Direct Connect

# Statements

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# 1 Direct Connect Disclaimers

## Connections Terminated at a Location

Dear user,

Connections terminated at a single location cannot ensure high availability. If your connections or the location becomes faulty, network connectivity between your on-premises data center and the cloud will be interrupted. To ensure service continuity, we recommend you request two connections terminated at different locations.

If you understand the potential risks involved and still decide to request only one connection for other reasons, you are deemed to have understood and accepted the risks when you place your order for Direct Connect.

We may update this Statement according to changes of our services and/or policies. If we update this Statement, we will publish the latest version of it on our website, and it will take effect immediately upon its release. You are advised to review this Statement periodically for any changes.

## Lack of Active/Standby Switchover Verification

Dear user,

If you request two connections terminated at different locations for redundancy, you need to configure the virtual interfaces in a timely manner after the two connections are deployed, and work with the Huawei Cloud team to verify that the active/standby switchover works and to complete switchover drills of the two connections. If the verification and drills are not performed and one of the connections fails, we cannot guarantee that the switchover will be successful. In this situation, network connectivity between your on-premises data center and the cloud may be interrupted.

If you understand the potential risks involved and do not verify the active/standby configuration and complete switchover drills for other reasons, you are deemed to have understood and accepted the risks when you place your order for Direct Connect.

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## Connections Without Monitoring Configured

Dear user,

We need your cooperation in installing the plug-ins required for monitoring the network quality (latency and packet loss) of your connections and for reporting corresponding alarms if there are network interruptions. If monitoring is not configured, Huawei Cloud cannot effectively monitor any packet loss or increased network latency that your connections may be experiencing. Without this network monitoring, we would have to rely on the faults reported in the logs of access devices.

If you understand the potential risks involved and do not want your connections to be monitored in this way for other reasons, you are deemed to have understood and accepted the risks when you place your order for Direct Connect.

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# 2 Full-Service Direct Connect Statement

Before requesting a full-service connection, you need to read through and agree to the *Huawei Cloud Direct Connect Full-Service Installation Statement*.

1. **Full-service Installation**

   After receiving your request or order, Huawei Cloud completes all work required to create a connection to link your premises to the cloud.

2. **Delivery and Acceptance**

   a. You need to prepare your on-premises data center, and pay for and complete in-building cabling (if any), to ensure that the Huawei Cloud delivery team can start required work at your site. Huawei Cloud shall not be responsible or liable for any delay which is not attributable to Huawei Cloud or within its reasonable control.

   b. After creating a connection, Huawei Cloud will notify you of starting commissioning and acceptance. You shall complete the acceptance within three (3) working days after receiving the notification and confirm the acceptance on the Direct Connect console if the functions meet the predefined criteria. If the functions do not meet the criteria, continue commissioning until the functions meet the criteria. If you fail to complete the acceptance or raise any objection in writing within three working days after receiving the notification from Huawei Cloud, you are deemed to have agreed that the service has been started and that Huawei Cloud can start charging you for using the service.

   c. Acceptance criteria:

      i. No packets are lost when 5,000 1,400-byte packets are sent from your CE device to the Direct Connect gateway used at the location you selected.

      ii. The bit error rate (BER) of ports does not exceed ten to the negative seventh power ($10^{-7}$).

3. **Service Period and Termination**

   A full-service connection is valid for one (1) year, starting from the date when billing starts. If you terminate the service before this period expires, you will still be billed for the remaining period.

4. **Availability**

   Huawei Cloud shall make reasonable commercial and technical efforts to ensure 99.95% availability of connections terminated at different locations. To

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ensure stable service and high availability, you are advised to purchase multiple connections terminated at different locations. You shall accept the risk that if you purchase a single connection or multiple connections terminated at one location, network connectivity may be affected or even interrupted due to a faulty connection, carrier-initiated cutover, or site maintenance.

5. We may update this Statement according to changes of our services and/or policies. If we update this Statement, we will publish the latest version of it on our website, and it will take effect immediately upon its release. You are advised to review this Statement periodically for any changes.

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# 3 Notice on Change to How Network Quality Will Be Monitored

Dear user,

Direct Connect now provides two new plug-ins you can use to monitor network quality (latency and packet loss). As of May 1, 2023, if the new plug-ins are not installed, network quality will not be monitored.

If connections requested before 2021 do not have the plug-ins installed, you can try to install the plug-ins by yourself or **submit a service ticket** for assistance. For more information about network quality metrics and the plug-ins, see **Network Quality Metrics (Plug-ins Required)**.

If you choose not to monitor your connections using the plug-ins for other reasons, you are deemed to have understood and accepted the risks when you made the decision.

If you have any questions, please **submit a service ticket** at any time. We apologize for any inconvenience and appreciate your understanding.

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