

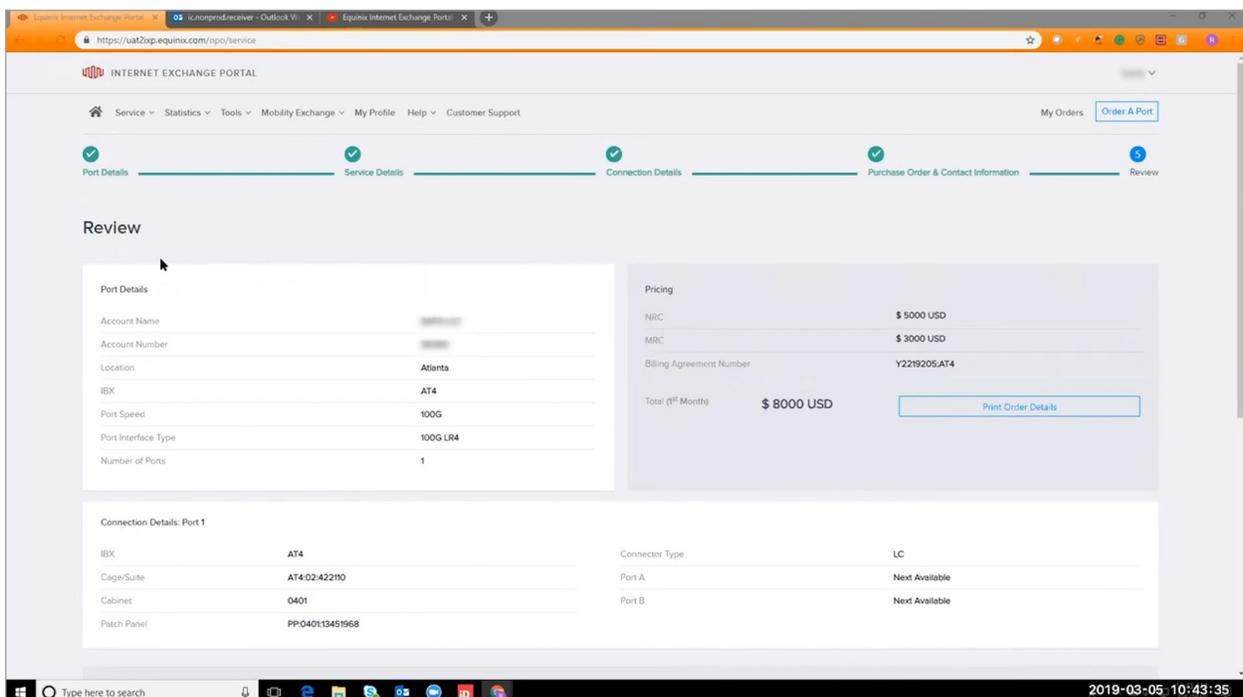


FUNCTIONAL LEARNING DEMOS

Equinix Internet Exchange Portal: Ordering Ports with Signature

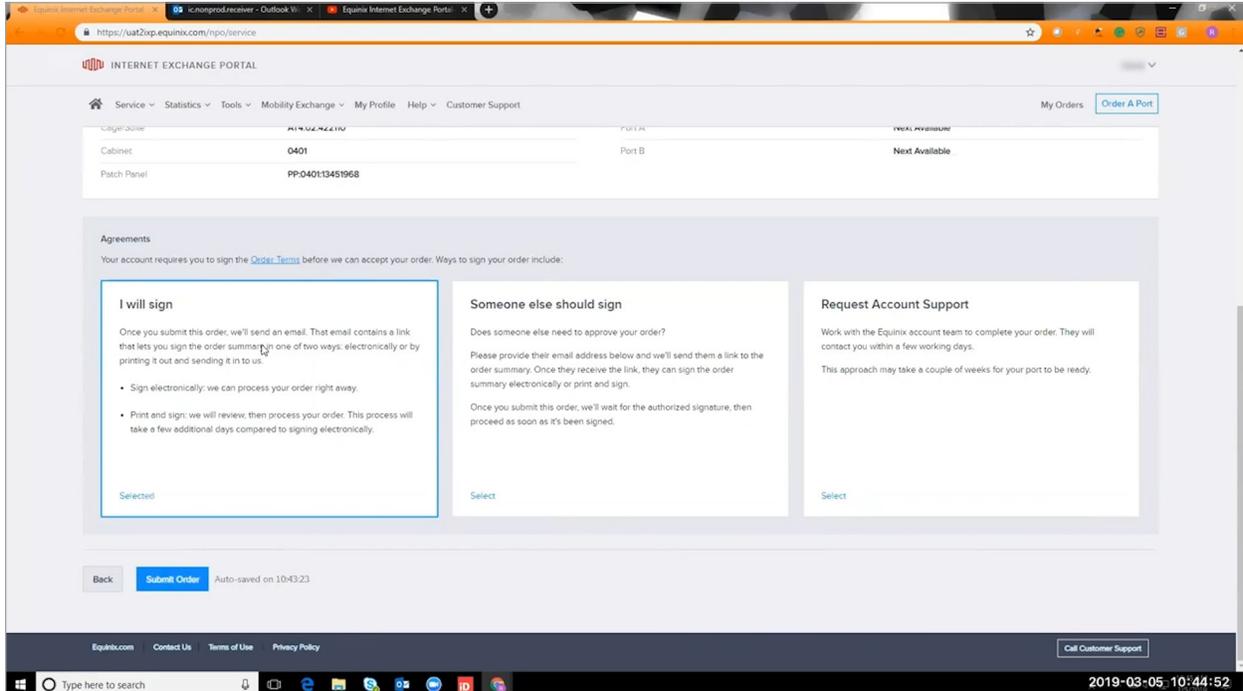
RUPINDER RANDHAWA, Principal Product Manager, Interconnection

Hello. In this video I'm going to show you how to order an Equinix Internet Exchange port when a signature is required. If you haven't already, I recommend watching the video for port ordering when a signature is not required: search Equinix internet Exchange Portal, ordering port on YouTube. It shows in detail how to order an IX port. It goes over step by step your options, what they mean, and ends with the scenario when a signature is not required.

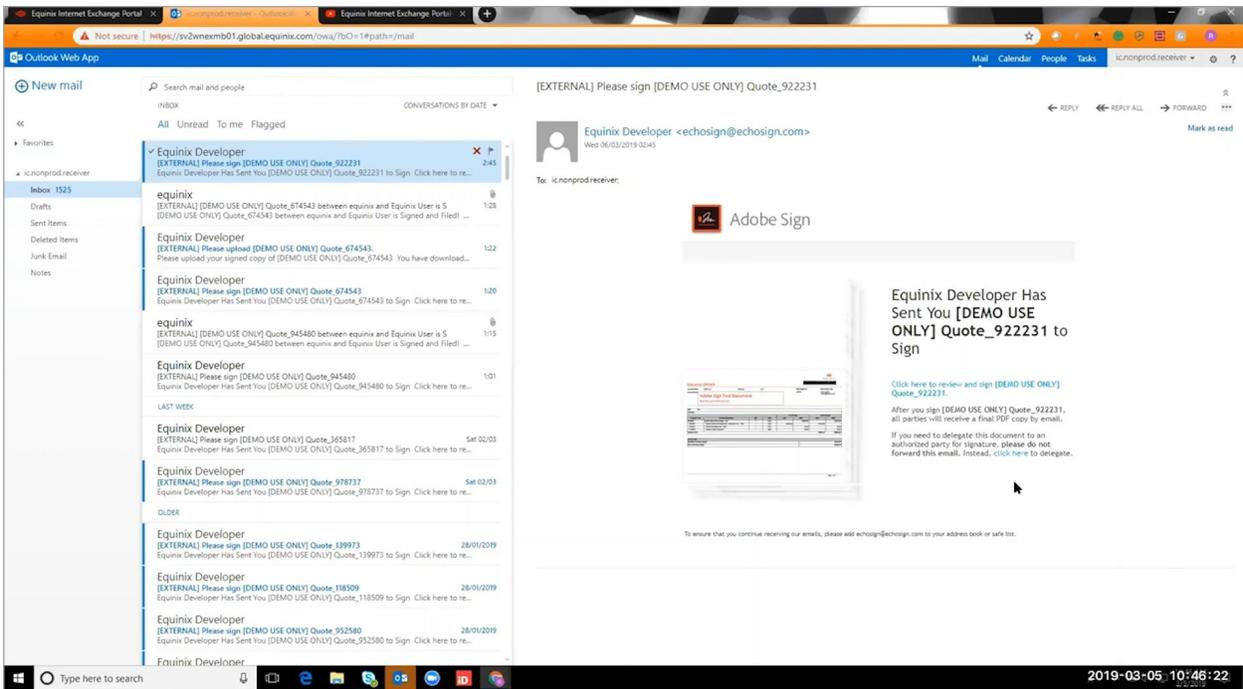


To speed things up, and to avoid a lot of duplication from the previous video, we're going to pick up this demo for ordering a port at the review stage. So, here we are at the very end, and on this review page we can see port details, pricing summary, connection details and now, when signature was not required you simply acknowledged and submitted. But in this scenario, this user's permissions which is set by the administrator in the Equinix customer portal, has signature is required.

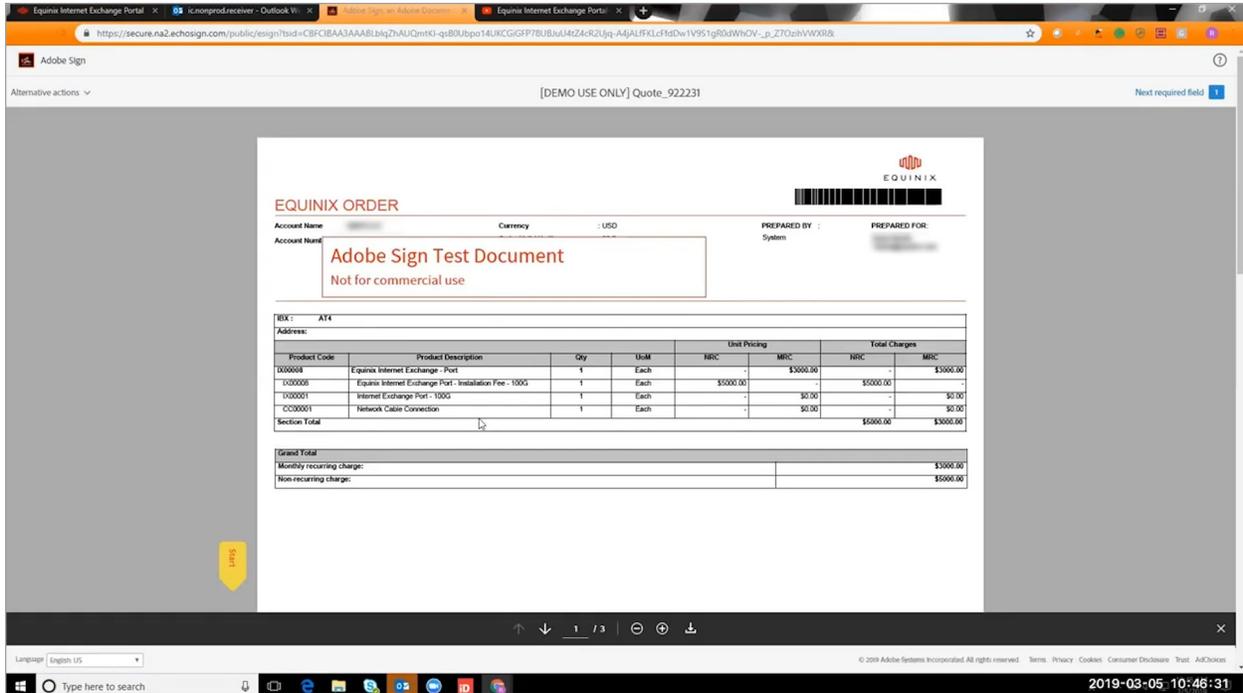
So, on this step, we have three options. I will sign and that can be either an electronic signature or an actual physical wet signature. Someone else would sign. In which case you can enter the email of the approver for this order. Or lastly, you could request account support.



This might be useful if it's your first time, or if there are some things you're just not sure of, but in this last example, it will take more time because an actual person from the sales team will have to get back to you. So for this demo, let's start off with I will sign. Once it's selected, you can submit the order. All right. Success. One step remaining. Now the order has been submitted but because a signature is required, we're going to have to check our email and look up that specific quote. To make it easier to find the email you could either search on this actual quote number, or you can look up the sender.

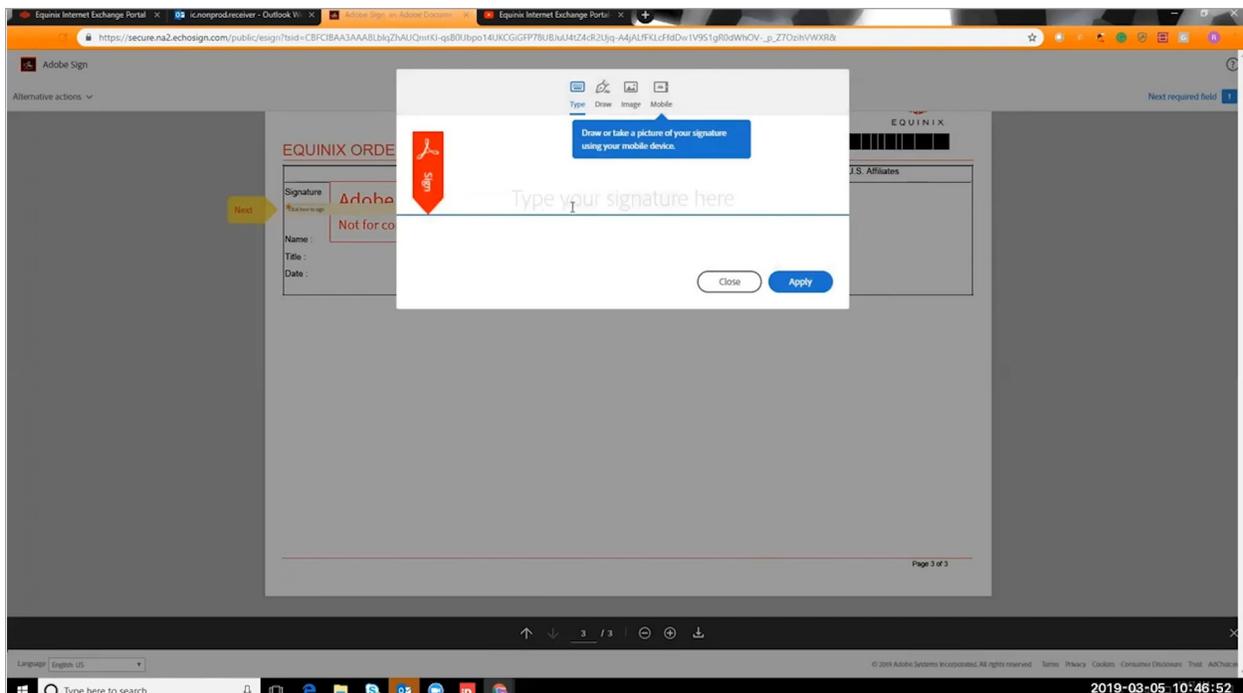


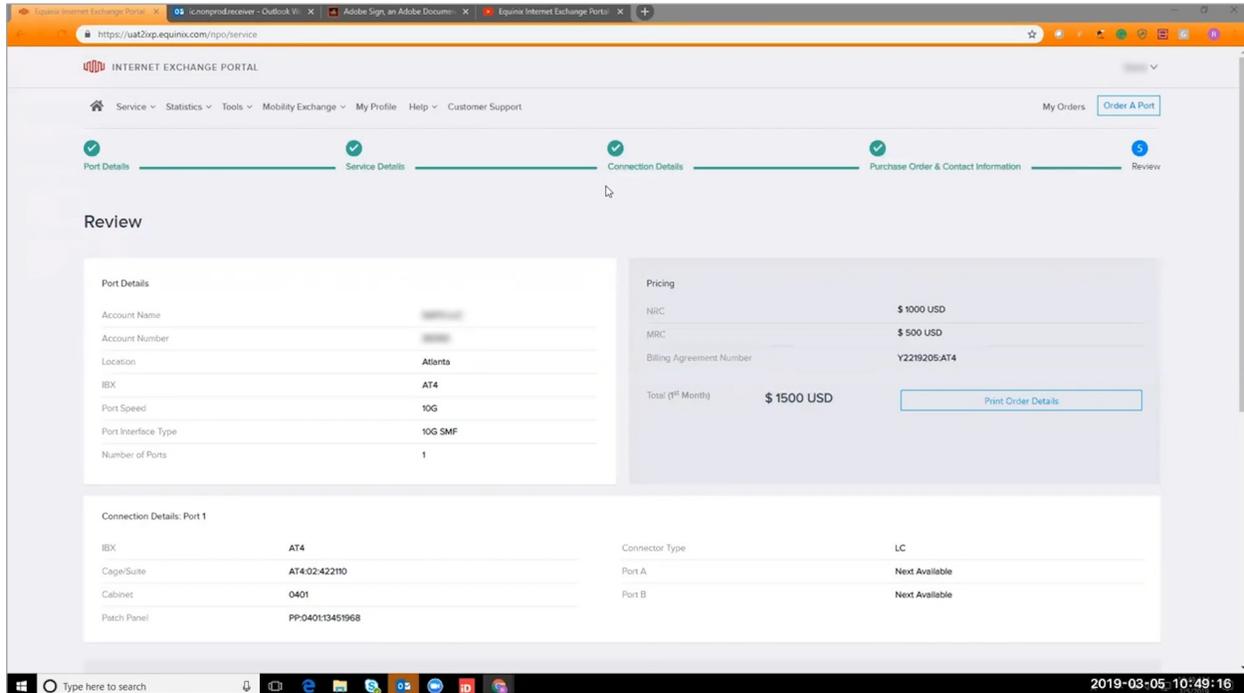
EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



The next thing you can do is view this order on your Order History. In the submitted orders tab, we can now see the order which is in process. So this is in process, let's go and check our email. Here the email has already come through, because it's the same quote number. Now you can see there is an Adobe signed document. You can either click here to review and sign.

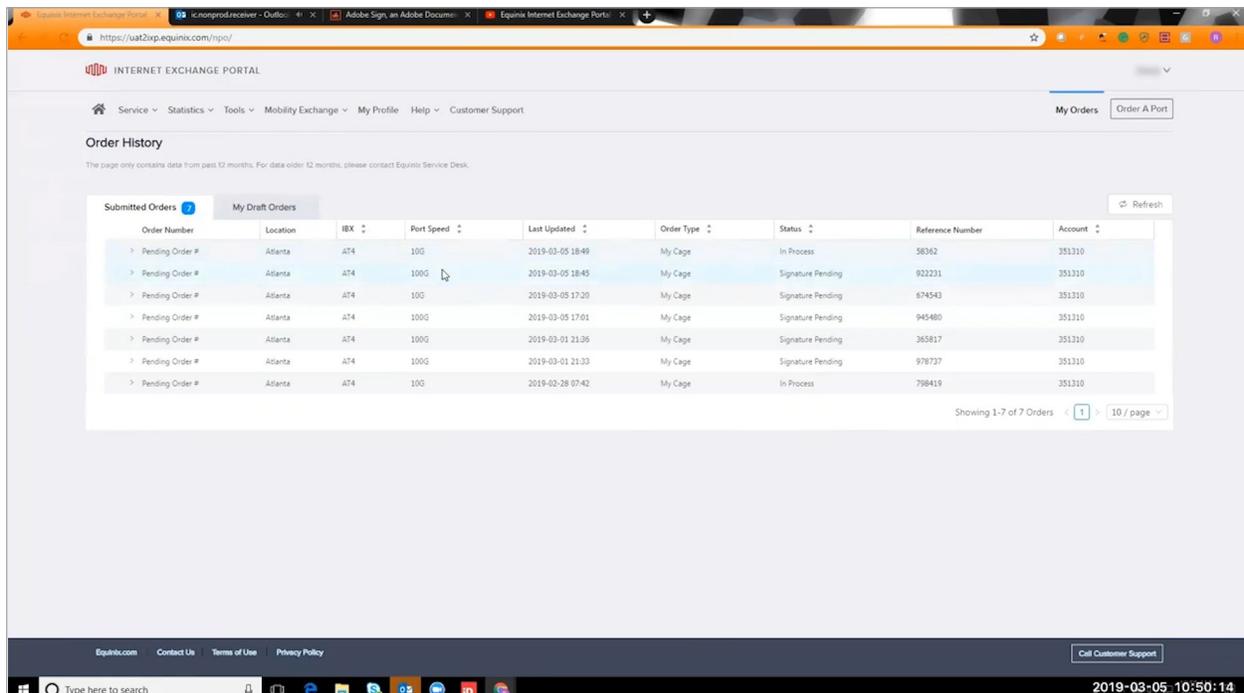
Now, if you have a last-minute change of mind that you would like to delegate to someone else, you can do that by clicking here instead of forwarding the email. So let's continue with the option of signing it



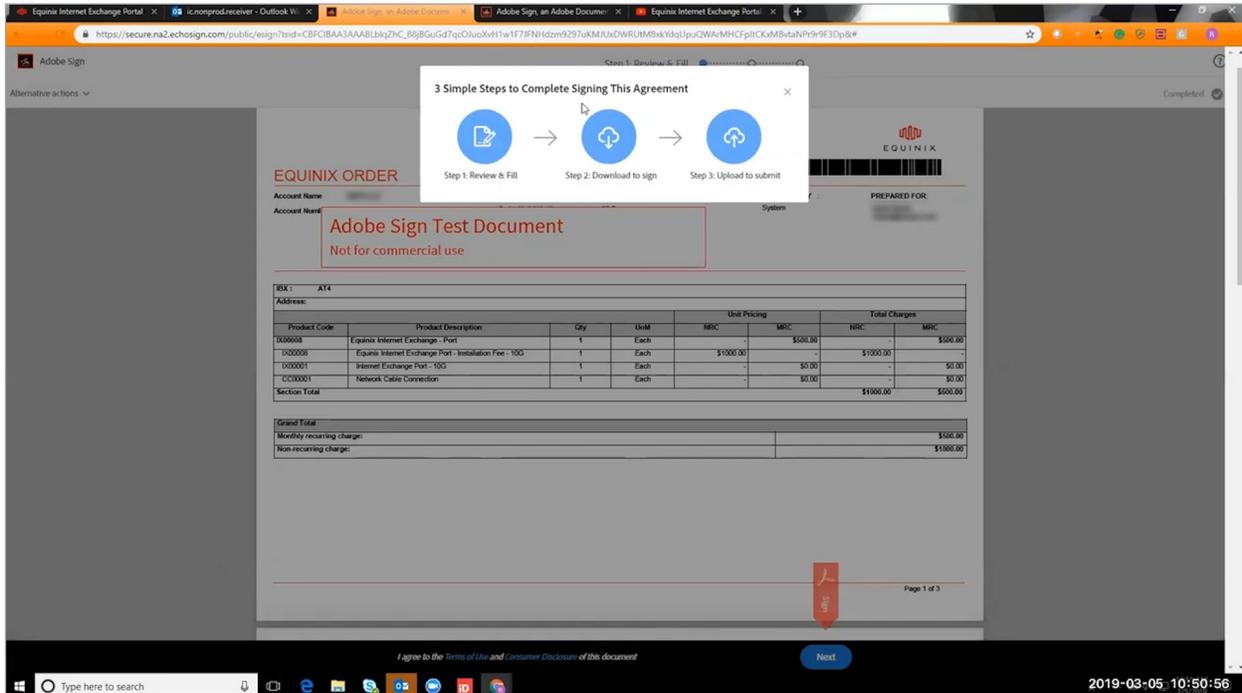


ourselves. We click on the link, it takes us to the Adobe Sign tool. You have an opportunity to review your order, and you can scroll down and here it clearly says Click Here To Sign. So in this case I'm going to do an electronic signature. I'll click there. I'm going to go ahead and type in my name, in this case I'll say Equinix user, and apply.

Now as you can see the instructions here, we've entered the name, so we're going to click to sign. Alright, it has been signed electronically. You have the option of downloading a copy. Alternatively, you will re-

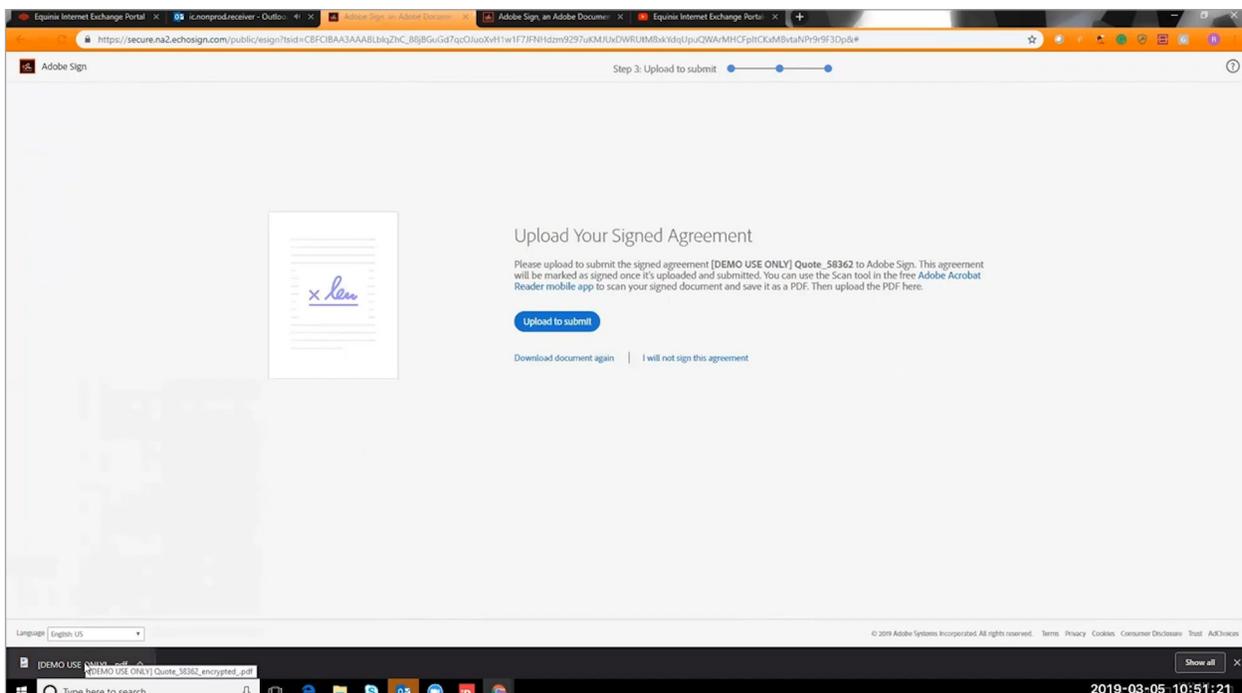


EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE

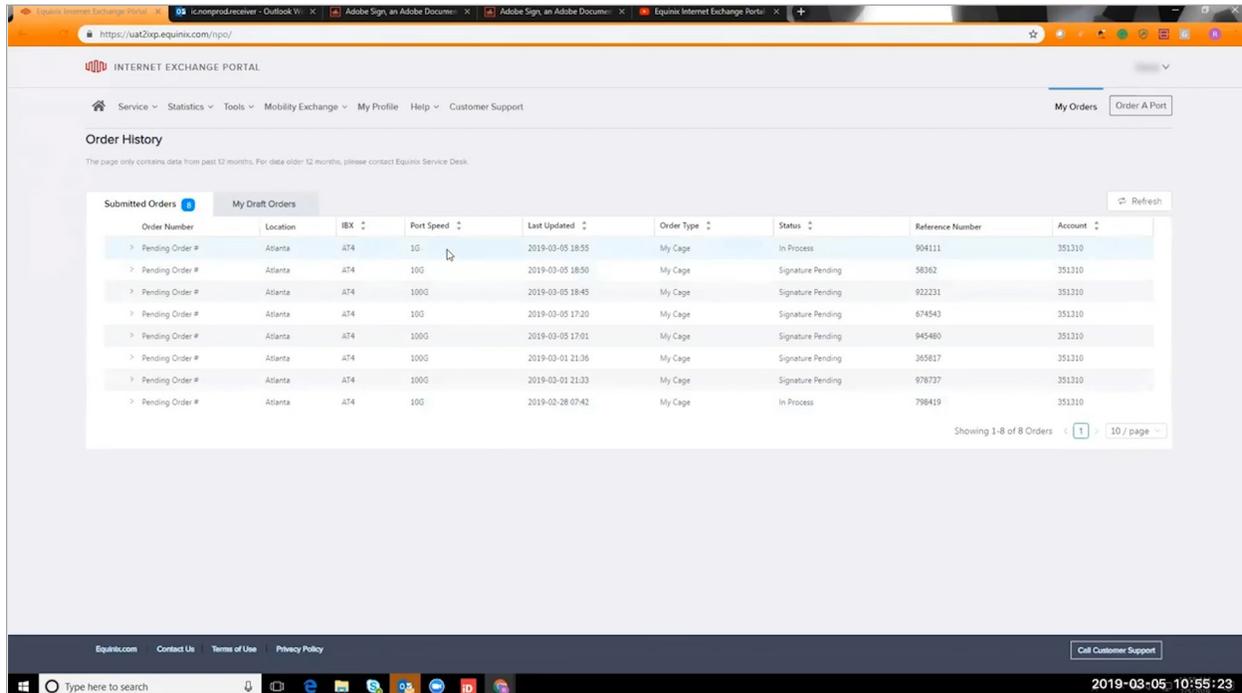


ceive an e-mailed copy of the signed quote. Now at this point, you can go back to your portal to check on the status. I'll click refresh, and here you see it just changed from pending to signature pending.

Now, I have fast forwarded to yet another order. And I'm going to demonstrate the option where a signature is required but instead of an electronic signature, we're going to download a copy, print it, do a wet signature, and upload it. To speed things up, I went ahead and ordered another port. We're in the final review stage, and as mentioned we're going to select I will sign, in this case from a new physical



signature we'll submit the order. Success once again, so as before, and we can check out our My Orders tab. You can see this is the one I just created. I've got a 10Gb port versus a 100Gb, so it's easy for me to verify the difference. Of course, it's a different quote number and reference number. So let us now check the email. It's already come through. In this case, just like before I'm going to click here to sign.



Now however, instead of just doing a electronic signature, I'm going to go to the pull-down menu in the upper left, and I will select print sign and upload. Now we simply follow the step-by-step instructions. We're going to print sign and upload. We'll continue. Again, it's just more clarity on what happens step-by-step. So we're going to click Next. We download the document. Use Enter the Name. So I'm just gonna go ahead and enter this. Download. Alright now, I will go to my downloads folder, and here we see the Equinix order, you can review it for details. You can go ahead and print it out. Once it's printed, you can actually do a physical signature, and then once you've done that, we can go back and upload the document. I'm going to go ahead and upload the document that I physically printed out and signed. So you can see it is uploading the document to the Adobe sign tool, and success. We successfully sign the agreement.

We can go back to our portal, and it may take a few minutes but let's refresh. And it was pretty quick this time. So you can see the status changed to signature pending. All right, now just to round out the demo, I had fast forwarded to ordering another port. Now we're on the final review stage, and in this case I just wanted to show that you could either select Request Account Support. It will take time because someone from the account team or sales will get back to you. Or you can still pursue the signature option. In this case though rather than yourself being the signature, you can have someone else, perhaps in your organization you have another person that is delegated for approving orders. You

EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



can enter in that user name, and they will receive the same order through the Adobe Sign tool as was shown before. Success. And again, it should show up in the My Orders tab. The order is in process.

Hope you've enjoyed this demo, and feel free to reach out to Equinix for any questions or support. Thank you.