR) vendor optics.
BGP routers	2	Two BGP capable routers to connect to your chosen cloud provider.
Cloud pairing token	1	You will require a pairing token from your chosen cloud provider. This is provided during provisioning of your cloud provider service.
Correct configuration on your network equipment	-	Eg. Auto-negotiation needs to be enabled for 1Gbps AXON Intercap services.

ORDERING AXON SERVICES

ORDERING AN AXON PORT

NOTE: If you are not already an AXON customer, sign up for AXON at <https://www.nextdc.com/services/axon-ethernet/signup>.

STEP 1

Login to the AXON Portal at <https://portal.axonvx.com>

STEP 2

Order 1 x AXON Port at your selected data centre:

- a. Select the "Ports" menu bar on the left-hand side of your window.
- b. Click "New Port".
- c. Select the Data Centre in which you want to provision the port.
- d. Select the required Port speed and contract term by clicking the relevant tick icon.
- e. Name the service by completing the Billing Label field. Complete the other fields shown and enter purchase order (PO) details (if required) and press "Next".
- f. Review the service summary and if accepted press "Next".
- g. Review the Terms and Conditions and if accepted click the "I AGREE *" checkbox in the upper right corner, then click "Submit".
- h. The AXON Port will then move into provisioning status and will be provisioned in several minutes. You will receive an email with point of interconnect (POI) information.

STEP 3

If you are seeking a completely diverse solution, order another AXON Port (a "secondary port"), following step 2 above ensuring you select the port you ordered previously as the "primary port".

STEP 4

Order 1 pair of Single Mode Optical Fibres (SMF) from your rack to the AXON Port POI via the ONEDC Portal. This is commonly referred to as a Cross Connect. If you are connecting to AXON in a third party data centre, you will need to order the Cross Connect by following that provider's ordering process.

IMPORTANT: A crucial step is ensuring your data centre provider patches the Cross Connect into the port we allocate to you. Failure to connect your Cross Connect to the POI port we allocate you will prevent your circuit from coming up which will result in delays to your service.

STEP 5

Activate your AXON Ports by connecting your network equipment to the termination point in your Point of Presence. This is often a Cross Connect within your rack from the termination port in your rack to a switch in your rack. Once this is done, your physical connection to the AXON network is complete.

STEP 6

Sign up to your preferred provider and provision the relevant service with that provider. For Public Cloud providers you may require a connection token or key which you will need later in the process. AXON-specific guides for the public cloud providers can be found here: <https://www.nextdc.com/customer-support/connectivity>.

STEP 7

Port activation: Billing for your AXON Port is activated the moment you plug it in or 14 days after ordering, whichever comes first. AXON pre-provisions all customer interconnect ports so you can turn them up without the need to contact our Network Operations Team. EXCs can be ordered immediately after the port is activated.

ORDERING AN AXON INTERCAP

If you wish to connect to an interstate location, you should complete this section. If you wish to connect locally, you can skip this section.

STEP 1

Select the "Intercap" menu bar on the left-hand side of your window.

STEP 2

Click "New Intercap".

STEP 3

Select an "A-End City".

STEP 4

Select a "B-End City".

STEP 5

Select the required bandwidth from the list presented by clicking the relevant tick icon.

STEP 6

Name the Intercap by completing the Billing Label field so you will be able to identify it on your invoices.

STEP 7

Enter PO details if required and press "Next".

STEP 8

Review the summary information and if it's correct, press "Next".

STEP 9

Review the Terms and Conditions and if you are willing to accept them, click the "I AGREE *" checkbox in the upper right corner, then click "Submit". The Intercap will be immediately activated.

ORDERING AN AXON ELASTIC CROSS CONNECT (EXC)

Once you have provisioned an AXON Port, and AXON Intercap (if required), you can then provision the EXC between the port and the final destination.

STEP 1

Select the "Elastic Cross Connects" menu bar on the left-hand side of your window.

STEP 2

Click "Create New Connection".

STEP 3

Select the "A-End Port". This will display any services that are available via your local services or over the Capitalise Intercap connection you previously established.

STEP 4

Select your preferred Partner. You are then presented with the available services dependent on the Partner you chose.

STEP 5

Select the required service from the list presented by clicking the relevant tick icon.

STEP 6

Name the service by completing the Billing Label field. Complete the other fields shown and enter PO details if required and press "Next".

Note: All services with the same PO reference will be sent to you via a separate invoice.

STEP 7

Review the service summary and if accepted press "Next".

STEP 8

Review the Terms and Conditions and if accepted click the "I AGREE *" checkbox in the upper right corner, then click "Submit".

STEP 9

The AXON EXC will then move into provisioning status and will be provisioned in several minutes. Your AXON connection is now provisioned.

STEP 10

Once the service changes to "Active" the Layer 2 connectivity has been established. You are then able to work with the Partner to configure additional settings as required.

ADJUSTING AXON INTERCAP BANDWIDTH

AXON Intercap offers the flexibility of unrestricting contract terms. With a minimum term of only one day, you may want to adjust your Intercap bandwidth higher or lower depending on your specific project requirements.

STEP 1

Select the “Intercap” menu bar on the left-hand side of your window.

STEP 2

Click the three red dots to the right of the Intercap you want to adjust and choose “Manage”.

STEP 3

Update the Bandwidth to the new required capacity and click “Next”.

STEP 4

Review the service summary and if accepted press “Next”.

STEP 5

Review the Terms and Conditions and if accepted click the “I AGREE **” checkbox in the upper right corner, then click “Submit”.

STEP 6

Your AXON Intercap service is dynamically updated to the new required bandwidth.

ADJUSTING AXON ELASTIC CROSS CONNECT (EXC) BANDWIDTH

AXON EXCs offer the flexibility of unrestricting contract terms. With a minimum term of only one day, you may want to adjust your EXC bandwidth higher or lower depending on your specific project requirements.

STEP 1

Select the "Elastic Cross Connects" menu bar on the left-hand side of your window.

STEP 2

Click the three red dots on the right of the EXC you want to adjust and choose "Manage".

STEP 3

Update the Bandwidth to the new required capacity and click "Next".

STEP 4

Review the service summary and if accepted press "Next".

STEP 5

Review the Terms and Conditions and if accepted click the "I AGREE *" checkbox in the upper right corner, then click "Submit".

STEP 6

Your EXC is dynamically updated to the new required bandwidth.

DELETING AN AXON PORT

Before deleting an AXON Port, ensure that all EXCs traversing the port are deleted first.

STEP 1

Select the “Ports” menu bar on the left-hand side of your window.

STEP 2

Click the three red dots on the right of the Port you want to delete, and choose “Delete”. The Port is immediately deleted.

DELETING AN AXON ELASTIC CROSS CONNECT (EXC)

To delete an AXON EXC:

STEP 1

Select the “Elastic Cross Connect” menu bar on the left-hand side of your window.

STEP 2

Click the three red dots on the right of the EXC you want, and choose “Delete”. EXC is immediately deleted.

DELETING AN AXON INTERCAP

To delete an AXON Intercap:

STEP 1

Select the “Intercap” menu bar on the left-hand side of your window.

STEP 2

Click the three red dots on the right of the Intercap you want, and choose “Delete”. The Intercap is immediately deleted.

Note: An AXON Intercap cannot be deleted if there are active EXCs using it.

AXON PORT SPECIFICATIONS

INTERFACE OPTIONS

Following are the standard interface options to connect to AXON.

If you have a specific requirement that is not covered by these options, please contact your account manager.

Speed (Gbps)	Distance	Optic Type
1Gbps	10 KM	1G-LX
10Gbps	1 KM	10G-LRL
10Gbps	10 KM	10G-LR
40Gbps	1 KM	40G-LRL
40Gbps	10 KM	40G-LR

* LRL optics are compatible with LR optics, if your vendor only supplies LR optics and you are interconnecting with us over fibre that is shorter than 1km you should select LRL and use appropriate attenuators.

SERVICE ATTRIBUTES

Service Attributes	Parameter
MAC Layer	802.3-2002
MTU	9100
Port Mode	802.1q Trunk
VLAN Ethertype	0x8100

* MTU of 9100 is valid for AXON network components. Please check the capabilities of the party you are connecting to.

BILLING

INVOICING

- Invoices are issued monthly on the first day of the month
- AXON Ports are billed monthly in arrears
- EXCs and Intercaps are billed monthly (but calculated daily) in arrears
- Monthly charges are pro-rated upward to the nearest whole day and charged monthly

LINE ITEMS

Following is an example of the line items and fields you will receive on your invoice:

Description	From	To	Qty.	Unit Price	Ext. Price
Amazon Direct Connect Connection ID: e35fadd3-2cdt-4acc-81e9-71934ob	1/01/2019	31/01/2019	1	\$100.00	\$100.00
10GBASE-Ja - Up to 10km ID: bde6660b-db2b-477a-a534-395698	1/01/2019	31/01/2019		\$500.00	\$500.00
Intercap - B1 Brisbane to M1 Melbourne D: 70eaec27-c49f-4319-8ef6-1092	1/01/2019	31/01/2019	1	\$440.00	\$440.00
Multi VLAN (dot1g) Azure Private Peering between locations in the same city D: 70eaec27-c49f-4319-8ef6-1092df	1/01/2019	31/01/2019	1	\$200.00	\$200.00

USE CASES

Use Case #1: Same data centre - point to point

Customer A is located in an AXON data centre and needs a 1Gbps connection to Customer B's network.

Customer B is located in the same data centre as Customer A.

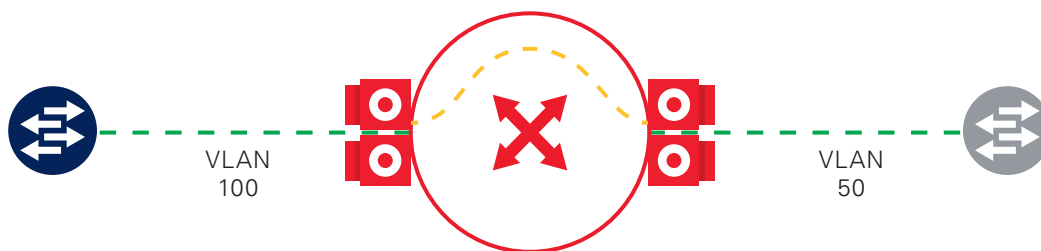
SOLUTION

Customer A and Customer B both order an AXON Port and the required interconnects. Once delivered, Customer A orders an EXC between its AXON Port and Customer B's AXON Port.







ORDERING PROCESS

Task	Who
Order AXON Port	Customer A and Customer B
Provide Point Of Interconnect (POI) details	AXON Systems
Order physical Cross Connect to POI from data centre provider	Customer A and Customer B
Plug in equipment and activate Port	Customer A and Customer B
Order EXC to Customer B AXON Port	Customer A
Approve EXC request and assign VLAN	Customer B
EXC automatically activated	AXON Systems

USE CASE DIAGRAM: SAME DATA CENTRE POINT TO POINT



LEGEND

	AXON Ethernet		Customer A		Customer B
	AXON Port		Elastic Cross Connect (EXC)		Physical Cross Connect

CHARGES AND RESPONSIBILITIES

CUSTOMER A

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from data centre
- Responsible for ordering EXC
- Responsible for the costs incurred for its AXON Port
- Responsible for the costs incurred from their data centre provider for physical Cross Connect to AXON POI
- Responsible for the costs incurred for the EXC as it was the initiator of the request for that service.

CUSTOMER B

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from the data centre
- Responsible for approving the EXC request from Customer A
- Responsible for the cost of AXON Port
- Responsible for the costs incurred from data centre for its physical Cross Connect to AXON.

Use Case #2: Remote access - point to point via an AXON partner

Customer A is a customer of AXON Partner Z and has connectivity into Partner Z's network.

Customer A needs a 500Mbps connection to Customer B.

Customer B has an AXON Port in the same data centre as Partner Z.

SOLUTION

Customer A orders a 500Mbit VLAN to Customer B from Partner Z.

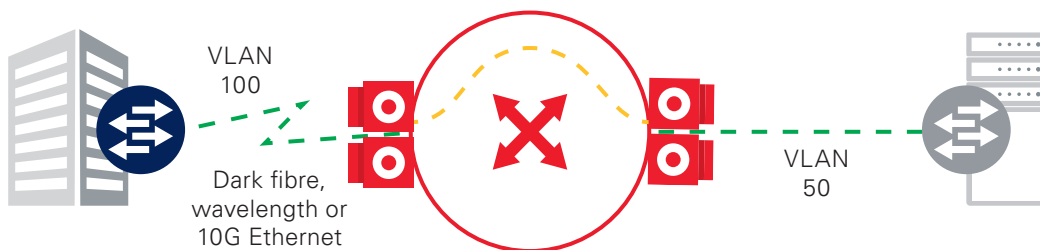
Partner Z and Customer B both order an AXON Port and the required interconnects.

Once delivered, Partner Z orders an EXC between its AXON Port and Customer B's AXON port.






ORDERING PROCESS

Task	Who
Order AXON Port	Partner Z and Customer B
Provide Point of Interconnect (POI) details	AXON Systems
Order physical Cross Connect to POI from data centre provider	Partner Z and Customer B
Plug in equipment and activate Port	Partner Z and Customer B
Order EXC to Customer B AXON Port	Partner Z
Approve EXC request and assign VLAN	Customer B
EXC automatically activated	AXON Systems

USE CASE DIAGRAM: REMOTE ACCESS - POINT TO POINT VIA INTEGRATION PARTNER



LEGEND

	AXON Ethernet		Customer A		Integration Partner
	AXON Port		Elastic Cross Connect (EXC)		Physical Cross Connect

CHARGES AND RESPONSIBILITIES

Partner Z

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from their data centre
- Responsible for ordering EXC
- Responsible for the costs incurred for the AXON Port
- Responsible for the costs incurred from their data centre for physical Cross Connect to AXON
- Responsible for the costs incurred for the EXC as it was the initiator of the request for that service
- Responsible for billing Customer A for the service
- Responsible for providing support to Customer A for the service.

Customer B

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from their data centre
- Responsible for approving the EXC request from Partner Z
- Responsible for the cost of AXON Port
- Responsible for the costs incurred from their data centre for physical Cross Connect to AXON.

Use Case #3: Connecting to a cloud provider

Customer A needs a 500 Mbps connection to Cloud X.

SOLUTION

Customer A orders an AXON Port and the required local Cross Connect.

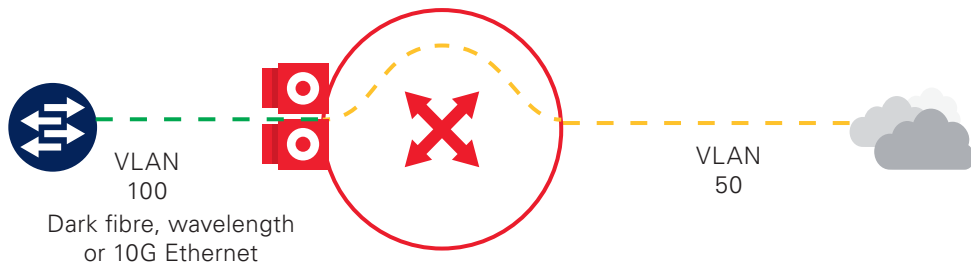
If Cloud X does not have a point of presence in the same data centre as Customer A, Customer A must first order an Intercap service from their data centre to the region that Cloud X is located before ordering a 500Mbps EXC.

If Cloud X has a point of presence in the same data centre as Customer A, Customer A orders a 500Mbps EXC to Cloud X and no Intercap component is required.







ORDERING PROCESS

Task	Who
Order AXON Port	Customer A
Provide Point of Interconnect (POI) details	AXON Systems
Order Physical Cross Connect to POI from data centre Provider	Customer A
Plug in equipment and activate Port	Customer A
Order EXC to Cloud X's AXON Port	-
Approve EXC request in Cloud X's Portal and assign VLAN	Customer B
EXC automatically activated	AXON Systems

USE CASE DIAGRAM: CONNECTING TO A CLOUD PROVIDER



LEGEND

	AXON Ethernet		Customer A		Cloud Provider
	AXON Port		Elastic Cross Connect (EXC)		Physical Cross Connect

CHARGES AND RESPONSIBILITIES

Customer A

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from their data centre
- Responsible for ordering EXC
- Responsible for the costs incurred for AXON Port
- Responsible for the costs incurred from their data centre for physical Cross Connect to AXON
- Responsible for the costs incurred for the EXC as it was the initiator of the request for that service
- Responsible for approving the EXC request in Cloud X's portal
- Responsible for costs incurred from Cloud X.

Use Case #4: Remotely connecting to a cloud provider

Customer A is a customer of AXON Partner Z and has connectivity into Partner Z's network.
Customer A needs a 500 Mbps connection to Cloud X.

SOLUTION

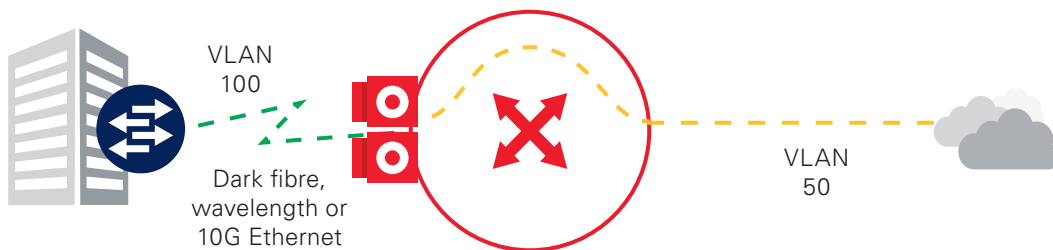
Partner Z orders an AXON Port and the required local interconnects.

Once delivered, Partner Z orders an EXC between its AXON Port and Cloud Z's service.






ORDERING PROCESS

Task	Who
Order AXON Port	Partner Z
Provide Point of Interconnect (POI) details	AXON Systems
Order physical Cross Connect to POI from data centre provider	Partner Z
Plug in equipment and activate Port	Partner Z and Customer A
Order EXC to Cloud X's AXON Port	Partner Z
Approve EXC request and assign VLAN	Customer A
EXC automatically activated	AXON Systems

USE CASE DIAGRAM: REMOTE ACCESS - POINT TO POINT VIA INTEGRATION CARRIER PARTNER



LEGEND

	AXON Ethernet		Customer A		Cloud Provider
	AXON Port		Elastic Cross Connect (EXC)		Physical Cross Connect

CHARGES AND RESPONSIBILITIES

Partner Z

- Responsible for ordering AXON Port
- Responsible for ordering physical Cross Connect to AXON from their data centre
- Responsible for ordering EXC
- Responsible for the costs incurred for AXON Port
- Responsible for the costs incurred from their data centre provider for physical Cross Connect to AXON
- Responsible for the costs incurred for EXC as it was the initiator of the request for that service
- Responsible for billing Customer A Ltd for the service
- Responsible for providing support to Customer A for the service.

Customer A

- Responsible for approving the EXC request in Cloud X's portal
- Responsible for costs incurred from Cloud X.

NEXTDC SUPPORT CONTACTS

AXON HELP DESK

The AXON Helpdesk can be contacted using the information below:



Phone (Australia)

1300 698 677



Phone (International)

+61 7 3177 4799



Technical support

nxtops@nextdc.com



Service provisioning

nxtops@nextdc.com

Hours of operation:



Monday – Friday

09:00 - 18:00

Sunday & Saturday

Closed



Service faults

24 hours

TERMS AND CONDITIONS AND SLA

A copy of our Terms and Conditions and Service Level Agreement can be found here:

https://www.nextdc.com/storage/app/media/NEXTDC_AXONVX_Terms_and_Conditions_Final-20170520.pdf

GLOSSARY

AXON NETWORK

Term	Explanation
AXON Enabled data centre (DC)	A data centre containing an AXON Point Of Interconnect (POI).
Cross Connect	A pair of Single Mode Fibre (SMF) cables connecting the customer to an AXON Point Of Interconnect (POI). One Cross Connect is required for every AXON Port.
Cross Connect - Local	A physical Cross Connect for which both the A-END and B-END reside in the same AXON Enabled DC.
Cross Connect - Carrier	A physical Cross Connect in which the B-END is external to the AXON Enabled DC it is connecting to. eg. A cross town dark fibre, Ethernet or wavelength service.
Edge Switch	AXON System's customer facing network equipment.
Fabric	A network region usually defined by city, state/territory or international borders. AXON is built as a series of fabrics (Sydney, Melbourne, Brisbane etc.) or network islands which are interconnected by partner carriers.
Interconnect	A Cross Connect and an AXON Port used to physically connect customers to the AXON fabric.
Point of Interconnect (POI)	The fibre patch panel that customers order cross connects to. Generally located in the carrier interconnect room of an AXON Enabled DC.
Single Mode Fibre (SMF)	Optical fibre cable which complies with or exceeds ITUT Recommendations G.652 or G.652D.

AXON PRODUCTS

Term	Explanation
AXON Port	The physical switch port on an AXON edge switch that is allocated to an AXON customer. This is the point of demarcation between AXON and its customers.
Elastic Cross Connect (EXC)	A layer 2 interconnect between two or more AXON Ports or between an AXON Port and a public cloud provider.
Intercap	A layer 2 interconnect between multiple states at a NEXTDC or AXON enabled data centre..

AXON CONNECTED ENTITIES

Term	Explanation
Customer	A business or organisation that has signed up for an AXON account with a view to consuming AXON delivered services.
Integration Partner	An IT/network service organisation that has signed up for an AXON account with a view to using AXON to deliver value added products and services to their customers.
Carrier	A licensed carrier who owns significant physical network assets, has signed a carrier agreement and has interconnected with AXON with a view to consuming AXON delivered services.
Partner Carrier	A licensed carrier who owns significant physical network assets, has signed a partner carrier agreement and has interconnected with AXON with a view to consuming and also selling AXON delivered services which can be rapidly provisioned, modified and torn down ideally via API offering on demand elastic purchasing options in line with the overall ethos of the AXON product set.
Cloud Provider	A business or organisation which delivers high value cloud based services targeted at the SMB/enterprise and government markets. Cloud providers must own unique infrastructure or intellectual property which operates at scale, can be rapidly provisioned via API and offers on demand elastic purchasing options in line with the overall ethos of the AXON product set.