

Terms and Conditions

G-Cloud 15

Lot 2a

Colt IP Guardian

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Contents

1. Introduction3

2. Service Delivery Agreement.....3

3. Service Change Requests3

4. Maintenance Works3

5. General4

6. Definitions4

Disclaimer6

1. Introduction

This Service Level Agreement (SLA) sets out the metrics and service credit regime for Colt IP Guardian as described in the Colt IP Guardian Service Description ("Service"). This document describes the Colt IP Guardian Standard variant offered solely on AS8220.

2. Service Delivery Agreement

The target delivery lead time is an estimate of the time it will take Colt to deliver the Service from the date of Colt confirming the Order and is set out in Table-A 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 Customer will have the right to claim service credits, as set out in Table-B below.

Table A: Target delivery lead times for the Service Delivery Agreement

Service	Target delivery lead times (Working Days) for connected premises
IP Guardian Standard on an existing connectivity service	10
IP Guardian Standard with a new Underlying Service	20 days from the availability of Underlying Service

Notes:

- (i) Claims are subject to an upper limit of £8,000 in aggregate across all sites delivered as part of the Customer's Service.
- (ii) The target delivery lead times are in addition to and dependent on the delivery or availability of any Underlying Service. This includes the delivery of an Underlying Service, any requirement to modify the underlying service to accept the Colt IP Guardian Service and the readiness of any Customer provided equipment.

3. Service Change Requests

Customer must request changes by submitting a change ticket to the Colt Customer SOC. Customer must provide appropriate authentication credentials when requesting changes.

Customer may request one routine configuration or policy change per 90-day period. Colt will aim to fulfil the routine configuration and policy change requests within 24 hours after the request. Customer requests that exceed one request per 90-day period, or changes that are more substantial than routine configuration or policy changes, may result in additional charges and will be agreed with the Customer either via a Statement of Work or a modification order. A routine change means a change when an attack is not taking place.

Change tickets require 24 hours advance notice.

4. Maintenance Works

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

The following guidelines apply to maintenance works:

- a) For Service affecting works, Customer will be notified at least ten (10) calendar days in advance for planned works.
- b) For non-service affecting maintenance works, where customer services are not impacted, notification may not be issued.
- c) For any emergency maintenance work, Colt will endeavour to notify Customer as soon as Colt has determined to conduct emergency maintenance. If a critical intervention is required, no advance notification will be issued.
- d) 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.
- e) Colt will endeavour to ensure that maintenance works occur during non-working hours, unless a critical intervention is required.
- f) As the Colt network is shared by multiple Customers, it] will not be possible to accommodate Customer specific requirements such as a preferred maintenance window, requests to reschedule, change or cancellation or any other similar requirements.
- g) Colt is not responsible for failure to meet the SLA, where such failure is due to a maintenance works outage.
- h) Colt may periodically request that the Customer's traffic be placed into protect mode to retune and improve the effectiveness of the Service. This normal maintenance procedure is not expected to have any impact on the Service. If Colt determines a retuning is necessary, Colt will attempt to contact Customer to schedule a time to make necessary arrangements. Customer must work with Colt to schedule these changes within five Working Days of receipt of the request from Colt. If Customer doesn't respond and/or doesn't allow for retuning in a timely manner, then the Service may be less effective at detecting and mitigating Incidents until the retuning is accomplished, and Customer will not be entitled to SLA credits. If Colt determines that an emergency security change is required, Colt will make the changes deemed necessary as quickly as possible and will use commercially reasonable efforts to contact the Customer's Site Contact prior to making said change.

5. General

Colt is not responsible for failure to meet this SLA where such failure is due to planned works or outside of our reasonable control, including, for example:

- a) there is not appropriate power or there is a power failure at Customer's site;
- b) Customer's faulty Equipment;
- c) where Colt or its authorised representatives are not granted prompt access to the site;
- d) the fault is due to Customer's action/inaction or the action/inaction of Customer's employees or agents, or their unreasonable delay.

In the event that a fault on other Colt Services causes Colt to miss SLAs for the IP Guardian Service, then Customer will only be entitled to claim service credits against the Service that is the root cause of the fault.

As the Underlying Service is required to be available for the proper functioning of the IP Guardian Service, the duration of time, when Underlying service is unavailable, is not considered in the calculation of SLA for the IP Guardian Service. This will not affect the availability of Service Credits that may become payable under SLAs for the Underlying Service.

The total of all credits under this SLA shall not exceed 100% of the monthly recurring charge for the affected Service.

6. Definitions

"Incident" means any single or collection of security occurrences detected and reported by the Service, and which have been determined by a Colt analyst reviewing the data to potentially be of security consequence. Incidents may include security occurrences that are currently being investigated and actual attacks that may be in progress.

"Mitigation" means rerouting of traffic through Colt DDoS Service and initiating countermeasures with the intent to remove DDoS attack traffic identified by Colt-supplied equipment located in Colt's network.

“Order Form” means a relevant ordering document signed by Customer and accepted by Colt. An Order Form may also be referred to as a Quote, Order or Service Order.

“Site Contact” means Customer’s primary and secondary points of contact required for technical, security and site experience and expertise in Customer’s network operations.

“Traffic Monitoring” for the IP Guardian service means Flow Based Monitoring or FBM. This is a network monitoring technique that focuses on analysing the flow of data packets across a network rather than inspecting each individual packet. It provides a high-level view of network traffic patterns and allows the service to identify potential DDoS attacks.

“Underlying Service” Other Colt Services such as IP Access or IP VPN, Colt IP Guardian may operate in conjunction with a related Colt Underlying Service.

“Working Day” Normal business day in the relevant location not being a public holiday, weekend or Customer or Colt “change freeze” period.

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.

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