

Terms & Conditions

G-Cloud 15

Lot 2a

Colt SD WAN

Document Version	V1
Release Date	30/01/2026
Author	Colt Technology Services

Copyright ©
No part of this document may be reproduced or adapted in any form, including photocopying or storing it by electronic means, except as is necessary for the purpose of the recipient's dealings with Colt, without the written permission of Colt. Any copies made of any part of this document shall include the notice: © 2025 Colt Technology Services. The Colt name and logos are trademarks. All rights reserved.
No information contained in this document shall be disclosed to any third party without the written permission of Colt.

Contents

1 Introduction3

2 Service Delivery Agreement3

Off-Net Service & Self-install options4

3 Fault Handling Agreement4

4 Service Availability Agreement5

5 Service Quality.....6

Packet loss Agreement6

Jitter Level Agreement.....7

Round trip delays7

6 Colt Edge Service Level Agreements.....8

7 Maintenance works8

8 General8

9 Definitions.....9

Existing Service Presentation Point.....9

Off-Net9

Off-Net Tier 1, Tier 2, Tier 3, and Tier 49

Provider Edge Router.....9

Service-Affecting Fault10

Site, Connectivity and CPE10

Integrated Internet Access (IIA).....10

Virtual Network Functions (VNF).....10

Disclaimer11

1 Introduction

This Service Level Agreement (SLA) sets out the SLA metrics and Service Credit scheme for

- Colt IP VPN serviceⁱ
- Colt SD-WAN serviceⁱ
- Central Network componentsⁱⁱ
- Off-Net Services only where specifically referenced

Notes :

- For wireless access (including 3G/4G access), it is the Customer's responsibility to ensure adequate mobile radio signal quality and strength at the exact location where the Colt CPE router (including SIM/antenna) is installed. Any SLA metric given for wireless access is for parts owned and provided by Colt.
- Central Network components consists of Network based Internet Access, Central Managed Virtual Firewall, Colt SD WAN Portal, Performance Reporting, Colt Managed SD WAN Gateways, Controllers, Versa Analytics Access, SASE Gateway and Cloud Gateway.

2 Service Delivery Agreement

The target delivery lead time is an estimate of the time it will take Colt to deliver the Customer's Service from the date of Colt's Order Confirmation. The target delivery lead times for On-Net and add-on Services are set out in Tables A & C below. Following Order Confirmation, Colt will confirm to the Customer the Colt Promised Date (CPD) which is the date on which Colt will deliver the Service. If the CPD is not met, then the Customer will have the right to claim Service Creditsⁱ, as set out in Tables B & D below.

Table A: Indicative lead times in working days (WD) for the Service Delivery Agreement (IP VPN, SD WAN & IIA Network Based Services)

Colt IP VPN, SD WAN & IIA Network Based Services	Indicative Lead times (WD)
Existing Service Presentation Point with existing equipment and on-site configuration	20
Existing Service Presentation Point with new equipment	30
New Service Presentation Point	35
Building not yet connected to Colt network	90
Bandwidth / connectivity modifications ⁱⁱ	5
Rapid deployment via wireless access	14

Table B: Service Credits for the Service Delivery Agreement (IP VPN, SD WAN & IIA Network Based Services)

Working days past CPD	Credit (% of NRC) ⁱⁱⁱ
≥1 & ≤ 5	5
> 5 & ≤ 10	15
> 10 & ≤ 20	25
>20	100

Table C: Indicative lead times for add-on services

Add-on Services	Indicative Lead times (WD)
Workforce Mobility	20
Versa Secure Access Service Edge (SASE) Gateways	22

_CCP_IP VPN_SLA_English_v22.0

Table D: Service Credits for add-on services

Working days past CPD (add-ons)	Credit (% of NRC) ⁱⁱⁱ
≥1 & ≤ 2	20
> 3 & ≤ 10	50
> 10	100

Off-Net Service & Self-install options

- For Off-Net Services, if the third-party supplier does not provide a committed delivery date, Colt can only provide a target completion date. Therefore, in the event of delay, no Service Credits will be applicable.
- For sites with an "Self-Install" deployment option, Colt will replace a faulty CPE with a spare within 10 working days

Notes:

- Claims are subject to an upper limit of €8000 (or local currency equivalent) per claim per Service.
- For modifications to the service that can be performed remotely.
- Service Credits are calculated as a percentage of the installation charge (NRC) for the affected site or add-on service.

3 Fault Handling Agreement

Colt offers a Target Time To Repair ('TTTR') for Service Affecting Faults as set out in Table E below. The TTTR is the target length of time from when the fault is logged by Colt opening a trouble ticket, either due to the Customer reporting the fault or due to Colt detecting the fault, until the time the fault is cleared. In the event that Colt fails to meet the TTTR for Service Affecting Faults then the Customer has the right to claim Service Credits for each specific Service as set out in Tables F & G below. Fault handling SLA consists of two parts:

- TTTR for Colt CPE, which includes routers and SD WAN device
- TTTR for Colt Connectivity, which is the transmission part (such as MPLS and Internet access) of the Service. This is provided by Colt, either through Colt On-Net service or through Colt partners.

Table E: Performance metrics for the Fault Handling Agreement & Service Credit categorisation

TTTR for	TTTR SLA valid for:		SLA Target (hours)	Service Credit Category
Colt CPE	Colt Country	With Colt On-Net Connectivity	4	C
		Without Colt On-Net connectivity	8	D
	Non-Colt Country	Category A ^{iv}	Next Working Day	D
		Category B ^{iv}	5 Working days	D
Colt Connectivity	On-Net		4	C
	Off-Net Tier 1 ^v		8 ^{vii}	C
	Off-Net Tier 2 ^v		12	D
	Off-Net Tier 3 ^v		24	D
	Off-Net Tier 4 ^v		48	D

• IIA Network-based Service • Central Network Components (Colt country only)	4	C
---	---	---

Notes:

- Off-net Tier 1, Fibre ULL TTTR for France is 4 hours.
- Where the DSL line can be re-used, faults caused by a malfunction with the POTS or DSL line that is provided by the Customer, are not covered by the SLA.
- The above SLAs applies to components provided by Colt (such as DSL access equipment and modems). However these SLAs does not apply to any faults or outages caused by a malfunction in any third party-provided copper line.
- No TTTR or Service Credits will apply to Service Affecting Faults on Remote Fixed – fully inclusive Services.
- In non-Colt footprint countries, Customer can choose the following categories of target time to repair. Service charges varies based on these categories and the category has to be specified during ordering.
 - Category A: Next Working Day TTTR
 - Category B: Five Working Days TTTR
- Please refer to the definition section for details on Off-Net Tiers 1 to 4 .
- Repair times for Non-Service-Affecting Faults will be mutually agreed upon on a case-by-case basis. Colt will endeavour to repair Non- Service Affecting Faults within 3 Working Days.

Off-Net Table F: Service Credits for breach in TTTR commitment (Category C)

Service Credit Category C	Hours past TTTR	Credit (% of MRC)
	> 0 & ≤ 3	5
	> 3 & ≤ 4	10
	> 4 & ≤ 6	15
	> 6	25

Table G: Service Credits for breach in TTTR commitment (Category D)

Service Credit Category D	Hours past TTTR	Credit (% of MRC)
	> 0	5

4 Service Availability Agreement

Colt provides end-to-end Service Availability where Colt provides the connectivity (including IPVPN and IP Access). The calculation used is based on the duration of recorded Service-Affecting Faults per Service logged by Colt within the given Service Measurement Period. If the performance level in respect of the Service falls below the levels set out in Table H below, then the Customer will have the right to claim Service Credits for the affected Service as set out in Table I & J below.

Table H: Target Service Availability

Service Availability SLA valid for:		SLA Target (%)	Service Credit Category
• Site^{vii} in a Colt country with one connection provided by Colt (with one or two CPE) • Connectivity provided by Colt (Colt and non-Colt Countries)	On-Net	99.90	A
	Off-Net Tier 1 ^{vi}	99.85	A
	Off-Net Tier 2 ^{vi}	99.80	B
	Off-Net Tier 3 ^{vi}	98.50	B
	Off-Net Tier 4 ^{vi}	98.00	B
Connectivity to a Cloud Service Provider (CSP) via Colt Cloud Gateway ^{ix}	With a Single connection to a CSP	99.90	A
	With Dual connection to a CSP	99.95	A
Sites in a Colt country with one CPE and two or more connections provided by Colt		99.95	A

- Sites in a Colt country with two CPEs and two or more connections provided by Colt - IIA Network-based Services - Central Network Components (Colt country only)	99.99 ⁱⁱⁱ	A
Versa Secure Access Service Edge (SASE) Gateways	99.99	A

Notes:

- Where the DSL line can be re-used, faults caused by a malfunction with the POTS or DSL line that is provided by the Customer, are not covered by the SLA.
- The above SLAs apply to components provided by Colt (such as DSL access equipment and modems). However these SLAs do not apply to any faults or outages caused by a malfunction in any third party-provided copper line.
- 99,99%, assuming one Colt provided connection on each CPE. Otherwise refer to SLA for "one connection provided by Colt".
- For the calculation of Service Availability, a Site is available if it is reachable through the VPN.
- For sites with "Self-Install" deployment, Colt will provide SLAs only for Colt-provided Connectivity.
- Please refer to the definition section for details on Off-Net Tiers 1 to 4. vii. A Site includes Colt-provided Connectivity with CPEs. viii. For non-Colt Countries, Service Availability SLA applies to only the Connectivity.
- For the calculation of Service Credits for connectivity to a CSP, the average MRC of all sites in the SD WAN network is considered, instead of the MRC of the affected site.
- Connections provided by Colt includes connectivity provided by Colt, either through Colt On-Net service or through Colt partners.
- The SLAs do not apply to SD WAN instances deployed in Customer provided cloud environments

Table I: Service Credits for the Service Availability Agreement (Category A)

Service Credit Category A	% points below target Service Availability	Credit (% of MRC of the affected site) ¹
	> 0 & ≤ 0.5	5
	> 0.5 & ≤ 1	10
	> 1 & ≤ 1.5	15
	> 1.5	20

Table J: Service Credits for the Service Availability Agreement (Category B)

Service Credit Category B	% points below target Service Availability	Credit (% of MRC of the affected site)
	> 0	5

5 Service Quality

Targets for packet loss, jitter and round-trip delay only apply where the Customer is operating within the recommended network load parameters:

- Access link load: if the Customer offers greater than 100% of the access link capacity for an instantaneous period, then the SLA shall not apply during the period where traffic exceeds the access link capacity;
- IP bandwidth must be at least 64Kbps: and
- With the exception of Colt IP VPN Access Services, circuits provided by Colt must only be used with Colt Managed CPE router.

Packet loss Agreement

Packet loss is defined as the probability that a packet is lost during a one way transit from the LAN port of the Colt Managed CPE router, or in the case of Colt IP VPN Access Services, the WAN port of the Colt Access Circuit, to any reference point in the Colt IP VPN backbone network, averaged over a calendar month. If class of service (CoS) is enabled, the targets do not apply to packets in the standard (default) queue that are not prioritised.

The packet loss ratio targets are shown in Table K below. If the Packet Loss Ratio value of the measured samples taken over a calendar month exceeds the applicable target, the Customer is entitled to claim Service Credits for the affected services as shown.

Table K: Packet Loss Ratio Target and Service Credits

Access type	Target packet loss ratio	Service Credits (% of MRC)
On-Net	<0.01%	5%
Off-Net Tier 1	<0.1%	5%
Off-Net Tiers 2/3/4	<1.0%	Not applicable

Jitter Level Agreement

Packet jitter is defined as the latency variation on a one-way transmission in milliseconds from ingress provider edge router (PE) to egress PE. Jitter is calculated by averaging all samples taken during one calendar month.

Packet jitter can be guaranteed if class of service (CoS) with full delay guarantees is enabled. Packet jitter is guaranteed only for conforming Premium CoS traffic.

Table L: Jitter target and Service Credits

Access Type	Jitter target	Service Credits
On-Net	≤ 10ms	5% MRC of affected site
Off-Net Tier 1		
Off-Net Tiers 2/3/4		

Round trip delays

A round trip delay (RTD) is the time taken in milliseconds (ms) for a 32-byte packet to traverse from a point on the network to a destination and back to the originating point on the network. Round trip delays are calculated as an average on a monthly basis.

Round trip delays are made up of three elements for traffic between two end points:

1. Delay between the Customer's service interface and Colt's point of presence (PoP);
2. Delay across the core network between Colt's PoPs; and
3. Delay between the Colt PoP and the network termination point

Table M: Round Trip Delay Agreement - Regional SLA

Regional SLA				
	Europe	Asia	America	Australia
Europe	75ms			
Asia	280ms	80ms		
America	220ms	260ms	90ms	
Australia	290ms	140ms	310ms	10ms

Table N: Round Trip Delay Agreement - Sub-regional SLA

Region	RTD
Northern Europe	20ms
Eastern Europe	45ms
Western Europe	35ms

Southern Europe	40ms
Japan	15ms

Notes:

- i. The definition of regions can be found in section “Definition” of this document.
- ii. Colt can provide roundtrip delay SLAs only for infrastructure under direct Colt control such as Colt On-Net and Fibre ULL services

Table O: Service Credits for Round Trip Delay Agreement (On-Net and Fibre ULL only)

Average monthly round trip delay	Service Credits (% of monthly service charge)
More than 10% above the target round trip delay averaged over a calendar month	1% per point exceeding 110% of the target RTD for the affected premises where the ratio is exceeded. Maximum of 20% of monthly rental of the affected premises

Notes:

- i. If class of service (CoS) is enabled, the targets do not apply to packets in the standard (default) queue that are not prioritised.
- ii. Remote Fixed Fully Inclusive or Integrated Internet Access services. Colt may advise the Customer of estimated round-trip delays for these services on a case-by-case basis, but such estimates are not guaranteed.
- iii. The round trip delays for Off-Net Tier 3 Services are more fully described in the Round Trip Delay Matrix available at <http://www.colt.net/ccp/RTD> which may be varied from time to time without notice.

6 Colt Edge Service Level Agreements

Colt SD WAN and IP VPN can be delivered either through Service specific devices or through Colt Edge, which is uCPE (Universal Customer Premise Equipment) based Service. If Customer's order includes Colt Edge, then additional Edge SLAs are applicable. For details, please refer to Colt Edge SLA document, which will be referenced in the order form.

7 Maintenance works

In order to ensure performance and security for all Customers, Colt occasionally performs maintenance works. Colt will endeavour to ensure that such works have minimum impact on the Customer's service.

The following guidelines applies to maintenance works:

- g) For Service affecting works, the Customer will be notified at least ten (10) calendar days in advance for planned works.
- g) For non-service affecting maintenance works, where customer services are not impacted, notification may not be issued.
- g) For any emergency maintenance work, Colt will endeavour to notify the Customer as soon as Colt has determined to conduct emergency maintenance. If critical intervention is required, no advance notification will be issued.
- g) If there are planned works to be undertaken by third parties, Colt will aim to give as much notice as possible, depending on when Colt is made aware of such works.
- g) Colt will endeavour to ensure that maintenance works occur during non-working hours, unless a critical intervention is required.
- g) As the Colt network is shared by multiple Customers, it will not be possible to accommodate each Customer's specific requirements such as preferred maintenance windows, requests to reschedule, changes or cancellations of maintenance works, and any other similar requirements.
- g) Colt shall not be held responsible for the failure to meet the SLA, where such failure is due to a maintenance works outage.

8 General

Colt is not responsible for failure to meet this SLA where such failure is outside of Colt's control, is due to a planned outage or outside of our reasonable control, including, but not limited to:

- j) Force Majeure event(s) including cable and fiber cuts;
- j) absence of appropriate power or there is a power failure at the site;
- j) faulty Equipment;
- j) where Colt or Colt's authorized representatives are not granted access to the site;
- j) the fault is due to Customer actions or the actions of Customer employees or agents;
- j) where external Internet conditions such as distributed denial of service attacks impact Internet access;
- j) Any Fault which is a result of Customer not having amended the Service in accordance with Colt's advice or that of an independent third party (for example, refusing to apply a recommended patch);

- j) Failure of elements of the services which are within the Customer's control, such as expiration of encryption certificates, or attributed to the Customer's Equipment, network or external telephone lines;
- j) Suspension of Services/ disconnection of Services due to the Customer's non-payment;
- j) Colt is not responsible for issues associated with the cloud provider's platforms, for example – log login / authentication issues, faults within the IaaS/PaaS/SaaS platform or the cloud provider's network.

With the exception of the service level for round trip delay, service levels are measured on a per-site basis. Therefore, in an IP VPN network where a branch site is unavailable, this would be classified as a Service-Affecting Fault for that branch site. Where the branch sites of an IP VPN network are not accessible due to the unavailability of the hub site, this would be classified as a Service-Affecting Fault only for the hub site or MPLS NNI.

The total of all Service Credits under this SLA for On-Net and Off-Net Tier 1 cannot exceed 20% of the annual service charge for the affected Service. For Off-Net Tier 2, Off-Net Tier 3, Off-Net Tier 4, and Remote Fixed – Fully Inclusive Services the total of all Service Credits under this SLA cannot exceed 5% of the annual service charge for the affected Service.

For premises connected to Colt's network via Colt IP VPN Remote Fixed – Partially Inclusive and Remote User Service Credits will not apply.

If encryption is activated at one of the Customer's sites, in order to allow secure transmission over a private or public IP connection, the Customer is responsible for ensuring required legal authorisation to use encryption technology.

Availability is not guaranteed in case the service is interrupted by a third party (e.g. due to requests from government bodies and/or public authorities) as a result of not following applicable laws and regulations, and therefore the Customer will not be eligible for any Service Credits.

If Colt is delivering the CPEs via Self-Install, it is the Customer's responsibility to ensure this method is legally permitted in these countries. In this particular case, the sale of the equipment has to take place in a Colt footprint country and the Customer has the full ownership of the equipment. Likewise, service delivery SLA in those particular sites will not apply if there is any delay due to package hold or seizure in Customs.

Customers must consider a throughput adjustment when activating URL filtering and/or SSL decryption feature. Throughput performance could decrease up to 60% due to SSL decryption.

9 Definitions

Existing Service Presentation Point

Premises connected to Colt's network where Colt has already connected to the Customer's location or floor and no additional cabling is required.

New Service Presentation Point

Premises connected to Colt's network but where additional cabling is required to connect to the Customer's location or floor.

Non-Service-Affecting Fault

Any fault or condition which is not a Service-Affecting Fault.

Off-Net

A Service provided wholly or partly using Other Licensed Operators' (OLO) network or a Service which includes DSL Services. Colt will confirm to the Customer at the point of order whether the Service has an Off-Net component.

Off-Net Tier 1, Tier 2, Tier 3, and Tier 4

Colt can offer the Service using Colt's OLO partner circuits. Colt has classified these circuits into four SLA classes or Tiers (Tier 1 to 4), based on the SLA supported by the Colt Partner. These tiers vary based on the locations, type of circuit and the OLO partner. The SLA tier for a particular circuit can be provided upon request by customer.

Fibre ULL

A Service provided using a third party FTTP infrastructure for the last mile connection.

On-Net

Service provided wholly using Colt's network, i.e. using a Colt fibre access circuit. Or Colt equipment at sites in a non-Colt country

Provider Edge Router

Colt owned and managed backbone router on which the access circuits are terminated.

Colt Country and Regions:

Colt Countries refer to the following countries and territories and are grouped and defined into different regions as follows:

Northern Europe	Denmark, Finland, Norway, Sweden
Eastern Europe	Bulgaria, Croatia, Czech Republic, Hungary, Poland, Romania, Slovakia, Serbia
Western Europe	Austria, Belgium, France; Germany, Ireland, Luxembourg, Netherlands, Switzerland, United Kingdom
Southern Europe	Italy, Portugal, Spain
Asia	Japan, Hong Kong, Singapore
America	USA, Canada
Australia	Australia

Service-Affecting Fault

Any failure of the access circuit, transmission backbone, backbone, SASE Gateways or customer premises equipment delivered by Colt as part of the service, which causes full loss of signals to the Customer's Service in one or both transmission directions for over 60 seconds.

Service Availability

The time for which a Service is available, expressed as a percentage of the total time in a Service Measurement Period.

Service Measurement Period

The measurement period is one month, starting from the Service activation date and each subsequent month.

Site, Connectivity and CPE

- **CPE:** Equipment, such as routers and SD WAN device, installed at the customer location
- **Connectivity** is the transmission part (such as MPLS and Internet) of the Service. This is provided by Colt, either through Colt On-Net service or through Colt partners.
- **Site** includes Connectivity with CPEs.

Wireless access

A Service provided using a secure tunnel via public mobile Internet to connect to the Customer's VPN.

Working Day

Monday to Friday, excluding public or statutory bank holidays.

Integrated Internet Access (IIA)

Internet Access via Central Network Gateway(CNG)

Universal Customer Premise Equipment (uCPE) uCPE is a general-purpose platform that integrates compute, storage and networking on a commodity, off-the-shelf server, allowing it to provide multiple VNF at the at the customer locations.

Virtual Network Functions (VNF)

VNFs are virtualized tasks formerly carried out by proprietary, dedicated hardware. VNFs move individual network functions such as firewall, SD WAN out of dedicated hardware devices into software that runs on commodity hardware.

Disclaimer

Colt's proposal is not intended to create a binding contractual commitment. A signed Colt agreement is required to make pricing/services effective. This document may not be altered or edited to create an agreement. If you wish to purchase services on a term arrangement, please contact your Colt Account Manager.

End of Document