

LINX Services and Fees 2020

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Introduction

The following document defines the services provided by LINX to its members and the fees payable for those services for the period 1st January 2020 to 31st December 2020. Payment terms and options available to LINX members are defined in the LINX Memorandum of Understanding [Clause 7](#) "Fees".

Members cancelling services and/or membership are obliged to give at least 30 days notice of such cancellation via the membership change form in the members area of the website. Any part of the notice period which has not been paid for will be invoiced up to the completion of the notice period. Where a member has paid for their membership fees, port fees and/or colocation or fibre fees in advance, any overpayment will be refunded based on the finance cease date. Installation fees, whether for ports, Private Interconnect, colocation or fibre are non-refundable.

Minimum contract terms, as negotiated on a member's behalf with the fibre and/or colocation provider, shall apply to all third party services. The required notice period for LINX Services as defined in [Clause 2](#) of the LINX MoU does not apply in such cases.

Membership Fees

The LINX membership fee is GBP300 per quarter. For new members connecting directly this fee is pro-rated from the date of payment of their joining invoice to the end of the current quarter. For those members connecting via a reseller partner, the membership fee is pro-rated from the date of signature on the LINX membership agreement. For those US based members joining our NoVA LAN only, a membership fee of USD390 per quarter applies.

Public Exchange

Members can connect to the public exchange directly or via a third party reseller. LINX will provide IPv4 and IPv6 addresses for each interface connected to the exchange.

Monthly Port Fees

Port Size	LON1 (London)	LON2 (London)	LINX Manchester & LINX Scotland	LINX Cardiff	LINX NoVA
1GE *	FREE [£219]	FREE [£97]	FREE [£80]	FREE	FREE
10GE	£542	£306	£230	FREE	\$382
100GE	£3,056	£1,935	£1,148	POA	\$2,448

* The first port of this size is at no charge; the indicated price is for the second and subsequent ports of this size on the same LINX LAN.

INCENTIVE SCHEME

For 2020 LINX will offer an incentive programme for additional capacity. The programme is available on all LINX LANs, but excluding JEDIX, and has two parts

- Upgrades from one or more 1GE ports to one or more 10GE ports
- Purchase of additional 100GE ports

If a member places an order for either of these between 1st January 2020 and 30th June 2020, and also commits to a 12 month minimum contract term, the member will receive the first six months free of the contract term, and subsequently pay normal port fees for the remaining six months.

Effective date

The free six month period starts from when LINX have handed over the demarcation point information to the member or in the case of connections in the Telehouse campus, from when LINX has received the cabling hand-over from Telehouse. Any delay in connecting on the side of the member will be counted towards the free period.

Cancellations

If the member wants to cancel ports taken under this incentive programme before the expiration of the 12 month minimum contract term, the member will have to pay the outstanding fees until the end of the minimum term. Such fees then become payable from the effective date of cancellation.

Eligibility of offer

No ports ordered prior to 1st January 2020 are eligible for this offer.

Members who cancel any 100GE or 10GE ports after the date of this announcement will not be eligible for this offer.



No port is eligible for multiple free periods under this offer. Accordingly, a port that is upgraded from 1GE to 10GE, receiving 6 months free, is not eligible for a successive 6 months free if it is then upgraded to 100GE.

Members may upgrade multiple 1GE ports to 10GE. Each port upgraded on this basis will be subject to a minimum 12 month contract period, the first six months of which will be free of charge in each case.

Neither of these offers are valid for ConneXions members, ConneXions partner ports or members migrating from ConneXions to direct connections.

Contracts

Members wishing to take advantage of this incentive scheme in respect of a particular port order should so indicate on the order form.

Products and Services

ConneXions

Using MPLS technology members are able to connect to all LINX LANs via VLANs.

Many of our reseller partners will bundle ports with transport, and thus may not list the same rates as for direct connections to LINX LANs. However there is transparency with LINX pricing as all reseller customers are also LINX members. LINX acts as a third party to any agreement between the partner and their customer for services rendered by the partner such as transport and access to other exchange points.

There are no installation charges made by LINX for VLAN connections as this is a configuration on an existing reseller port.

Port Utilisation

To minimise the effect of congested ports for other peers (and their customers) across the exchange, a port congestion charge is applied if a port averages 80% or more of the port capacity during any one month. The charge is equal to the port price for that port and is levied in addition to all other Fees. Further detail on how this is calculated can be found in the section entitled 'excess charges' below.

Installation Fee

An installation fee is chargeable for all new ports and/or port moves and includes cross connect for those ports connected at the Telehouse campus in London. Where existing useable cabling is available LINX may waive the fee. Current fees and whether the cross connect is included at each facility may be found [here](https://www.linx.net/products-services/servicefees/installation-fees/) (<https://www.linx.net/products-services/servicefees/installation-fees/>).

Private Interconnect – Intrasite

Installation and maintenance of single-mode (9/125) fibre cables between a LINX PI rack and the member rack within the same building, as indicated on the [availability matrix](https://www.linx.net/products-services/pi-service/pi-availability-matrix/) (<https://www.linx.net/products-services/pi-service/pi-availability-matrix/>).



Patch leads are not provided. The price for intrasite PI is listed as GBP1 600 for Telehouse sites and GBP3,000 in Digital Realty Sovereign House.

Private Interconnect – Intersite

Installation and maintenance of connectivity between LINX PI ODFs on the Telehouse campus. All services require existing connections to Private Interconnect – Intrasite.

Fibre – a pair of single-mode (9/125) fibre between LINX PI racks as indicated on the [availability matrix](#) carries an installation charge of GBP1,000. An annual fee of GBP2,400 also applies.

Colocation Services

LINX maintains colocation space to house transmission equipment for members. Details of availability and pricing can be found [here](https://www.linx.net/products-services/servicefees/) (<https://www.linx.net/products-services/servicefees/>) listed under 'LINX colocation services'.

IXPReseller

Members are able to connect to LINX LON1 from partner Internet Exchanges. Our partners will bundle ports with transport, and thus may not list the same rates as for direct connections to LINX LANs.

Public Affairs Service

This service provides LINX members with regulatory awareness and analysis to help them comply with legal requirements. Acting in members' best interests, it also provides a two-way route to law makers and officials for consultation. Please see the [LINX Public Affairs Services Definition](https://www.linx.net/about-pa/public-affairs-services-definition/) (<https://www.linx.net/about-pa/public-affairs-services-definition/>)

Remote Hands

LINX can provide remote hands services at the some of the datacentres where LINX is present. This is charged to the member as follows

Location	Charge	Location	Charge
Telehouse North	£50 per 30 minutes	InterXion	£85 per hour
Telehouse West		LINX Cardiff	£55 per30 minutes
Equinix London	£85 per 30 minutes	Pulsant LINX Scotland	£20 per 10 minutes
Equinix Manchester		M247 LINX Manchester	£20 per 15 minutes

Other Services and Tools

Route Server

LINX operates multilateral route servers on all LINX peering LANs. Use of this service is optional.



LINX Time service

LINX provides three Meinberg stratum 1 NTP Servers for members' use. This service is available for free to all members.

Routing Intelligence

Optional service which provides access to Oracle+Dyn's Routing Intelligence Interactive - part of the Renesys' Routing Intelligence Services. This service enables LINX members, who agree to peer a full Internet routing table (IPv4) with Oracle+Dyn, to monitor evolving routes to their networks in real time as seen from multiple vantage points in the Internet.

Statistics

LINX will provide members with access to statistics maintained by LINX on traffic levels through each switch port of the member.

Excess Charges

Port Congestion

If the Average Measured Traffic (AMT) on any port exceeds 80% or more of the port capacity, this charge - equal to the standard monthly port fee - will be levied in addition to all other fees. The Average Measured Traffic for a port is calculated by dividing the number of bits passed through the port by the number of seconds in the measurement period (a month). Traffic in and out of the port (based only on intervals where measurement data is available and valid) is measured separately to produce two average values, and the AMT is the higher of these two averages, measured in Mbits/second or fractions thereof.

Support & Onsite

Members requiring engineering support and onsite attendance from LINX staff, in excess of that deemed reasonable, may be liable for this excess charge which will also apply to any member who fails to arrive onsite for a pre-arranged appointment. The charge is GBP £1000 per instance.

Late Payment

In accordance with clause [7.2](#) of LINX MoU, any member whose invoice remains unpaid after 60 (sixty) days from the invoice date, may be liable for this charge to cover handling and administrative costs incurred by LINX in the collection of outstanding monies. The charge is GBP£500 per instance.

If payment is received after thirty days from the date of the invoice, a late payment fee will be added. The late payment fee will be calculated on the outstanding sum or sums owed at 8% p.a. above the Bank of England base-lending rate in force at the date the invoice was raised.



Direct Debit Failure

In accordance with clause [7.3](#) of LINX MoU, any member who pays their fees using the LINX Direct Debit facility and whose payment is refused by their bank may be liable for this charge to cover any handling and administrative costs incurred by LINX. The charge is GBP10 per instance.

Deprecated Services

These services are deprecated and listed only for those members currently taking such services.

Multicast

IPv4 Multicast ports are provided on a dedicated VLAN and are provided free of charge. A port may not be in both unicast and multicast VLANs.

Fibre Services (non LINX PI)

Sourcing, provisioning, installation and maintenance of singlemode fibre between Member equipment in any facility including cross connects (if required) from fibre contractor's ODF to Member equipment (if required). This Service is provided subject to LINX Fibre Terms of Service from time to time in force.