



A X O N

Internet User Guide



N E X T D C

Contents

| | |
|--|----|
| About this document | 3 |
| AXON Internet product features | 4 |
| AXON Internet offers | 4 |
| Product architecture | 5 |
| AXON port | 5 |
| Cross connect | 5 |
| Internet service | 6 |
| IP address range | 7 |
| Technical requirements | 8 |
| Ordering an Internet service | 9 |
| Internet on AXON | 9 |
| Standalone Internet | 11 |
| Modifying an Internet service or resource | 13 |
| Changing Internet service configuration | 13 |
| Changing Internet resources | 14 |
| Cancelling an Internet service or resource | 15 |
| Internet on AXON | 15 |
| Standalone Internet | 15 |
| Billing | 16 |
| Troubleshooting | 17 |
| NEXTDC support contacts | 19 |
| Glossary | 20 |

About this document

NEXTDC's Internet services deliver secure, highly reliable and high-speed Internet to connect everyone, to everything across our extensive national footprint.

This document provides details around NEXTDC's Internet services for technical staff with the expertise and authorisation to procure, manage and configure Internet services.

This document might be incomplete. Customers are responsible for their network design, architecture and configuration.

AXON Internet product features

NEXTDC offers Internet services via NEXTDC's AXON connectivity platform. AXON Internet services provide on-demand, secure and highly reliable access to the Internet from NEXTDC facilities as well as key third party facilities (Equinix SY3, Equinix SY6, Equinix SY7 and Equinix ME1).

NEXTDC's Internet services are available from 25Mbps to 10Gbps, serving the two main use cases for Internet connectivity:

- Out Of Band (OOB) is a lightly utilised service of small capacity for accessing hardware outside of the usual method. This 'backdoor' to a rack can be used for:
 - Telemetry, e.g. network and hardware monitoring
 - Managing and configuring hardware remotely
 - Fallback when the primary service fails and access for trouble-shooting and fault rectification is required.
- IP Transit is a higher grade service of medium to high capacity used as primary internet path. This 'front door' to the rack is used for:
 - High-volume traffic
 - Constant data transmission to and from other locations
 - Connectivity to any server anywhere.

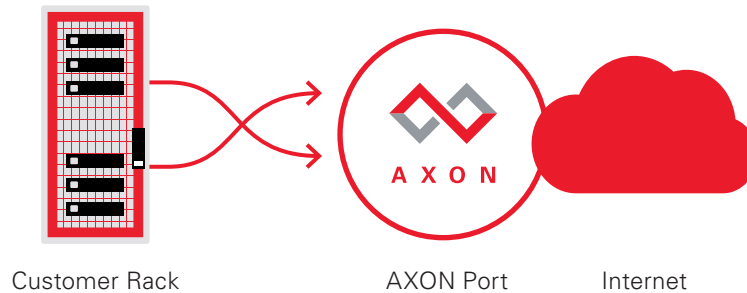
AXON Internet offers

- Guaranteed bandwidth (Committed Information Rate – CIR), no bursts.
- Symmetric services.
- Unlimited data.
- High redundancy by redundant network hand-off locations.
- Bandwidth scalable from 25Mbps to 10Gbps.
- No contract lock-in for bandwidths of up to 1Gbps and minimum term of six months for bandwidths exceeding 1Gbps.
- Self-service via the AXON portal.
- Flexibility to change bandwidth and service configuration within minutes.
- SLA of 99.95% availability.
- Integration of Internet service into full AXON functionality – a unified solution for rack-to-rack connectivity, cloud connectivity and Internet – or standalone Internet service.
- Optional additional IP address range, directly from NEXTDC.

Product architecture

The AXON platform has a component-based architecture. The relevant components for Internet are an AXON port, a cross connect between the AXON port and the customer rack, an Internet service and an IP address range.

Internet on AXON, making use of the full AXON ecosystem, requires the user to select their components individually while standalone Internet is a pre-defined, dedicated set of components.



AXON port

AXON Ports are the physical ports that connect users to the AXON platform and are available as 1Gbps, 10Gbps, 40Gbps and 100Gbps with 1km and 10km reach. End-to-end redundancy can be achieved by connecting network devices to AXON Ports on diverse leaf switches and running redundant services via physically diverse ports.

AXON ports carry one or more services of different types, including Internet services, and are ordered via the AXON portal.

AXON ports are 802.1q trunk interfaces that require the definition of a VLAN ID per service. Non-tagged Ethernet frames will be discarded.

Cross connect

Local cross connects are the physical connection between a customer rack and the AXON Port. They are ordered from and provisioned by the data centre services provider. If ordering diverse AXON Ports, it is important to ensure the provider also provisions the local cross connects by diverse cable paths.

Cross connects in NEXTDC facilities are ordered via the ONEDC portal. They require structured cabling to be installed.

Cross-connects to AXON ports are standard single-mode fibre and require the customer to match the optics in a rack to the optics ordered for the AXON port on the other end. Connectivity via copper cross-connects is not available.

Internet service

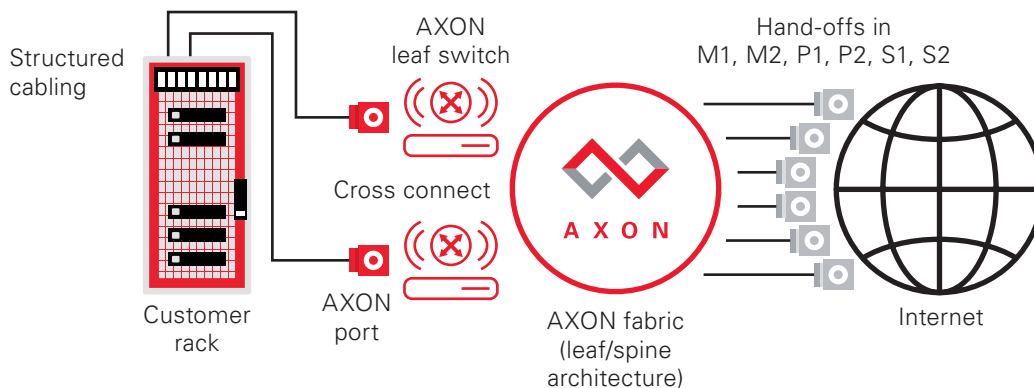
Internet services are available from 25Mbps to 10Gbps in increments of 1Mbps:

- 25Mbps to 1Gbps is readily available via the AXON portal.
- Anything above 1Gbps is available on demand via a purchase order. Customers should get in touch with their account representative to clarify availability and pricing.

Hand-off locations for customer traffic to the Internet are NEXTDC facilities M1, M2, P1, P2, S1 and S2. Other sites are backhauled to those locations.

Internet services are redundant from the AXON port to the Internet. In case the customer requires full redundancy, i.e. from their rack to the Internet, ordering a second, diverse service is recommended.

The following figure shows the setup of two fully redundant services.



Like other AXON services, an Internet service is assigned to a specific AXON port and cannot be spread across multiple AXON ports.

The two available variants of the Internet offering differ in functionality and, subsequently, pricing:

- **Standalone Internet:** For customers who are solely interested in an Internet service. The Internet service component is fully functional while the port is dedicated to carry a single Internet service only. A 1G port is provisioned for up to 1Gbps and a 10G port for >1Gbps services on demand.
- **Internet on AXON:** Customers who are already using AXON or are planning to use AXON, and want to add an Internet service to an AXON port. The Internet service component and the AXON port are fully functional, i.e. the port can carry a number of AXON services of different types like Elastic Cross Connect or Internet.

Customers can get a manual upgrade from Standalone Internet to Internet on AXON on demand. This upgrade is not traffic impacting.

The customer can select either static routing or dynamic routing via Border Gateway Protocol (BGP). If dynamic routing via BGP is requested the customer has to provide an Autonomous System Number (ASN) and IP prefixes that they own that the network will then advertise for them. Please note that dynamic routing requires manual verification against APNIC which can delay the activation of the resource by a couple of business days.

All NEXTDC Internet services require a VLAN handover on the port and BGP routing capability. The customer has to provide a VLAN ID. Other configurations, e.g. access ports that are dedicated to a single service, might be available on demand and would require manual provisioning.

The Maximum Transmission Unit (MTU) is 1500.

In case the customer is asking for dynamic routing with only a default route provided by AXON, AXON is able to specify routes that the customer wants to use. For "default only", AXON will only specify one (the default) route.

Basic Distributed Denial of Service (DDoS) detection / protection is included in the Internet product in the sense that NEXTDC's suppliers protect their own infrastructure by filtering and blocking traffic at their network edge points. Dedicated DDoS detection / protection for individual NEXTDC Internet services is not yet available.

IP address range

Customers can choose between three configuration options:

- IPv4
- IPv6
- Both (Dual Stack).

As for IPv4, by default, a service includes a /31 IP address range (2 IP addresses). For IPv6, an /64 IP address range is assigned.

An additional block of IPv4 addresses of /29 (8 IP addresses / 6 usable) can be ordered per AXON tenant and per Internet hand-off location (Melbourne, Perth, Sydney) for a monthly charge. The additional IP address range can either be ordered during ordering the Internet service or subsequently when there is an existing Internet service.

NEXTDC does not offer IP addresses without an Internet service. A default address range is automatically cancelled when the customer cancels the Internet service linked to it during ordering. Additional IP address ranges are automatically cancelled when the customer cancels all of their Internet services.

The IP address ranges provided by NEXTDC is registered to NEXTDC via APNIC and will not be transferred.

In cases where a reverse Domain Name Server (DNS) look up, the DNS Pointer Record (PTR) or the WHOIS query is required to return the appropriate business information, please contact a NEXTDC sales representative to discuss manual solution options.

Routing of third-party IP prefix requires a minimum prefix size of /24.

When a customer provides their ASNs for use with an Internet service, these details will be verified for security reasons. This process might delay the provisioning of the Internet service.

Technical requirements

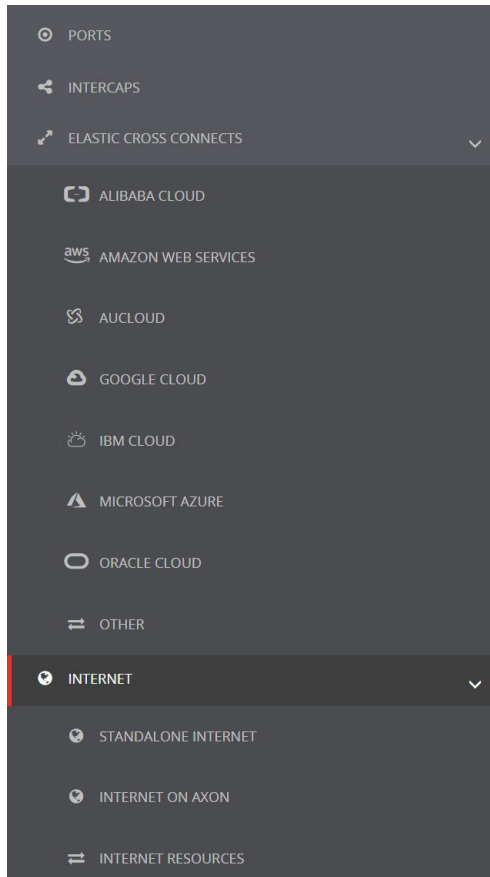
Customers will need to install and configure their own network equipment in their racks. NEXTDC does not provide active network functionality on the customer end (e.g. Network Termination Units or firewalls).

| Item | Comment |
|--|--|
| Single Mode Fibre (SMF) Cross Connect | NEXTDC Internet is delivered via fibre to the structured cabling in the rack. One dual core SMF Cross Connect is required to interconnect between the rack and the AXON Port. |
| 1Gbps, 10Gbps, 40Gbps or 100Gbps capable network switches or routers | Racks can be connected to AXON using either routers or switches. If using switches, public cloud traffic will need to be passed to BGP capable routers via appropriately dimensioned connectivity. |
| 1Gbps, 10Gbps, 40Gbps or 100Gbps capable network optics | <p>Optics options are:</p> <ul style="list-style-type: none"> ▪ 1G-LX (10KM) – default for Standalone Internet* ▪ 10G-LRL (1KM) ▪ 10G-LR (10KM) ▪ 40G-LRL (1KM) ▪ 40G-LR (10KM) ▪ 100G-LR4 (10KM) <p>If the chosen vendor only supplies LR optics and the rack is 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.</p> <p>Longer distances are supported on demand. Please discuss unique requirements and solution options with NEXTDC sales representatives.</p> <p>*You will need to set a 1Gbps port that connects to a 1G AXON port to 1G/full-duplex.</p> |
| BGP routers (only applicable to dynamic routing) | A BGP capable router to connect to the Internet via AXON. |

Ordering an Internet service

Internet services with up to 1Gbps bandwidth are ordered via the AXON portal. Internet services with higher bandwidth are ordered via NEXTDC sales representatives.

The following sections describe how to order an Internet service via the AXON portal. The extended menu on the left side will help navigation of the ordering process.



Internet on AXON

Internet on AXON requires the product components to be ordered individually.

If a new port is required, start with:

1 AXON Port

- a. Select PORTS in the menu and add a NEW PORT, selecting the Data Centre, the Contract Term, the port bandwidth and optics.
- b. Enter a Billing Label, define if VLANs shall be assigned automatically, and define whether the port is to be hidden from other customers or public-facing with an Advertised Port Name. Optionally, a Purchase Order Number can be supplied to trigger monthly invoice separation.
- c. An order summary will be generated, including the pricing, prompting acceptance of the Terms and Conditions and submission of the order.
- d. The AXON port will be provisioned within a couple of minutes, as visible in the PORTS menu.

2 Cross Connect

- **In a NEXTDC facility:**
 - a. Login to ONEDC, select SERVICE MANAGEMENT in the menu on the left and in the MANAGE MY SERVICES select Request Cross Connect.
 - b. Enter the Facility, the Target Commencement Date, and Customer Reference.
 - c. Select a Rack to Carrier – Single Mode Fibre – Dual Core cross connect, enter the Port Meet Me information of the AXON port from the detailed view of the PORTS menu as the B-End and the rack's structured cabling port as the A-End.
 - d. Confirm the Authorisation, accept the Terms and Conditions and Privacy Collection Statement, and submit the order.
- **In a third-party facility:**
 - a. Contact the third-party facility to order a Single Mode Fibre dual core cross connect between the rack and the Port Meet Me address of the AXON port.

Alternatively, choose an existing AXON port, ensuring sufficient bandwidth is available to support the Internet service. Managing oversubscription of an AXON port is the customer's responsibility.

3 Internet service and IP address range:

- a. Select INTERNET ON AXON from the menu and add a NEW INTERNET ON AXON, selecting the A-End Port (existing AXON port) and the IP Resource Type (IPv4, IPv6 or Dual Stack). If Internet services have already been provisioned in that facility, there is an option to select a service which ensures the new service is physically diverse.
- b. Select the Internet service with either no additional subnet or an additional subnet as required.
- c. Enter the Billing Label, define the Local VLAN, Speed and an Additional Subnet Billing Label if applicable.
- d. If applicable, select whether the optional additional subnet is to be automatically routed to the Internet service. Selecting yes will limit the IPv4 routing method options to static and dynamic.
- e. For each IP version, configure the Routing Method, selecting either None, Static or Dynamic.
 - **None:** Does not require further configuration.
 - **Static:** The IP address is assigned automatically based on the default /31 prefix. Enter the IPv4 Static Route Label, IPv4 Static Route Neighbor Address (your network device's IP address that is connecting to AXON) and IPv4 Static Route Advertised Prefixes.
 - **Dynamic:** Enter the IPv4 BGP Peer Label, IPv4 BGP Peer Neighbor Address (pre-defined based on default /31 prefix but editable for other configurations), IPv4 BGP Peer AS Number (2-byte or 4-byte format), IPv4 BGP Peer Password, and optionally IPv4 BGP Peer Allowed Prefixes and IPv4 BGP Peer Community Tags.
- f. Optionally, supply a Purchase Order Number to trigger monthly invoice separation.
- g. Following receipt of an order summary (including the pricing), accept the Terms and Conditions as requested and submit the order.
- h. The Internet service and resources will be provisioned within a couple of minutes. Their status will be visible via the INTERNET ON AXON menu.

Any advertised prefixes that are not part of the prefixes provided by NEXTDC will be manually verified to prevent networking issues. The service provisioning will be put on hold until the verification process has been completed successfully.

Check the port and service details are correct by clicking on PORTS and INTERNET / INTERNET ON AXON, respectively, in the menu on the left, and expand the respective line item in the main view.

Standalone Internet

Standalone Internet is a combination of a dedicated 1G port on the AXON fabric, a standard cross-connect from the rack to that dedicated port and an Internet service. It offers a quick and simple solution to customers who are interested in an Internet service without requiring additional functionality.

The ordering process for standalone Internet guides customers through the configuration of all product components.

- 1 Select INTERNET – STANDALONE INTERNET in the menu and add a NEW STANDALONE INTERNET, selecting the location and the IP Resource Type (IPv4, IPv6 or Dual Stack). In case one or more Internet service has already been activated in that facility, there is the option to select a service to which the new service should be physically diverse.
- 2 Select the Internet service and either no additional subnet or an additional subnet.
- 3 Enter the Billing Label, define the applicable Local VLAN and Speed.
- 4 To specify the cross-connect,
 - a. Cross-connect in a NEXTDC facility:
 - b. The cross-connect is included in Standalone Internet. Enter the A-end rack ID and optionally the Port/Note. The A-end rack ID refers to the rack in the data hall of the NEXTDC facility to which Internet connectivity is to be established. The Port/Note field allows the port into the structured cabling of that rack or additional information for the cross-connect provisioning to be added. If no specific port details are provided the next available free port will be used.
 - c. Cross-connect in a third-party facility:
 - d. The cross connect is not included in Standalone Internet, thus no customer rack information is requested. Contact the third-party facility to order a Single Mode Fibre dual core cross connect between the designated rack and the Port Meet Me of the dedicated port. The Port Meet Me information will be shown in the detailed view under PORTS as well as under STANDALONE INTERNET once the order has been submitted.
- 5 Enter an Additional Subnet Billing Label if an additional IPv4 prefix has been selected.
- 6 If applicable, choose the optional additional subnet to be automatically routed to the Internet service. Selecting 'Yes' will limit IPv4 routing method options to static and dynamic.
- 7 For each IP version configure the Routing Method, selecting either None, Static or Dynamic.
 - **None:** Does not require further configuration.
 - **Static:** The IP address is assigned automatically based on the default /31 prefix. Enter the IPv4 Static Route Label, IPv4 Static Route Neighbor Address (your network device's IP address that is connecting to AXON) and IPv4 Static Route Advertised Prefixes.
 - **Dynamic:** Enter the IPv4 BGP Peer Label, IPv4 BGP Peer Neighbor Address (pre-defined based on default /31 prefix but editable for other configurations), IPv4 BGP Peer AS Number (2-byte or 4-byte format), IPv4 BGP Peer Password, and optionally IPv4 BGP Peer Allowed Prefixes and IPv4 BGP Peer Community Tags.
- 8 Optionally supply a Purchase Order Number to trigger monthly invoice separation.
- 9 Following a summary of the order, including the pricing, the Terms and Conditions must be accepted and the order submitted.
- 10 The dedicated port, Internet service and resources will be provisioned within a couple of minutes. A cross connect in a NEXTDC facility will be provisioned within five business days. Their status will be visible in the STANDALONE INTERNET menu.

NEXTDC will update the Port Supplier SID (the service ID of the cross connect) and Port Supplier Ticket (the ticket number for the cross connect provisioning) of the Cross Connect during the provisioning process.

Any advertised prefixes that are not part of the prefixes provided by NEXTDC will be manually verified to prevent networking issues. The service provisioning will be put on hold until the verification has been completed successfully.

Check the port and service details by clicking on PORTS and INTERNET / STANDALONE INTERNET in the menu on the left and expand the respective line item in the main view. Note that for STANDALONE INTERNET the products components are listed under the STANDALONE INTERNET entry.

Modifying an Internet service or resource

The configuration of Internet services and resources can be modified via the AXON portal.

Service and resource details can be obtained by clicking on the arrow on the left of a service or resource line.

Changing Internet service configuration

The Internet service configuration can be changed in the service view, AXON ON INTERNET and STANDALONE INTERNET, respectively.

Change Internet service

- 1 Select the Internet service, click on the service menu icon on the right and select Manage.
- 2 Modify Billing Label, VLAN or Bandwidth as needed.
- 3 Submit changes.

Add new BGP Peer

- 1 Select the Internet service and click on '+ NEW BGP PEER'.
- 2 Enter IP Resource Type, Label, Neighbor Address, AS Number and Password, and optionally Allowed Prefixes and Community Tags.
- 3 Submit BGP Peer configuration.

Change BGP Peer

- 1 Select the Internet service, click on the BGP Peer menu icon on the right and select Manage.
- 2 Modify Label, AS Number and Password, and optionally Allowed Prefixes and Community Tags.
- 3 Submit changes.

Add Static Route

- 1 Select the Internet service and click on '+ NEW STATIC ROUTE'.
- 2 Enter IP Resource Type, Label, Next Hop Address and Advertised Prefixes.
- 3 Submit Static Route configuration.

Change Static Route

- 1 Select the Internet service, click on the Static Routes menu icon on the right and select Manage.
- 2 Modify Label, Next Hop Address and Advertised Prefixes.
- 3 Confirm changes.

Note that an Internet service can either use dynamic routing or static routing but not both at the same time.

Changing Internet resources

The Internet service configuration can be changed in the INTERNET RESOURCES view.

Add additional subnet

Note that only one additional IPv4 subnet is allowed per Internet handover metro area.

- 1 Select Internet Resources and click on '+ADDITIONAL SUBNET'.
 - 2 Select a data centre location and the additional subnet.
 - 3 Add the Additional IPv4 Subnet Billing Label.
 - 4 Following a review of the order summary, including the pricing, accept the Terms and Conditions and submit the order.
-

Change additional subnet

- 1 Select Internet Resources, click on the service menu icon on the right and select Manage.
 - 2 Change the Billing Label.
 - 3 Confirm change.
-

Select the additional subnet

- 1 Select Internet Resources, click on the service menu icon on the right and select Cancel.
- 2 Confirm deletion.

Canceling an Internet service or resource

Internet on AXON

Internet on AXON follows the general approach of AXON to mix and match product components according to customer requirements. The deprovisioning process is a reverse of the provisioning process. Be sure to take care of cancelling depending resources first before cancelling the Internet service.

BGP Peer and IP Static Route have to be cancelled prior to cancelling the service. Error messages will point to potential dependencies that have to be resolved.

To cancel the Internet service:

- 1 Select the Internet service, click on the service menu icon on the right and select Delete.
- 2 Confirm deletion.

The service will be deprovisioned within a couple of minutes.

Standalone Internet

Since Standalone Internet is a bundle including dedicated 1G port on the AXON fabric, a standard cross-connect from the rack to that dedicated port and an Internet service, all of those product components will be deprovisioned when the Standalone Internet service is cancelled.

To cancel the Standalone Internet:

- 1 Select the Standalone Internet service, click on the service menu icon on the right and select Delete.
- 2 Confirm deletion.

The service and the port will be deprovisioned within a couple of minutes while the cross connect will be queued for deprovisioning, disappearing from the list of product components immediately but requiring up to five business days for the physical work to be completed.

Please note that individual product components that belong to the Standalone Internet bundle cannot be cancelled in isolation.

Billing

Individual AXON ports are billed monthly in arrears.

AXON services, including Internet on AXON, are billed daily in arrears and charged pro-rata upward to the nearest whole day. Standard cross-connects ordered via ONEDC are billed monthly in advance.

Standalone Internet is billed monthly in arrears. Billing of Standalone Internet starts once all of the included product components have been provisioned.

Invoices are issued monthly, usually on the first day of the month.

Troubleshooting

The AXON portal shows the port and service details by expanding the respective line entry. The status in that line helps with identifying next steps.

| Status | Cross connect (Standalone Internet only) | AXON port | Internet service / Elastic Cross Connect | Standalone Internet (bundle) | Internet Resources |
|----------------------|--|---|--|---|---|
| Provisioning | NA | The AXON port has been assigned but telemetry data is not yet available in the portal. This status will only be visible for a few seconds, if at all, after submitting the order. | The service has been provisioned but telemetry data is not yet available in the portal. This status will only be visible for a couple of minutes after submitting the order. | The AXON port and/or the service is in state Provisioning. | NA |
| Pending | The cross connect is queued for provisioning. | NA | The service has been configured during ordering and is pending manual provisioning steps, e.g. validation of ASNs to be advertised. | The service has been configured during ordering and is pending manual provisioning steps, e.g. validation of ASNs to be advertised. | The resource activation is pending manual provisioning steps. |
| Configured | NA | The AXON port has been provisioned, telemetry data is available, but the AXON port is not yet connected via a cross connect. | NA | Not yet all of the product components are active. | NA |
| Active | The cross connect to the AXON Port has been provisioned. | The AXON port has been provisioned, telemetry data is available, and Rx optical power is detected. | The service is fully activated and ready to carry traffic. | All product components are active. | The Internet resource has been provisioned. |
| Cancelled | NA | NA In case an AXON port is cancelled it will disappear from the list of ports immediately. | The service has been cancelled and will remain visible and in status Cancelled until all the dependent resources have been deprovisioned. | The service has been cancelled and will remain visible and in status Cancelled until all the dependent resources have been deprovisioned. | NA In case an Internet resource is cancelled it will disappear from the respective list immediately. |
| Disabled | NA | The AXON port has been manually disabled by NEXTDC. | NA | NA | NA |
| Action Failed | NA | NA | The user has taken action that is not allowed, e.g. cancelling a service that has already been cancelled or configuring a resource that has been cancelled. | The user has taken action that is not allowed, e.g. cancelling a service that has already been cancelled or configuring a resource that has been cancelled. | NA |

The following example shows the status of a Standalone Internet service that has just been ordered and is pending the provisioning of the cross connect.

Standalone Internet

[+ NEW STANDALONE INTERNET](#) Search ...

| Data Centre | Label | Type | Created | Status |
|-------------|--------------------------|--------------------|-------------|--------------|
| NEXTDC S1 | Standalone Internet demo | AXON-IS-STANDALONE | Apr 5, 2023 | Provisioning |

Bundle Id: adef8fe4-bfeb-4517-86f4-1ce977a4a38f

Cross Connect

| Data Centre ^ | Billing Label | Status |
|---------------|-------------------------------------|---------|
| AU-NXT-S1 | Standalone Internet demo - xconnect | Pending |

Port

| Data Centre ^ | Billing Label | Speed | Status |
|---------------|---------------------------------|-------|------------|
| AU-NXT-S1 | Standalone Internet demo - port | 1Gbps | Configured |

Service

| Data Centre | Label | Type | Created | Status |
|-------------|--------------------------|--------------------|-------------|--------|
| NEXTDC S1 | Standalone Internet demo | AXON-IS-STANDALONE | Apr 5, 2023 | Active |

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Note that in the detailed view:

- The Service ID of the Gateway Connection refers to the Service.
- The Location of the Gateway Connection is the default hand-off location.

If any issues are experienced with an Internet service, check the Technical requirements section and go through the following steps to speed up the troubleshooting process:

- 1 Confirm the correct SFP is inserted in the network device port.
- 2 Confirm the rack's port is UP in terms of optical power and line protocol. In the AXON portal the port should show 'Port Status Active'.
- 3 Confirm the optical power levels of the rack's port and the AXON port are within the allowed optical power window.
- 4 Confirm that MAC addresses are learned at both ports.
- 5 Find the associated gateway IP addresses for the service.
- 6 Ping the NEXTDC gateway address from the router ensuring the correct VRF and the source IP address of the interface/sub-interface are specified.
- 7 Ensure that the routing table's default route points to the NEXTDC gateway address.
- 8 If the internet service terminates on a firewall, check that the firewall rules are set to ensure traffic is allowed to pass.

If the Internet service still does not work as expected, raise a support ticket with NEXTDC. Provisioning issues will be addressed during business hours. Outages of previously active services will be addressed immediately.

NEXTDC support contacts

AXON help desk

The AXON help desk 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/axon-terms-of-service>

User Guide

Additional user guides and technical briefs for AXON:

<https://www.nextdc.com/customer-support/connectivity>

Glossary

| 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. |
| 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. |
| Customer | A business or organisation that has signed up for an AXON account with a view to consuming AXON delivered services. |
| 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. |
| Internet | Layer-3 network connectivity to the customer's nominated location in a data centre facility that has an AXON presence. An Internet service includes any individual service or component which constitutes that service. |
| IP Address | IP address means an Internet Protocol address assigned to an equipment/device participating in a network that uses the Internet Protocol for communication. |
| Single Mode Fibre (SMF) | Optical fibre cable which complies with or exceeds ITUT Recommendations G.652 or G.652D. |