MLL Telecom Ltd

DDoS Mitigation and Protection

Service Definition

Date: January 2026

MLL Ref: G Cloud 15 - RM1557.15

DDoS Mitigation and Protection - Service Definition

About MLL

MLL Telecom is a leading provider of managed Wide Area Networks and telecommunication services including LAN, Unified Communications (UC), Wi-Fi, and Security to the UK public sector. Our services are provided through our MLL's UK based support teams and engineering service and selected partners. Formed in 1991, MLL has established a reputation for customer-focused service delivery and agility.

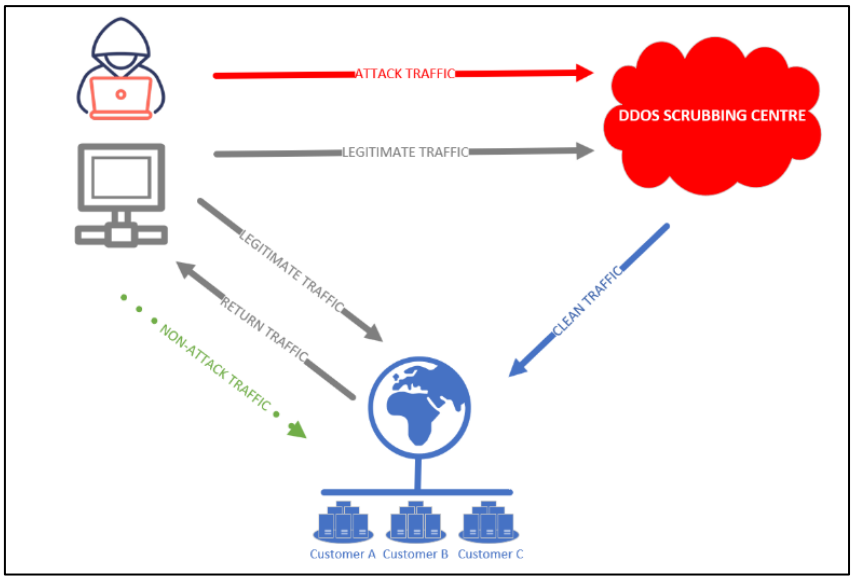
Service Description

DDoS attacks pose an ongoing threat to the operations and security of any organization with an online presence. One-third of downtime incidents can be attributed to DDoS attacks, with an 80% likelihood of an organization experiencing such an attack, often resulting in repeated assaults. Additionally, about half of reported DDoS attacks lead to breaches, including data theft, malware activation, virus infections, and ransomware incidents.

Mitigating DDoS attacks requires more than just technology. MLL's DDoS Protection service provides not only the technology equipped with powerful analytics to detect, mitigate, and prevent DDoS attacks, but also a team of experts behind the technology to support it.

MLL's DDoS Mitigation & Protection solution provides the following key services:

- **Monitoring** – Constant monitoring of a customer's IT environment and based on comprehensive network visibility, which is critical to the detection and prevention of DDoS attacks.
- **Detection** – Immediate detection of legitimate DDoS threats, with alerts.
- **Mitigation** – An automatic process of successfully moving attacks into mitigation quickly, protecting the targeted server or network from a DDoS attack.
- **Reporting** – Alerts, insights, and reports that keep you informed.



MLL's DDoS Protection service is one of the world's largest cloud-based DDoS mitigation services, boasting a data scrubbing capacity exceeding 15 Tbps. When activated, the DDoS mitigation service scrubs malicious traffic, thereby allowing clean, legitimate traffic to flow to a customer's infrastructure. By defending online presence, we can help protect sensitive data, ensure operational continuity, and reduce the workload of in-house IT staff.

The DDoS Protection service is fortified by a 24x7x365 Security Operations Centre, with seasoned DDoS mitigation professionals. By vigilantly monitoring a customer's IT environment, immediately detecting any threats, providing alerts to these threats, and scrubbing the traffic clean to prevent further disruption, we can ensure that DDoS attacks are rendered ineffective. The countermeasures, processes, and practices used have been built from more than a decade of catching and countering DDoS attacks, and the service has the flexibility to adapt defences as attackers use ever-changing tactics, vectors, and motives.

Mode of Operation

This is an on-demand service where attack traffic is diverted to the platform only when an attack has occurred or there is an imminent attack pending. There is no limit to the number of times that customers may have traffic diverted to the system if these circumstances are met. The powerful automation allows for on-demand cloud protection to be activated through means that include DNS Redirection, BGP Redirection, and API-Triggering. The result is incredibly fast responses against DDoS attacks.

Pre-requisites

To take advantage of our DDoS mitigation and prevention capabilities customers will need to have an existing MLL WAN or Internet service.

Standards based delivery

MLL will use industry standards for project and service delivery as summarised in the table below:

Delivery and Service Management	Industry Standard
Service Management	ITIL
Project Management	PRINCE2
Quality Management	ISO 9001
Security Management	ISO 27001 and Cyber Essentials Plus
Environmental Management	ISO 14001
Health and Safety Management	ISO 45001
NHS Digital	Data Security and Protection Toolkit certified

Delivery

MLL will provide an MLL Implementation Coordinator to coordinate delivery and an MLL Technical Engineer to set up and test the DDoS services for the Buyer's organisation.

Lead time to deliver the DDoS service will range from 2 to 5 working days from order acceptance.

Support

Monitoring

- MLL's DDoS Protection partner will monitor all in scope services 24x7x365 for availability, utilisation, and performance.
- Any alert which appears will be analysed by MLL's DDoS Protection Partner and where appropriate raised as an Incident with MLL's Service Desk and the Buyer's Service Desk will be notified.
- Incidents will be managed using MLL's Incident Management Service through to resolution.
- MLL will provide access to the MyMLL service portal to raise and track Incidents.

Service Desk

MLL's Network Operations Centre is based in Marlow, Buckinghamshire and provides 24x7x365 support.

The NOC and Service Desk undertakes the following functions:

- Receives Incident or Service Requests by agreed contact methods – telephone, email or via MyMLL portal.
- Records Incident or Service Requests on the Service Management System.
- Allocates a Call to Severity 1, 2, 3 or 4 and where relevant manage the Incident through to Resolution in accordance with the Service Levels.

Support Model

MLL's service support model is based on ITIL compliant processes with clearly defined roles and responsibilities, supported by industry recognised systems and tools.

Incidents will be raised either proactively by MLL's DDOS Protection partner or reactively by MLL or the Buyer and logged in MLL's IT Service Management system.

Service Responsiveness

Time to Mitigation – 0 seconds / 30 seconds / 15 minutes:

- 0 seconds for edge mitigations: The Service will immediately mitigate specific, common, non-standard protocol and attack vendors at the network edge
- 30 seconds for auto-mitigations: The Service will begin a mitigation automatically for resources configured to auto-mitigation, within 30 seconds after i) a high-severity attack is detected for

traffic that is on the network, (ii) a high-severity attack is detected by the Service for traffic on customer premises, or (iii) a cloud signal is received from supported on-premises equipment.

- 15 minutes for manual mitigation: The Service will begin mitigation within 15 minutes of receiving and accepting a mitigation request from the MLL NOC over the phone or through a service ticket request.

Time to Mitigation Effectiveness: 5 minutes / 15 minutes. The Service shall pass through no more than 5% of attack traffic within:

- 5 minutes for Layer 3 & 4 attacks from the time traffic is redirected to the Service platform and the Service has detected malicious traffic.
- 15 minutes for Layer 7 attacks from the time traffic is redirected to the Service platform and the Service has detected malicious traffic.

Service Hours

Monday – Sunday (including Bank Holidays) - 00:00-23:59, (24 hours per day, 7 days per week)

Service Levels

Availability – DDoS Mitigation & Prevention

Availability	
Service	**Availability Target**
DDoS Mitigation & Prevention Platform	99.99%

The DDoS Mitigation & Prevention Platform Availability SLA is excluded from MLL's Service Credit regime.

Social Value

MLL is committed to providing social value as part of its contractual deliverables which will be agreed with the Buyer and detailed in the call-off contract. Key social value themes for MLL include:

Fighting Climate Change - Underpinned by MLL's existing ISO 14001 environmental management system and published carbon reduction plan with a net zero target date of 2040.

Tackling Economic Inequality - We will deliver tailor-made offers to support the communities and citizens in the localities in which we serve our customers.

Equal Opportunity - This is a fundamental principle of our business and the basis of our customer relationships.

Company Information

Company Details

MLL Telecom Limited

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Date of incorporation: 28th October 1991

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