



Cloud Service
Disconnection Order
Order Process for Customers



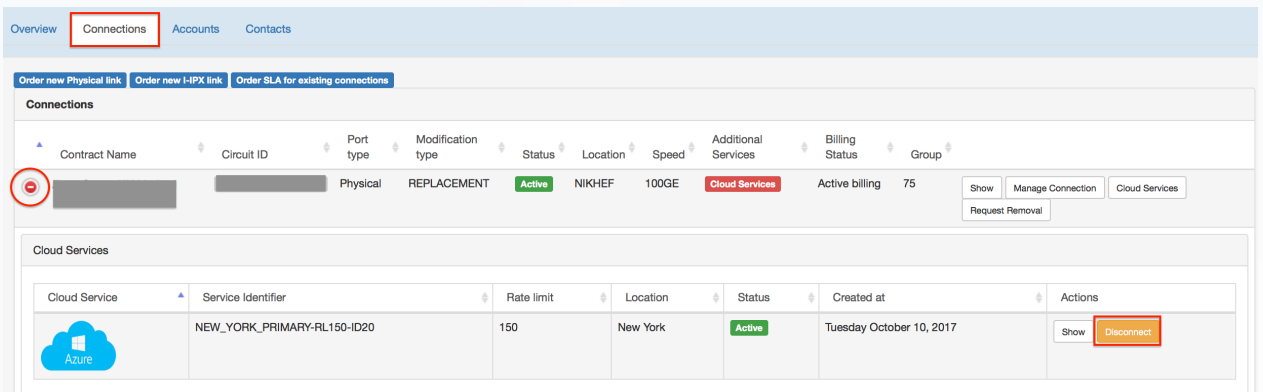
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1. Placing an order

How can I submit a disconnection order?

- 1.1. Login to my.ams-ix.net. If you do not have access to my.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 Customer Service at info@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.
- 1.4. Select “Disconnect” on your existing active Cloud Service.



The screenshot shows the AMS-IX web interface. At the top, there are navigation tabs: Overview, **Connections**, Accounts, and Contacts. Below this, there are three buttons: Order new Physical link, Order new I-IPX link, and Order SLA for existing connections. The main section is titled 'Connections' and contains a table with columns: Contract Name, Circuit ID, Port type, Modification type, Status, Location, Speed, Additional Services, Billing Status, and Group. A red circle highlights the 'Contract Name' column. Below the 'Connections' table is a 'Cloud Services' section with a table containing columns: Cloud Service, Service Identifier, Rate limit, Location, Status, Created at, and Actions. The 'Cloud Service' column shows an Azure icon. The 'Status' column shows 'Active'. The 'Actions' column has a 'Show' button and a red 'Disconnect' button.

Contract Name	Circuit ID	Port type	Modification type	Status	Location	Speed	Additional Services	Billing Status	Group	Actions
[Redacted]	[Redacted]	Physical	REPLACEMENT	Active	NIKHEF	100GE	Cloud Services	Active billing	75	Show, Manage Connection, Cloud Services, Request Removal

Cloud Service	Service Identifier	Rate limit	Location	Status	Created at	Actions
Azure	NEW_YORK_PRIMARY-RL150-ID20	150	New York	Active	Tuesday October 10, 2017	Show, Disconnect

1.5. Fill in the order form.

Request Disconnection for New York Primary ×

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.

Cloud Service Disconnect Order

Dear [REDACTED],

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

Requestor [REDACTED]

Cloud Service

Cloud Service Type	AZURE
Cloud Service Location	Equinix NY9
Rate Limit	150 Mbps
Qtaq	328
Azure Express Key	7e41932a-478f-4cbf-aa3a-96a16770035d
Peering LAN	1989
Monthly Price	221 EUR
Invoice Frequency	Monthly
Minimum Term	None
Billing Termination Date	AMS-IX will no longer charge you for the Cloud Service as of the disconnection date

Service Identifier NEW_YORK_PRIMARY-RL150-ID20
URL <http://my-staging.ams-ix.net>

Physical Port

Speed	100GE
Colocation	NIKHEF
Exchange	AMS-IX
Circuit ID	[REDACTED]
ASN	[REDACTED]
SLA	False
Invoice Frequency	Yearly

Yours sincerely,

AMS-IX Customer Service

info@ams-ix.net

Tel. +31 (0)20 521 01 89



The status of the Cloud Service on my.ams-ix.net changes to:

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

		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 a Disconnected Cloud Service email confirming the disconnection:

Disconnected Cloud Service

Dear [REDACTED],

AMS-IX has disconnected the following service for [REDACTED] on 10-Oct-2017

Cloud Service

Cloud Service Type	AZURE
Cloud Service Location	Equinix NY9
Rate Limit	150 Mbps
Qtaq	328
Azure Express Key	7e41932a-478f-4cbf-aa3a-96a16770035d
Peering LAN	1989
Monthly Price	221 EUR
Invoice Frequency	Monthly
Minimum Term	None
Billing Termination Date	AMS-IX will no longer charge you for the Cloud Service as of 10-Oct-2017
Service Identifier	NEW_YORK_PRIMARY-RL150-ID20
URL	http://my-staging.ams-ix.net...

Physical Port

Speed	100GE
Colocation	NIKHEF
Exchange	AMS-IX
Circuit ID	[REDACTED]
ASN	[REDACTED]
SLA	False
Invoice Frequency	Yearly

Yours sincerely,

AMS-IX Customer Service

info@ams-ix.net

Tel. +31 (0)20 521 01 89



The status of the Cloud Service on my.ams-ix.net changes to “Disconnected”:

Connections									
Contract Name	Circuit ID	Port type	Modification type	Status	Location	Speed	Additional Services	Billing Status	Group
[Redacted]	[Redacted]	Physical	REPLACEMENT	Active	NIKHEF	100GE		Active billing	75
Show Manage Connection Cloud Services Request Removal									
Cloud Services									
Cloud Service	Service Identifier	Rate limit	Location	Status	Created at	Actions			
	NEW_YORK_PRIMARY-RL150-ID20	150	New York	Disconnected	Tuesday October 10, 2017	Show			

4. Additional information

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

Email: info@ams-ix.net

Tel: +31 20 521 01 89

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