COLOCATIONQUOTES

LOA/CFA Template for Cross Connects

A sample letter of authorization and connecting facility assignment, a cross connect order worksheet, and what to check before you send either one.

> **Read this first.** This is a sample to adapt, not legal advice. Facilities set their own LOA rules, so check your provider's requirements before you send it. Bracketed text marks blanks and options. Download the editable Word version at colocationquotes.com/resources/templates/loa-template.

How a cross connect LOA works

A cross connect is a cable the data center runs between two parties' equipment. The party that owns the port being connected to, called the Z side, issues a letter of authorization and connecting facility assignment (LOA/CFA). It authorizes the other party, the A side, to order the cross connect, and tells the facility exactly where to land it. The A side sends the LOA to the facility with its order, and usually pays for the cross connect.

How to read a demarc location

Facilities often pack the location into one coded string. Formats vary, but most read from largest to smallest. This made-up example means site 1, floor 2, room 105, cabinet 12, rack unit 40, ports 7 and 8:

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SITE1.F02.R105.C12.U40.PP1 ports 7/8
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Checks before you send an LOA

Check	Why it matters
Signed by an authorized contact	Many facilities only accept LOAs signed by someone on the customer's authorized contact list.
Exact location	Cage, cabinet, panel and ports must match the facility's records, or the order is rejected or lands in the wrong place.
Media and connector match	Single-mode or multimode, LC or SC, UPC or APC: both ends and the optics must agree.
Expiry date	LOAs commonly expire in 60 to 90 days, and some issuers allow up to about 100. An expired LOA gets the order rejected.
Limited purpose	Authorize only the listed connections, not access to your space or equipment.
Who pays	State that the requester pays for the cross connect unless agreed otherwise.

[Your company letterhead]

[Date]

To: [Data center operator] or to whom it may concern

Subject: Letter of Authorization and Connecting Facility Assignment (LOA/CFA)

[Your company legal name] ("Customer") authorizes [Requesting party] and its contractors to order [number] cross connect(s) from the facility operator to Customer's demarcation point described below, for the limited purpose of [delivering circuit or service ID ____ / connecting to Customer's network]. This letter does not authorize access to Customer's space or equipment.

Facility name and address	
Cage or suite	
Cabinet or rack	
Patch panel and rack unit	
Port(s)	[single port / port pair __ and __]
Media	[single-mode fiber / multimode fiber / copper Cat6A / coax]
Connector and polish	[LC / SC / MPO / RJ45], [UPC / APC]
Circuit or service ID	
Requester's order reference	

Charges. [The requesting party is responsible for all charges for the cross connect. / Customer will order and pay for the cross connect.]

Expiration. This authorization expires [60 / 90] days from the date above if the cross connect has not been completed. Customer will hold the ports listed above until then.

Completion. Please send the cross connect ID and test results to [email] when the work is complete.

Questions. Technical contact: [name, phone, email]. Network operations: [phone, email].

Authorized signature _____ Date _____

Printed name and title _____ Company _____

Cross connect order worksheet

Fill this in before you place the order, and keep it with your port map.

A side (ordering party)	
Company and order contact	
Cage, cabinet, panel, ports	
Equipment and port	
Optic or interface	[e.g., 10G single-mode LR, LC]
Z side (from the LOA/CFA)	
Company issuing the LOA	
Demarc location	
Circuit or service ID	
LOA date and expiry	
Cross connect	
Media, connector, polish	
Facility order number	
Requested and completed dates	
Cross connect ID	
Tested loss or test result	
Monthly and one-time charges	
Billed to	
Completion details sent to	

When you disconnect

The party billed for a cross connect is usually the one who has to order its removal. A carrier cannot always cancel a cross connect it does not pay for, so if you are moving or cancelling a circuit, submit the cross connect disconnect yourself and confirm the billing stops.

Not the same as a porting LOA

Moving phone numbers to a new carrier uses a letter of agency signed by the subscriber, which in the US must meet FCC rules (47 CFR 64.1130). The new carrier provides that form; this template is only for cross connects.

Track every cross connect with our free port map template, or compare colocation quotes including cross connect pricing.