

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.

(For details about the Direct Connect SLA, see the [Huawei Cloud Service Level Agreement](#).)

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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