

# Closed User Groups Member User Guide

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## Introduction

This document outlines the closed user group service available from LINX. It explains what it is and the various roles of the participants within the group. It also explains how to set up a group, and how to join a group. It considers the actions needed to be taken by members if they are connected directly to LINX or if they are connected via a LINX ConneXions partner.

It also explains the fee structure.

## What is a Closed User Group?

A Closed User Group is a method of allowing members to pass traffic between themselves for a specific purpose. The group will have a separate bandwidth allocated to this traffic as well as its usual peering needs. This may be for a specific group task such as a method of communicating between suppliers or for passing voice traffic between members, or it may be used by a member offering their services for consumption across the LINX fabric.

In both instances the group will need one member to be the owner and controller of the group. In this document this role is known as the group controller. They will have the responsibility of setting up the group. When setting up the group they will specify the maximum bandwidth of the service. They will also have the ability to authorise members who wish to join the closed user group.

Members wishing to join the closed user group are referred to in this document as participating members. Participating members can join the group, once authorised by the group controller.

A member may set up or join a closed user group from his peering port, or he may choose to have a separate port for this purpose. It is a requirement of the service that the member port is configured to support pVLAN services. If the member wishes to access the service from a port that does not currently support pVLAN (Dot1q tagged) services, then the LINX NOC will work with the member to change the configuration of the port accordingly as part of the process. However, the member should be aware that this will result in a temporary loss of service as the configuration change is made.

If members are using a peering port, for the service then the closed user group service will be configured to the specified bandwidth, and the remainder of the bandwidth is available for peering. (For instance, a 10GE port configured with a closed user group service for 1GE will have 9GE available for peering)

The group controller will pay a set-up fee (NRC) and a recurring fee (MRC) based on the maximum bandwidth of the service. Participating members will pay an NRC only, unless they access via a ConneXions partner. In this instance the participating member pays the fee to their ConneXions partner. This commercial arrangement exists between the member and the ConneXions partner.

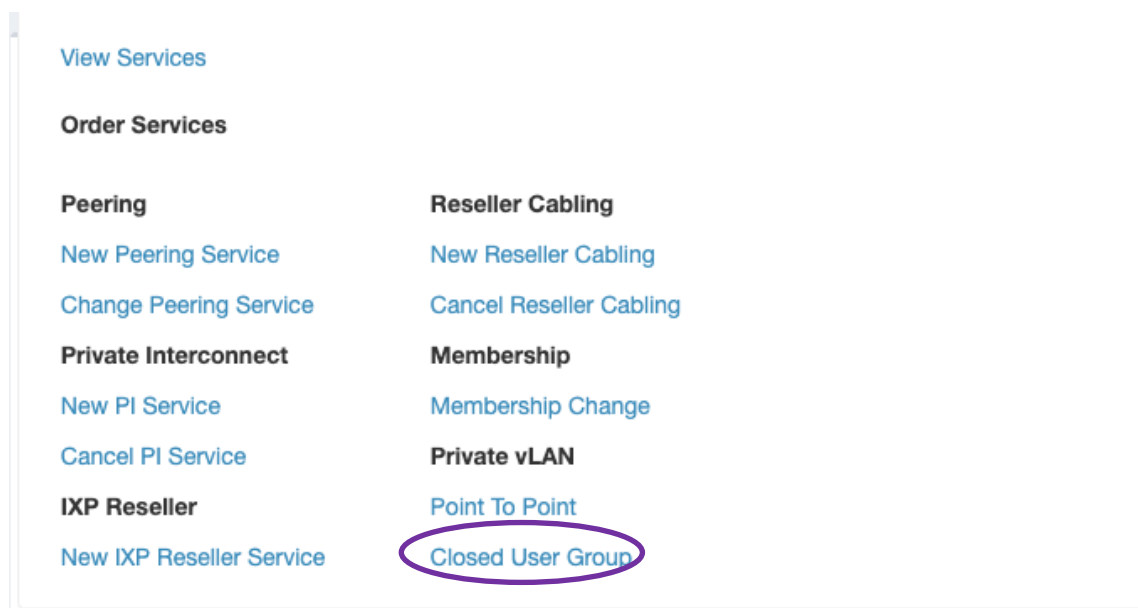
Members who connect to LINX via a ConneXions partner and wish to set up or join a closed user group will have to contact their Connexions partner, and the partner will place orders on their behalf.

## How to Set Up a Closed User Group Service

### Option 1- Group Controller is Directly Connected to LINX

In effect closed user groups are a variation of the Private VLAN service, and as such they are located in the portal under the Private VLAN services tab.

- Log on to the member portal
- Select the Services tab and then go to closed user group – which is displayed under the Private VLAN heading



This will open up a new window which allows members to specify which LAN they wish to access. (The service is currently only available on LON1).

Members can also specify the name of the closed user group service to make it easy to identify in their records.

The window also asks the member to specify the Bandwidth required for the closed user group. This will automatically also define the maximum bandwidth that any participating member can specify when joining the group.

## Closed User Group PVLAN Service

Use this form for setting up a new Closed User Group PVLAN or to Join an existing one.

### Private VLAN Service Details

<b>LAN *</b>	<div>Select a LAN</div>	
<b>Action *</b>	<div><input type="radio"/> Create a new closed user group</div> <div><input type="radio"/> Join existing closed user group</div>	
<b>Service Name *</b>	<div>Service Name</div>	
<b>Bandwidth *</b>	<div>Bandwidth</div>	<div>Select Unit</div>

Submit Order

It will also request the e-mail of the contact for authorisation purposes.

The option is also given to use an existing port or to create a new port.

The group controller will pay a set-up fee (NRC) and an on-going monthly charge (MRC) for their bandwidth. The MRC will vary according to the size of the bandwidth.

If the group controller decides to purchase new port, then they will be charged for the port in the usual way.

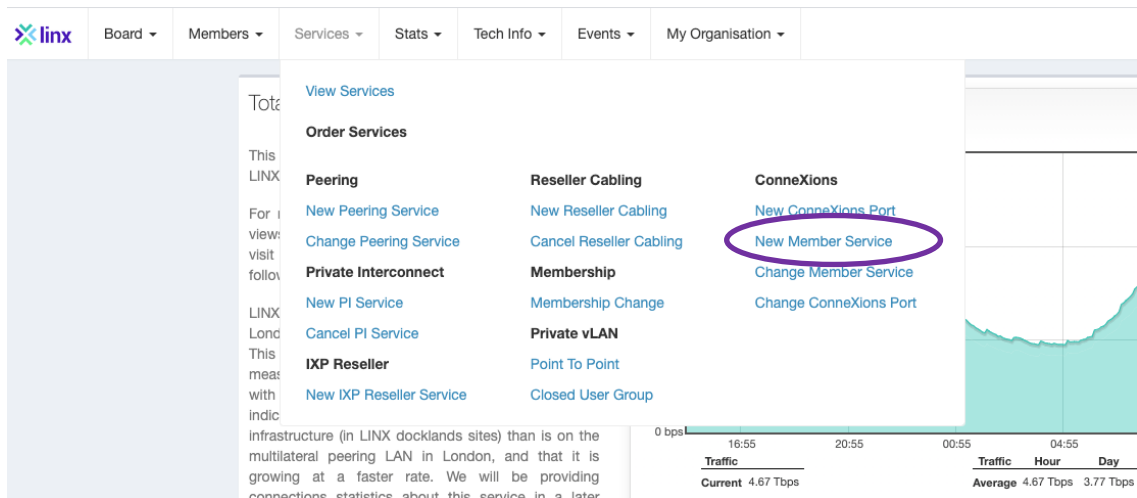
## Option 2 – Group Controller Connected to LINX via a ConneXions Partner

The group controller must already be a member of LINX and must have already gone through the LINX joining procedure before the ConneXions partner is able to provision the closed user group service. The ConneXions partner will place the order on behalf of the group controller. The group controller will have to provide the ConneXions partner with the following information before they can place the order.

1. The name of the closed user group
2. The e-mail contact details of the authoriser(s)
3. Agree with the connexions partner the additional bandwidth that they require for the service

Then the ConneXions partner can log on to the member portal.

Select the services tab and go to **ConneXions >> New Member Service**.



A new window is presented in the portal and the ConneXions partner has to select the existing member button in order to bring up the services order form.

The form allows the ConneXions partner to enter the member details and select the close user group option.

**New Member Service**

☐ New Member ☒ Existing Member

Use this form to order new member services.

For any enquiries, or if your contact details are incorrect, please email [Member Relations](#).

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**LINX Member Details**

The fields below are regarding the Member you wish to connect.

**Organisation Name \***

**ASN \***

**Primary Contact Details**

**Select Contact \***

**Job Title**

**Notes**

**Services**

We need the details of the service(s) you would like to order.

This will open a new window which will allow the ConneXions partner to create a new closed user group on behalf of the member.

The service name is the name for the Closed User Group and can be chosen by member to easily identify the Closed User Group.

The bandwidth automatically also defines the maximum bandwidth allowed for anyone who joins the group.


The Connexions partner will be charged a set-up fee (NRC) and a recurring monthly charge (MRC) for the bandwidth, in accordance with their connexions partner agreement. The Connexions partner will also be charged for the bandwidth for the Closed User Group Service. It is up to the Connexions partner to agree a commercial term with the group controller.

## How to Join a Closed User Group

### Option 1 – Participating Member Connected Directly to LINX

In order to join a closed user group, the participating member needs to have an agreement with the group controller that they can join. The group controller will provide the participating member with the name of the closed user group and the maximum bandwidth that the member can use to connect to the group. The participating member does not need to join with maximum bandwidth they can decide the value of their own bandwidth.

The participating member then will log on to the portal and place the order. Orders are placed under the services tab. The service is delivered using pVLAN technology and the ability to join a closed user group is under the Private VLAN heading.



[View Services](#)

**Order Services**

**Peering**

[New Peering Service](#)

[Change Peering Service](#)

**Private Interconnect**

[New PI Service](#)

[Cancel PI Service](#)

**IXP Reseller**

[New IXP Reseller Service](#)

**Reseller Cabling**

[New Reseller Cabling](#)

[Cancel Reseller Cabling](#)

**Membership**

[Membership Change](#)

**Private vLAN**

[Point To Point](#)

[Closed User Group](#)

This will open a new window which will allow the members to join the named group

#### Closed User Group PVLAN Service

Use this form for setting up a new Closed User Group PVLAN or to Join an existing one.

#### Private VLAN Service Details

**LAN \***

Select a LAN

**Action \***

☐ Create a new closed user group
 ☐ Join existing closed user group

**Service Name \***

Service Name

**Bandwidth \***

Bandwidth

Select Unit

Submit Order

The participating member is given the option to join using an existing port or to create a new port.

The participating member is charged a one-off joining fee for joining the closed user group.

If they decide to use a new port for the service, they will be charged in accordance with the usual port fees.

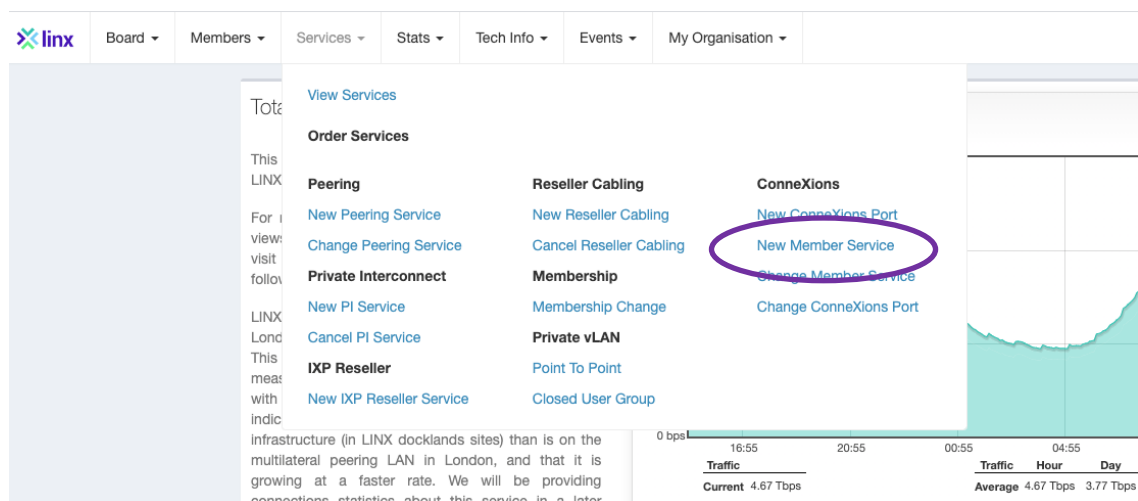


## Option 2 – Participating Member Connected via ConneXions Partners

In order to join a closed user group, the participating member needs to have an agreement with the group controller that they can join. The group controller will provide them with the name of the closed user group and the maximum bandwidth that the member can use to connect to the group. The participating member does not need to join with maximum bandwidth they can decide the value of their own desired bandwidth.

The participating member then must contact their connexions partner with the name of the close user group and the desired connection bandwidth.

The connexions partner will then agree with the member the cost of the additional bandwidth. The connexions partner will place the order through the portal via the **ConneXions >>New Member Services**.



This will open a window that will allow the connexions partner create a new service and join the member to the Closed User Group.

The ConneXions partner is charged a one-off joining fee (NRC) for joining the closed user group.

The ConneXions partner is charged a monthly fee for the bandwidth in accordance with their Connexions partner agreement. It is up to the ConneXions partner to agree a commercial term with the participating member.

## Once the Service is Live

Members will be able to see the service as part of the usual statistics, via the portal. Correctly configured ports are identified in the stats system with a small starburst marker. Each pVLAN service that is associated with the port will have a separate identifier.

### My Ports

My Ports									
Ports		Trunks							
					Show: 10		Search: <input type="text"/>		
Switch ▲	Port ▲	LAN	Size	Service Type	Current In	Current Out	Average In	Average Out	⚙
core1-tcw.man1	8/0/31	man1	100 Gbps	Regular Port	13.34 Gbps	591.34 Mbps	17.79 Gbps	666.63 Mbps	<input type="checkbox"/>
core3-tch	2/2/1	lon1	100 Gbps	Regular Port	42.67 Gbps	3.26 Gbps	28.64 Gbps	2.71 Gbps	<input type="checkbox"/>
core3-tch	2/3/1	lon1	100 Gbps	Regular Port	40.92 Gbps	3.25 Gbps	27.97 Gbps	2.71 Gbps	<input type="checkbox"/>
core3-tch	2/3/2	lon1	100 Gbps	Regular Port	42.24 Gbps	3.18 Gbps	28.04 Gbps	2.71 Gbps	<input type="checkbox"/>
edge1-dev	1/0/2	jsp1	10 Gbps	Multiservice Port					<input type="checkbox"/>
edge1-dev	1/0/2 VLAN: 333	jsp1	300 Mbps	Private VLAN (P2P-noraina-99039)					<input type="checkbox"/>
edge1-dev	1/0/2 VLAN: 444	jsp1	100 Mbps	Private VLAN (XPR-namex-99434)					<input type="checkbox"/>

ConneXions partner will see the stats as any other VLAN on their ConneXions partner port.