

Pricing Document

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Colt SIP Trunking

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1.0 Colt SIP Trunking

COLT SIP Trunking service provides PSTN (Public Switched Telephone Network) Connectivity to customers who own or operate a IP Private Branch Exchange (IP PBX) within their organizations and want to take advantage of consolidating their data and telephony services into a single or diverse connection to the PSTN in a secure and resilient manner.

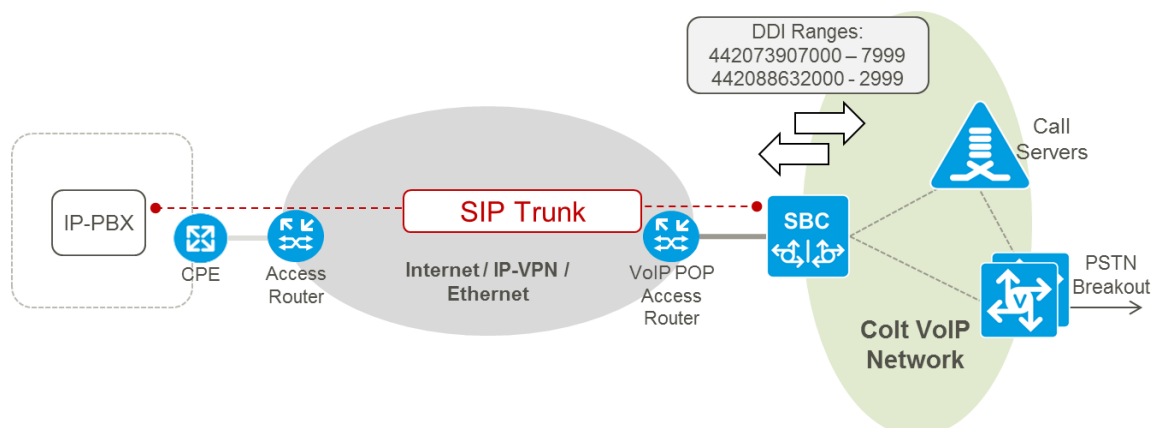


Figure 1. SIP Trunking Overview

COLT SIP Trunking has been highly regarded by both industry analysts and customers alike for the products flexibility, extensive feature set including security using SRTP and TLS, disaster recovery, performance reporting, and extensive Codec's supported. With QoS in Colt's network enabled as standard, customers can reliably benefit from a powerful SIP Trunking solution available from Colt with a quality customer experience and service wrap.

The Colt SIP Trunking is a product within the Voice services portfolio. Colt delivers high quality communications service in order for businesses to maximize their efficiency and productivity, whilst minimizing their costs. SIP Trunking is a service that underpins the Colt Voice portfolio of infrastructure and managed applications including:

- Inbound & Outbound telephony services across 29 countries
- Intelligent Network-based services for advanced inbound call handling and virtual contact centre solutions
- A complete suite of hosted communication and collaboration applications

As a result, customers experience a consistent service across all their offices reducing operational management challenges and risk. In addition, Colt offers flexible commercial models, giving customers the greater cost flexibility they are often seeking.

1.1 Why choose Colt

When you choose Colt Voice services, you benefit from:

High performance: All calls are routed over Colt's wholly-owned, **fully resilient** 21st Century IP Multimedia Sub-system (IMS) network, provided by Sonus in both regions Europe and Asia. Because Colt's core network has no voice compression, it delivers consistent, enterprise-grade call quality wherever customers operate.

Cost effectiveness: Colt's transparent, competitive commercial options and tariff plans provide a cost-effective alternative or complement to traditional telephony, while simplification of a customer's voice estate will generate indirect cost savings. By giving Customers the option of carrying aggregated voice and data traffic over a single connection, Colt can save customer's even more money.

Enterprise class design: Feature-rich capabilities – no key ISDN feature left behind. Colt is not just a supplier of voice services – Colt can support Customers on a transformational journey towards a best-in-class Unified Communications environment that will support a customer's wider business ambitions.

Superior quality: Colt's resilient topology and saturation levels are maintained below 70% to ensure that customer traffic keeps flowing even at the busiest times.

A trusted partner: with target availability of up to 99.99%, Colt SIP Trunking is extremely reliable. Customers can trust that the service is there when customers need it.

Superior customer service: Colt's pan-European SLA assures customers of a high levels of resilience and simplified multi-country services. Colt provides proactive voice and data monitoring 24 hours a day, 7 days a week to detect and alert Customers to any fault immediately and start early diagnosis.

Recognized by Analyst / Research companies: Colt score 4.5 out of 5.0 for SIP Trunking in Gartner's Critical Capabilities report. Ovum positions Colt in the top 3 SIP Trunking providers in Europe

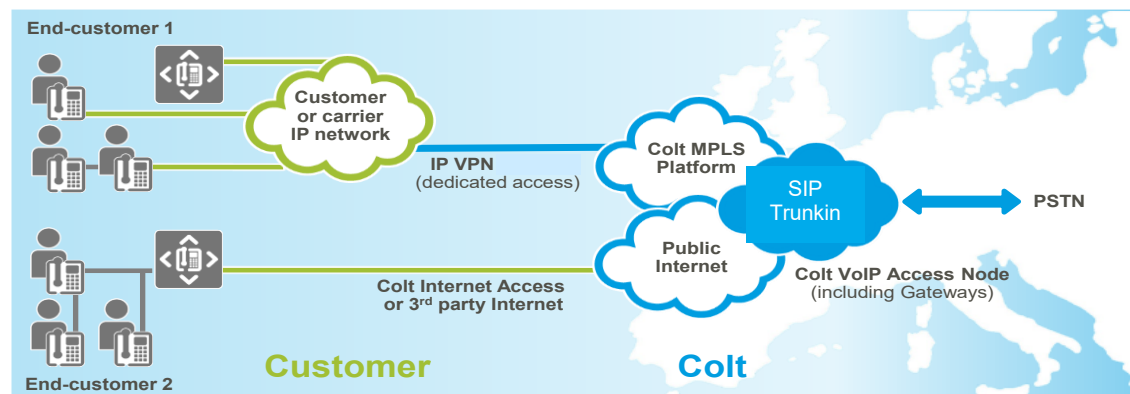
Proven SIP pedigree: More than 12 years of experience and more than 7bn minutes per year while deploying the service to more than 3500 customers in 23 countries.

1.2 SIP Trunking services

Colt SIP Trunking provides connectivity to the PSTN to enable inbound and outbound calls to all destinations. It can be provided as a standalone service or as a component of a larger solution (e.g. multi-site and IP-VPN scenarios) that can make the communications infrastructure of enterprises more efficient. Our service offerings are designed for pan-European business customers, who are looking for a Single Point of Contact (SPOC), competitive pricing and highest call quality.

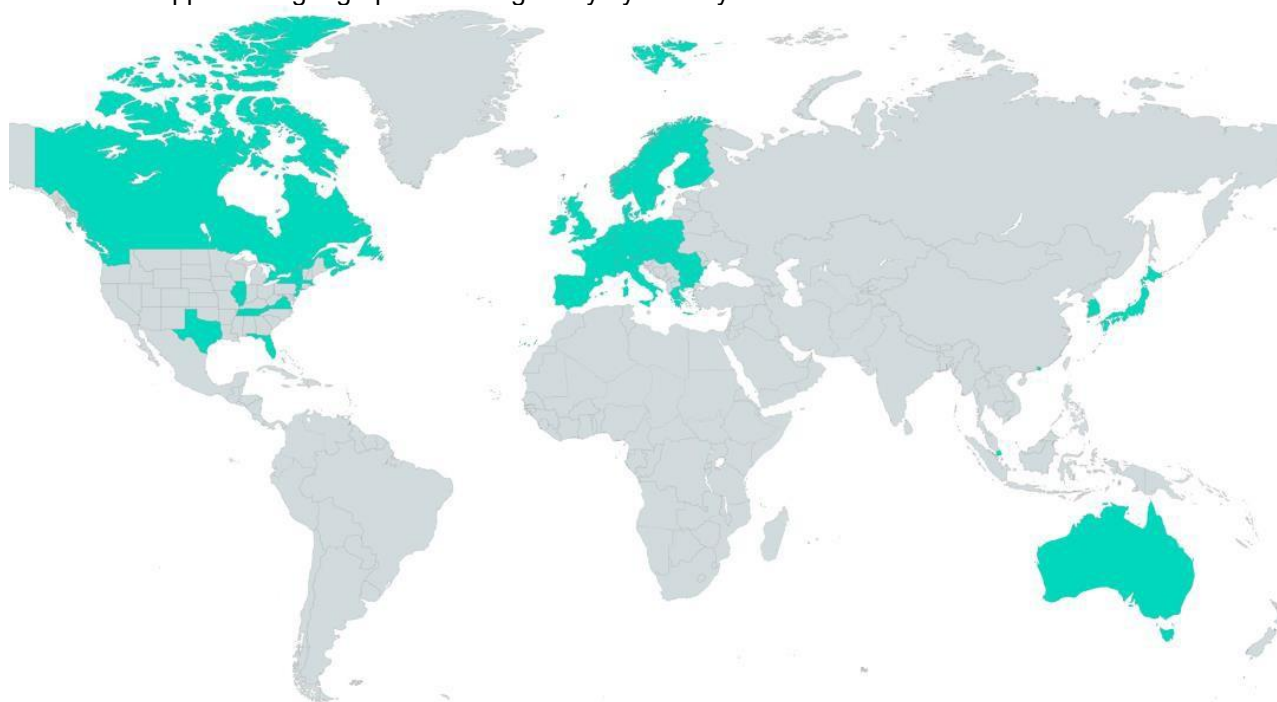
The SIP Trunking service is available with several connectivity options and a comprehensive range of features. By choosing a SIP Trunking Services from Colt across European sites, customers will be able to realise immediate cost savings through competitive commercial options and tariff plans as well as reduced administrative burden. Since calls are routed over our wholly owned and managed network, Colt provides excellent call quality.

Where customers need to move to Colt from another supplier, the changeover will be managed by Colt with minimum customer resource and effort required. In most cases, customers are able to transfer phone numbers from their existing provider to Colt. Alternatively, Colt can provide new number ranges. Our detailed reporting tool enables customers to analyse and control costs, while business-grade support ensures high service availability levels.



1.2.1 Coverage

Colt provides service currently in 29 countries. Due to differing regulatory environments and country capability the feature support and geographic coverage vary by country.



France, Italy, Spain, Portugal, Austria, Belgium, Ireland, United Kingdom, Denmark, Netherlands, Germany, Sweden, Switzerland, Japan, Australia, Canada, Czech Republic, Finland, Greece, Hong Kong, Hungary, Luxembourg, Norway, Poland, Romania, Singapore, Slovakia, South Korea, USA:NY, NJ, FL, TN, MA, VA, WA, TX, IL.

1.2.2 Access options

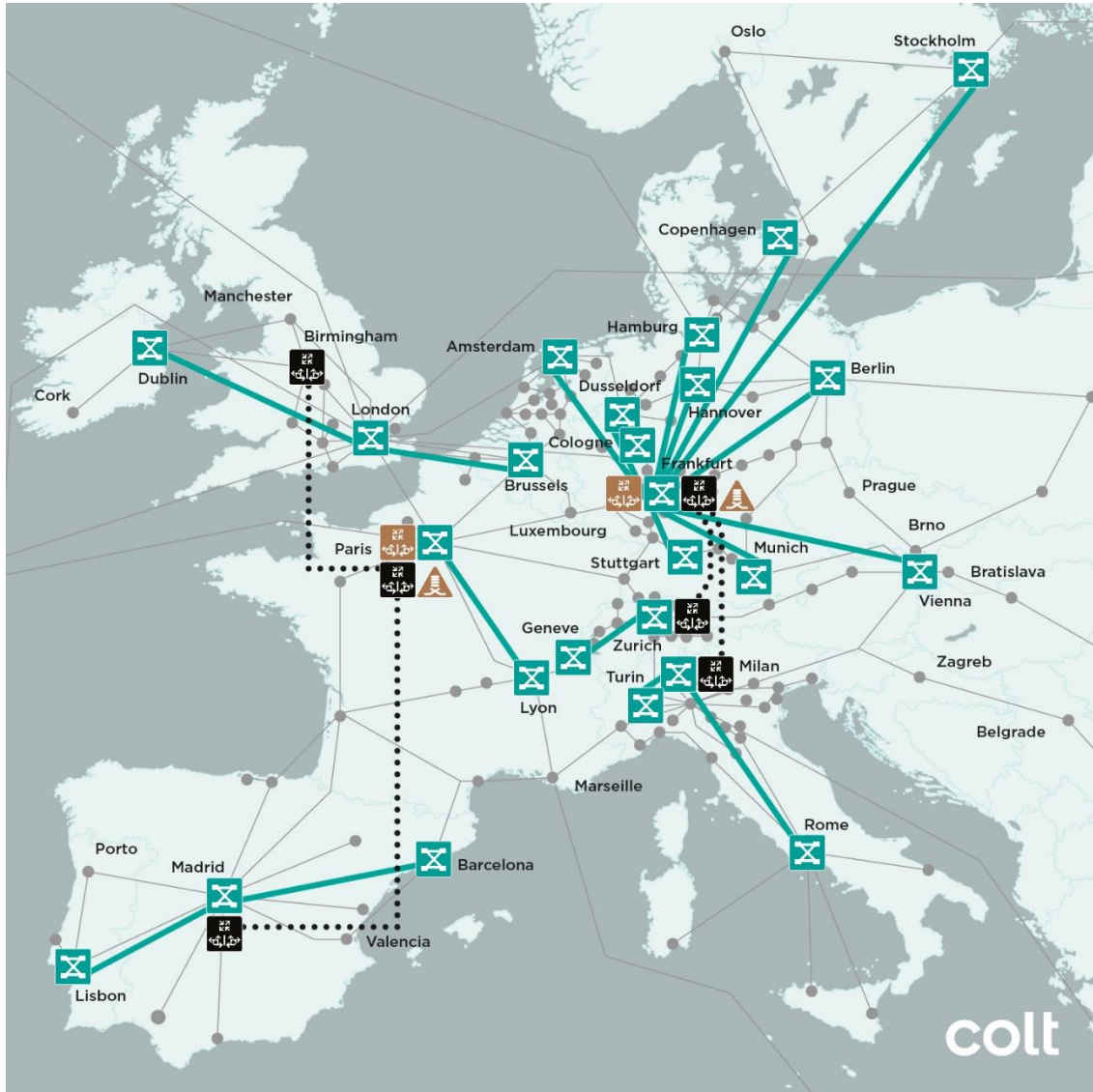
Colt are able to provide the SIP Trunking service up to and including the Customer Edge router (otherwise known as a CPE), using either a dedicated Colt IP VPN (a Layer 3 service including provisioning across existing MPLS NNI's) This is provided either across Colt's own fibre network, fibre from another operator connected to Colt's network, Colt DSL, or through wholesale DSL access. Additionally, Colt supports the delivery of the VoIP service over either a 3rd Party internet access, or through Colt's own IP Access internet service.

1.2.3 Access circuit

Where IP VPN is chosen bandwidth is available for your SIP Trunking service for speeds of up to 1Gbps. Once installed, it's easy for you to increase the bandwidth as your business grows. We own our own fibre and access network and have partnering agreements with other network providers, enabling us to always provide door-to-door access. You don't need to work out different agreements with different suppliers to connect sites in different countries. We manage your connection end to end, keeping things simple and hassle free.

1.2.4 Colt Voice backbone – carrier-grade by design

We run a pan-European voice backbone with the highest levels of resilience, designed to ensure optimal routing of our customers voice traffic. This dynamic design enables us to keep your traffic on our network as long as possible, thereby ensuring the highest level of call quality and lowest possible call termination costs.



1.2.5 Flexible IP PBX policies

Colt SIP Trunking supports a variety of **certified IP PBXes** from leading suppliers such as Cisco, Avaya and Audiocodes including - **Microsoft® Teams Direct Routing** - to ensure smooth interworking.



Dedicated **engineering support** is available for **non-certified IP PBXes** to ensure full VoIP connectivity

1.2.6 Fraud detection

Colt monitors suspicious traffic patterns and can detect when there is a significant change in customer usage. Colt regularly advises customers if suspicious traffic activity is detected; however, fraud detection is not guaranteed, and customers must be aware that fraud prevention is their responsibility.

1.2.7 Phone number allocation and portability

As a fully licensed and regulated telecoms operator, Colt can provision customers with either new number ranges in any major city in Colt countries, as well as port numbers across from other providers.

1.3 SIP Trunking features

Codec's

SIP Trunking support's the following Codec's:

- G.711alaw
- G.711ulaw
- G.729a
- G.722(.1)
- G.726
- iLBC

Full transcoding capabilities between Codec's can be provided.

Fax support

SIP Trunking supports the T.38 standard for Fax transmission.

Encryption options

SIP Trunking can allow for both the signalling (using TLS) and audio media path (using STRP) level encryption capabilities.

Resiliency options

- Access Resiliency - we support the ability for you to order connectivity across multiple access types with optional diversity and separation as required, in order to route traffic appropriately in the event of an access connection failure.
- Pop & Trunk resiliency – Colt provides customers with the option of being connected to geographically separate Points of Presence (POPs). In the event of failure of the primary POP, Colt enables the automatic routing of the traffic via the secondary POPs. Colt can also provide resiliency independent of access type. For example a primary access over an IP-VPN with secondary access over a public internet connection.
- Partial Number Replacement / Inbound Call re-Routing – SIP Trunking provides the option of re-routing inbound calls away from a specific DDI range to a secondary (pre-defined) DDI range and still preserve the extension number details. For Example 020 7390 1000-2000 would be re-routed to 020 7450 1000-2000.

Call admission control

In order to effectively control utilisation of your SIP Trunking SIP trunk, Colt supports an array of call admission control methods, based upon your specific requirements and number of trunks.

1.4 Disaster recovery

Business continuity is a constant concern in all organisations and Colt's SIP Trunking product can cater for this in two ways.

IP Address re-routing - implementation of an alternate IP address for a PBX, that can then be used to divert the calls in case of disaster. Alternative IP addressing on your PBX can be configured on the same primary SIP trunk or alternatively a secondary SIP trunk can be created based on your requirements.

Re-routing across a TDM network - using intelligent voice routing functionality calls can be delivered to alternate PSTN destinations. Colt has the facility to create up to 90 translation rules per package, with up to 5 packages being made available and defined by you.

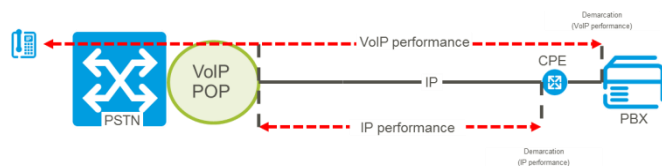
1.5 Performance reporting tool

Colt's Online Performance Reporting tool for SIP Trunking provides access to the performance reporting statistics in graphical as well as numerical formats. Performance reporting provides near real-time statistics to you via an online portal. IP statistics require an IP VPN and includes packet loss, latency, jitter, round trip delay and calculated MOS. VoIP statistics are based on call detail records and include per trunk & per destination KPIs such as number of:

- successful, unsuccessful and failed calls
- answer seizure ratio, network efficiency ratio
- answered, mean holding and mean conversation time

1.5.1 How performance is measured

The following diagram shows how performance are being measured:



1.5.2 Types of key performance indicators

The following types of KPI's are available:

- Sort by Answered Calls
- Day view Trunk Split
- Graph-Day view of Trunk Group
- Graph-Day view of Destinations
- Graph Week view of Destination
- Graph Monthly view of Destination

Data is displayed near **real-time** (1 day delay).

You can generate your own **customised reports**. History data can be selected with start and end date/time.

All reports can be **exported** per .pdf, .xls or be sent through e-mail.

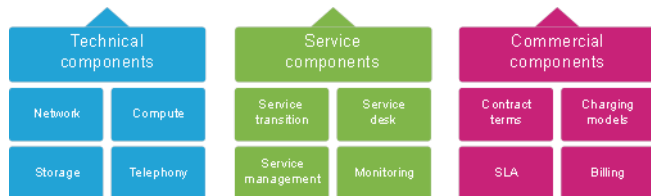
1.6 Customer benefits

Cost effective solution - pricing of Voice calls is competitive and transparent. Because the total spend across European sites is aggregated, customers benefit from the best value rates possible at all sites, with even low spending regions able to enjoy competitive call charges. And with Colt as the single pan-European provider, customers will also see indirect cost savings through simplified vendor management, billing and budgetary control.

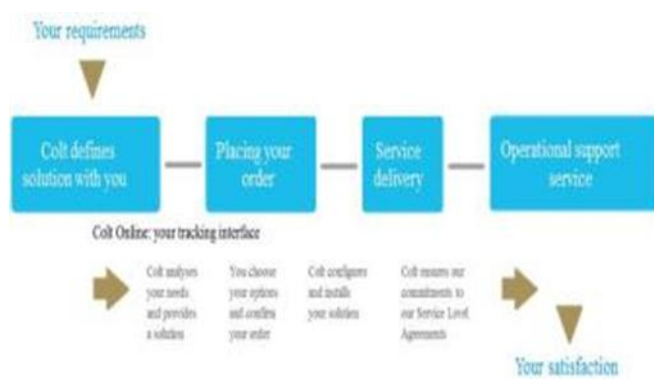
Reliable services - all calls are routed over Colt's fully redundant and resilient European network without compression. This enables Colt to carry and terminate calls at the highest possible standards, while extensive interconnect agreements with top national, international and mobile carriers ensure the best quality service to all destinations. Customers benefit of a unique service level agreement (SLA) across Europe, ensuring superior service delivery with round-the-clock support from the Colt helpdesk in local language.

2.0 Management Plan

This section describes the life of your Colt Voice services order, ranging from the first conversations you have with our customer advisers, through installation to day-to-day support and incident management.



2.1 The life of a Colt order



Your order has several clearly defined stages:

- Solution definition
- Placing the order
- Service delivery
- Ongoing customer support

2.1.1 Solution definition

We work closely with you to define the specifications and parameters of your service, to create a solution that is responsive to the needs of your organisation. This is the first step in our engagement with you, bringing our experience and smart thinking to bear on the challenges your business is facing.

2.1.2 Placing the order

Once your order is defined, you can complete the relevant order forms and send them to us. This step is the same whether you're placing a new order, renewing a contract or modifying an order.

When we receive the signed order form, we do several key things:

- We send you an estimated delivery date, based on the date you signed the order.

- We validate (check) the technical and administrative details of the order. This helps prevent delays.

We send you an order acknowledgment. This confirms that your order has been validated and we are ready to start the configuration and installation process.

2.1.3 Service delivery

We will send you a Colt promised date (for direct connections) or an indicative completion date (for off-net access connections) that confirms the date by which we will have delivered your service.

We will carry out any initial survey work on your behalf, ensuring that the installation of your service can progress smoothly. We will also liaise with any other licensed operators who may be delivering part of your service.

We will then:

- schedule the installation on your site
- install and configure the equipment for your service at your site or our data centre, and
- carry out all the required testing.

With this, installation is complete and we hand over the service, backed by our comprehensive SLA.

2.1.4 Industry leading support – whenever you need it

Even after your service is delivered, we stay in touch to make sure everything is working the way you want. Our Shared Service Centre is on hand to support you if you have queries regarding your service.

You can:

- get an update on the status of your order
- request a change to your service
- raise a billing query
- update your company details
- report a fault, and
- cancel your service.

The Colt Shared Service Centre provides service expertise in 16 languages.

<https://www.colt.net/support/>

2.1.5 Use Colt Online for the quickest way to get support. You can:

- Obtain service information and raise tickets for technical support
- Update billing details and raise account enquiries
- Track and manage orders
- **New:** Services contracted in Japan, Singapore, Hong Kong and South Korea can now be managed with Colt online. Features include; checking planned works, raising tickets and viewing orders.

2.1.6 Alternative support options

Details on other ways to contact us can be found in each country from the list. Please ensure that you have the following information available:

- For existing incidents - your incident (ticket) number
- For technical enquiries - your circuit reference number, order number or service ID
- For invoice or order enquiries - your OCN (customer) number

Billing and account enquiries (all countries) Please note – as this requirement is for UK Government, other countries have been deleted from this list

CustomerServiceEnquiries@colt.net

United Kingdom

Technical Support

0800 358 3999 / +44 207 862 6087

TechnicalSupport.UK@colt.net

3.0 Our Global Standards

At Colt, we always hold our work to the highest standard of accountability. To demonstrate our ability to consistently provide products and services that meet customer and regulatory requirements, we have achieved the following international standards:

ISO9001

This is the internationally recognised Quality Management System (QMS) Standard for businesses. This certification indicates our ability to provide product and services consistently and at a high quality, which meet customer and regulatory requirements. Our customer's experience with us is our highest priority, and we are recognised with an industry-leading Net Promotor Score (NPS) score of 52.

ISO20000-1

This is the internationally recognised Service Management System (SMS) Standard through which we provide managed customer services for networks, voice and integrated communication solutions, including management of shared infrastructure and associated systems.

ISO27001

This is a widely-adopted global Information Security Management Standard (ISMS) that confirms we have put in place best-practice information security processes. This certification reinforces our commitment to information security and that we have a set of policies, procedures, processes and systems that manage information risks, such as cyber-attacks, hacks, data leaks or theft.

With solid security increasingly vital to major systems and operations, we additionally provide a number of cybersecurity services to help you secure your network.

ISO14001

This is the international standard that forms the basis of our environmental management system, which includes our commitment to protect the natural environment through set objectives and policies which comply with relevant environmental legislation.

Keeping a sustainable footprint is part of our corporate social responsibility to our customers and our industry.

ISO22301

This is the international Business Continuity Management System (BCMS) standard that ensures we have a best-practice approach to organisational resilience. Complying with the standard means we have a comprehensive way to cope with incidents which may occur and affect business critical activities, for instance to minimise the impact of an unplanned outage on customers.

Cyber Essentials

Cyber Essentials is a government-backed, industry-supported scheme to help organisations protect themselves against common online threats. Our accreditation means that we demonstrate a commitment to cyber security, including the prevention of attacks such as hacking and phishing.

4.0 Customer references

BLU Networks use Colt to support rapid pan-European growth

BLU Networks is a full service provider of VoIP, telephony and data solutions to thousands of customers ranging from SMBs to large corporate, government and healthcare organisations via their vast network of resellers and partners.

Responding to increased customer demand, BLU Networks needed a network partner who could offer speed of response and flexibility to support their rapid expansion across Europe. By implementing a new VoIP platform and SIP Trunk infrastructure from Colt, BLU Networks were able to quickly take on new customers whilst maintaining excellent service to existing customers throughout.

Colt really cares about our business and always helps us to explore solutions to new challenges.- *Jouk Lier, CEO, BLU Networks*

[Download the full case study](#)

Salesland banks on Colt for its switch to VoIP

Salesland focuses on supporting businesses that want to outsource their sales services. Since 2000, it has been setting up, training, and managing commercial teams, as well as developing comprehensive sales projects, all to help customers meet their objectives and yield a profit on their investments. Ultimately, Salesland offers customers a global solution covering all aspects of direct and indirect marketing.

Colt has been working with Salesland since 2010. According to Abel Sánchez, Head of IT at Salesland, the solutions provided by Colt are used throughout the organisation. For example, their IP Access service provides reliable, high-speed internet access to the organisation's offices and its mobile sales staff.

"We have been growing steadily by 30 or 35% since 2010 and we intend to keep it that way. Each month, we continue to increase the capacity of our voice services and expand our customer base through direct marketing. In order to achieve our goals and maintain such high success levels, we needed a provider we could trust", Sánchez comments, highlighting the importance of these voice services for the company's future growth.

Switching to VoIP

In the last eight years, Salesland has expanded from one contact centre with 60 employees to 1200 telemarketing agents working in Madrid, Seville, Barcelona, Bilbao and Porto. Such steep growth indicates just how important voice calls are in sales outsourcing, which is the principal reason behind the company's decision to switch to VoIP (Voice over IP).

Though Salesland has previously banked on traditional call services (also provided by Colt), it has now connected 10 of its primary coaxial cables to Colt's VoIP solution, SIP Trunking. The aim is to increase the flexibility and scalability of Salesland's operations. "This is a very new technology that offers us unlimited growth, as opposed to our old technology, which was restricted by the number of communication channels available. Once you reach the physical limit, growth is considerably slower because you have to start installing new circuitry, amongst other things", Sánchez explains.

Though the logistical advantages of Colt's VoIP service have led to the biggest improvements in Salesland's business, Sánchez also emphasises another significant benefit: financial. "This technology, running over the existing Colt network, has allowed us to reduce our costs by about 15%. We use millions of minutes every month, so these savings played a key part in our decision to use Colt over its competitors". Minimising operational costs in this area is particularly important, he adds – though sales conversions are quite well-balanced across Salesland's divisions, voice services represent around 60% of the actual sales volume. "It is definitely the medium that we use most frequently".

As a business, we cannot afford lengthy installation or expansion times, or for incidents to affect our operations for a long period of time. Colt is a first-class provider, supporting us with high quality services and a quick response to any problems we experience, though luckily this doesn't happen often *Abel Sánchez, Head of IT, Salesland*

[Download the full case study](#)

Unlimited flexibility meets unparalleled service for Masergy's customers

A successful relationship with Masergy, provider of the world's largest independent software-defined IT platform, means sharing the company's passion for customer service. For Colt that commitment is second nature, and it underpins the long-lasting relationship between the two companies.

Masergy's customer retention rate is impressively high in a competitive landscape. Perhaps the best sign of its commitment to exceptional customer service lies in its industry-leading Net Promoter Score (NPS) of 70.3 (for context, the industry average in the global high-tech B2B market is 16). The providers that Masergy engages play an important role in achieving such a high score.

When it came to choosing an Ethernet provider, Masergy found that Colt was ahead of other providers with secure high performance Ethernet services and unsurpassed European connectivity. And on the IP voice side, Masergy found that Colt could solve challenges that others couldn't.

For us, Colt is the complete package. They offer reliable and high-performance products, flexible services, skilled people and an attitude towards delivering customer service that matches ours. - **Cam Anderson, Senior VP Global Operations, Masergy**

[Download the full case study](#)

5.0 About Colt

Colt strives to transform the way the world works through the power of connectivity. The Colt IQ Network connects 900+ data centres across Europe, Asia and North America's largest business hubs, with over 27,500 on net buildings and growing.

Colt understands business connectivity requirements and provides high performance and high bandwidth solutions to enable customers' success, with Colt's vision focussed on being the most customer-oriented business in the industry. Customers include data intensive organisations spanning over 210 cities in more than 30 countries. Colt is a recognised innovator and pioneer in Software Defined Networks (SDN) and Network Function Virtualisation (NFV). Privately owned, Colt is one of the most financially sound companies in its industry and able to provide the best customer experience at a competitive price. For more information, please visit www.colt.net.

Our environment

At Colt we believe in reducing the negative effects of our business and expanding the positive contributions our people and products can make to a sustainable future. We are committed to projects that are both good for Colt and good for the environment and communities in which we operate. We comply with all relevant legislation in the countries in which we operate, and we closely monitor our compliance with the European Union Environmental Directive.

Help reduce your carbon footprint | Think before you print

Please recycle these folders once your analysis of our offer has been successfully implemented.

1. Pricing Tables

<u>Number of channels</u>	<u>Non recurring cost</u>	<u>Monthly recurring</u>
500	£289	£299

*As this is a framework, Colt does not have detailed requirements. Therefore, we have provided a cost estimate based on a single signalling trunk (without resiliency) using either existing Colt access or a third-party internet service.”

2. 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