



## **Cloud Service**

Disconnection Order  
Order Process for Customers



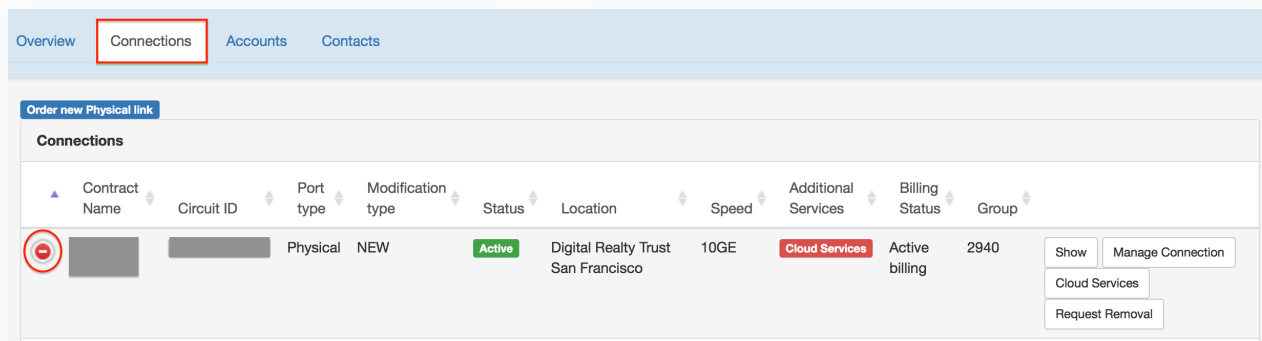
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## 1. Placing an order

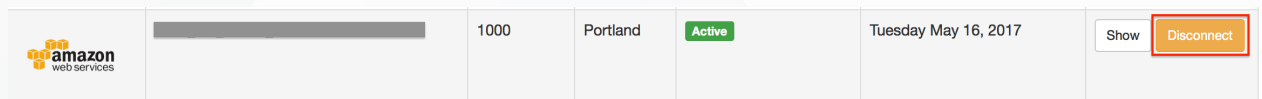
How can I submit a disconnection order?


- 1.1. Login to [my.us.ams-ix.net](http://my.us.ams-ix.net). If you do not have access to [my.us.ams-ix.net](http://my.us.ams-ix.net), you can ask any of your colleagues who already has an account to create an account for you or you can contact AMS-IX USA Customer Service at [info@us.ams-ix.net](mailto:info@us.ams-ix.net).
- 1.2. Go to the “Connections” tab on your contract page.
- 1.3. Expand the existing active physical port over which you have an active Cloud Service.



Contract Name	Circuit ID	Port type	Modification type	Status	Location	Speed	Additional Services	Billing Status	Group
[Redacted]	[Redacted]	Physical	NEW	Active	Digital Realty Trust San Francisco	10GE	Cloud Services	Active billing	2940

- 1.4. Select “Disconnect” on your existing active Cloud Service.



	[Redacted]	1000	Portland	Active	Tuesday May 16, 2017
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- 1.5. Fill in the order form.

### Request Disconnection for AWS (us-west-2)

We will stop billing you for the Cloud Service as of the disconnection date.

Disconnect directly  
 Disconnect on a selected date

**Notes**

[Disconnect](#)

[Close](#)

- If you choose “Disconnect directly”, the Cloud Service of your choice will be disconnected directly once the order is submitted.
- If you choose “Disconnect on a selected date”, the Cloud Service will be disconnected on the date selected at 12.00 hour CET.

## 2. What happens once an order is placed?

Upon submission of the disconnection order, you will receive a Cloud Service Disconnect Order email which contains the details of the order:

### Cloud Service Disconnect Order

Dear [REDACTED],

Thank you for the order. It is now being processed.

**Requestor** [REDACTED]

**Cloud Service**

<b>Cloud Service Type</b>	AZURE
<b>Cloud Service Location</b>	Equinix NY9
<b>Rate Limit</b>	200 Mbps
<b>Qtag</b>	123
<b>Azure Express Key</b>	7e41932a-478f-4cbf-aa3a-96a16770035d
<b>Peering LAN</b>	1993
<b>Monthly Price</b>	59 USD
<b>Invoice Frequency</b>	Monthly
<b>Minimum Term</b>	None
<b>Billing Termination Date</b>	AMS-IX will no longer charge you for the Cloud Service as of the disconnection date
<b>Service Identifier</b>	NEW_YORK_PRIMARY-RL200-ID17
<b>URL</b>	<a href="http://my-staging.us.ams-ix...">http://my-staging.us.ams-ix...</a>

**Physical Port**

<b>Speed</b>	40GE
<b>Colocation</b>	CoreSite
<b>Exchange</b>	AMS-IX USA Chicago
<b>Circuit ID</b>	[REDACTED]
<b>ASN</b>	[REDACTED]
<b>SLA</b>	False
<b>Invoice Frequency</b>	Quarterly

Yours sincerely,

AMS-IX USA Customer Service  
 info@us.ams-ix.net  
 Tel. +31 (0)20 521 01 89



The status of the Cloud Service on [my.us.ams-ix.net](http://my.us.ams-ix.net) changes to:

- “Disconnection in process” if “Disconnect directly” is chosen.

	[Redacted]	4000	Seattle	Disconnection in process	Monday November 28, 2016	Show
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- “Scheduled for disconnect” if “Disconnect on a selected date” is chosen.

	AWS_US_WEST_2-RL1000-IDfac50772	1000	Portland	Scheduled for disconnect	Tuesday May 16, 2017	Show
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### 3. Disconnection

Once the Cloud Service is disconnected, you will receive an email notification confirming the disconnection.

## Disconnected Cloud Service

Dear [REDACTED],

AMS-IX has disconnected the following service for [REDACTED] on 11-Oct-2017

### Cloud Service

<b>Cloud Service Type</b>	AZURE
<b>Cloud Service Location</b>	Equinix NY9
<b>Rate Limit</b>	200 Mbps
<b>Qtaq</b>	123
<b>Azure Express Key</b>	7e41932a-478f-4cbf-aa3a-96a16770035d
<b>Peering LAN</b>	1993
<b>Monthly Price</b>	59 USD
<b>Invoice Frequency</b>	Monthly
<b>Minimum Term</b>	None
<b>Billing Termination Date</b>	AMS-IX will no longer charge you for the Cloud Service as of 11-Oct-2017
<b>Service Identifier</b>	NEW_YORK_PRIMARY-RL200-ID17
<b>URL</b>	<a href="http://my-staging.us.ams-ix...">http://my-staging.us.ams-ix...</a>

### Physical Port

<b>Speed</b>	40GE
<b>Colocation</b>	CoreSite
<b>Exchange</b>	AMS-IX USA Chicago
<b>Circuit ID</b>	[REDACTED]
<b>ASN</b>	[REDACTED]
<b>SLA</b>	False
<b>Invoice Frequency</b>	Quarterly

Yours sincerely,

AMS-IX USA Customer Service  
info@us.ams-ix.net  
Tel. +31 (0)20 521 01 89

#### **4. Additional information**

If you have any questions, please contact AMS-IX USA Customer Service:

Email: [info@us.ams-ix.net](mailto:info@us.ams-ix.net)

Tel: +31 20 521 01 89

Please note that AMS-IX USA Customer Service is reachable from 9am to 5.30pm CET Monday – Friday.