

Service Description

G-Cloud 15

Lot 2a

Colt Managed LAN

Abstract

This document covers the Service Description and SLA for Colt Managed LAN.

Colt's Managed LAN Service delivers end-to-end management of LAN and Wireless LAN environments, covering design, deployment, and ongoing operations to ensure secure, high-performance connectivity across enterprise networks. The service includes a comprehensive suite of components—from installation and monitoring to maintenance, governance, and professional services—supported by Colt's global network underlay.

Through strategic partnerships with leading vendors such as Cisco, Aruba, Fortinet, Juniper, and Versa, Colt provides a vendor-agnostic, best-fit approach tailored to each customer's technical and business requirements. Flexible service tiers allow customers to choose between fully outsourced, co-managed, or customer-managed models depending on their operational maturity. Deployment options span greenfield, brownfield, managed take-over, and hybrid strategies, ensuring seamless integration with existing environments and alignment with long-term transformation goals.

By entrusting LAN operations to Colt, organisations gain improved cost control, reduced operational burden, and a scalable, future-ready network foundation.

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1. Colt Managed LAN Overview

1.1. Introduction

Colt Managed LAN Service provides a range of capabilities and is an industrialised service that provides full management of the LAN and WLAN infrastructure. We assist you in every aspect of LAN management, from the design and deployment to ongoing management. This includes connecting devices, shared resources, and user devices while offering the capability to categorise and isolate devices into distinct access networks as needed.

Having Colt manage your LAN, will give freedom to your IT team to focus on your core business while we take care of your digital infrastructure. It offers greater cost control that avoid upfront capital investments, freeing up more resources for critical areas of your business. We've designed a suite of options, that you can tailor to meet your individual enterprise networking needs. We support both LAN and WAN, so your entire network infrastructure is taken care of, and have a single point of contact for your networking needs, freeing your teams to focus on growth and transformation.

Colt Managed LAN is generally provided with Colt's underlay network such as Dedicated Internet access.

1.2. Service components

Colt Managed LAN includes the following services.

1. Transition Service
2. Installation and configuration
3. Site Survey
4. Remote Monitoring and Management
5. Monitoring and Management of Services
6. Maintenance Services
7. Service Level Agreements
8. Governance
9. Professional Services
10. Optional Services

1.3. Vendors supported

Colt maintains strategic partnerships with multiple leading SD-WAN/LAN technology vendors, enabling us to deliver flexible, best-fit solutions tailored to each customer's specific business and technical needs. Following are the list of Vendors currently supported

1. Cisco Catalyst
2. Cisco Meraki
3. HPE Aruba
4. Fortinet
5. Juniper
6. Versa

Our vendor-agnostic approach ensures that every deployment leverages the most suitable technology platform to achieve the desired outcomes in performance, scalability, and security.

Through this flexible and consultative approach, Colt ensures that each deployment is optimized for the customer's objectives—balancing technical capabilities, operational efficiency, and long-term scalability. Whether leveraging Colt's recommendation or a customer-preferred vendor, the result is a robust, secure, and high-performing LAN environment supported by Colt's global network and managed service expertise.

1.4. Service Tiers

Colt offers a flexible portfolio of Managed Service tiers designed to align with the diverse operational needs and strategic goals of our customers. Each tier provides a distinct balance of control, responsibility, and support, allowing organizations to choose the level of involvement that best suits their internal capabilities and IT maturity.

1. **Customer-Managed:** In this model, Colt supplies the foundational network infrastructure (e.g. SD-WAN and LAN)—including all necessary hardware and software components and network underlay. The customer retains full ownership of day-to-day operations, including Network configuration and policy management and performance optimization. Colt remains responsible for hardware replacement and

resolving any faults related to the infrastructure we provide, ensuring reliable performance and minimal downtime.

2. **Co-Managed:** The Co-Managed tier offers a collaborative approach, where Colt and the Customer share operational responsibilities. This hybrid model is ideal for organizations that want to retain some control while leveraging Colt's expertise for specific tasks. Here SD-WAN/LAN infrastructure is jointly managed, with clearly defined roles and responsibilities outlined in the Statement of Work (SoW). Support is tailored to the customer's internal resources and technical proficiency.
3. **Colt-Managed:** For customers seeking a fully outsourced solution, the Colt-Managed tier provides end-to-end management of the LAN and SD-WAN environment. Colt assumes complete responsibility for configuration, monitoring, performance management, optimization and fault resolution. This hands-off model allows customers to focus on core business priorities while Colt ensures the network runs smoothly and securely.

1.5. Deployment models

Colt offers a comprehensive range of below deployment models, each carefully tailored to align with the customer's existing infrastructure, strategic business objectives, and long-term transformation goals

1. **Managed Take on/over (MTO):** In this model, Colt assumes full operational control of an organization's existing network infrastructure—often described as a “walk-in takeover.” This approach avoids major infrastructure replacement, making it a cost-effective and low-disruption solution. Key features include a comprehensive network health assessment to identify trouble spots, followed by ongoing management encompassing monitoring, troubleshooting, performance optimization, and routine maintenance. The goal is to modernize and stabilise the network environment while minimizing impact on business operations.
2. **Greenfield deployment:** is a model in which Colt builds network infrastructure entirely from scratch unburdened by legacy systems. This approach offers complete design freedom, allowing for the implementation of cutting-edge architecture and the integration of modern technologies and cloud-native tools. However, it may have challenges, including higher CAPEX, extended implementation timelines, and more intricate planning requirements.
3. **Brownfield deployment** is a model in which Colt enhances or migrates a customer's existing infrastructure instead of replacing it entirely. This approach offers cost savings by reusing current hardware and reduces deployment risks, as systems can remain operational during the transition. However, it also presents challenges such as potential integration issues due to legacy platforms and inconsistent protocols, and it may carry forward technical debt and underlying complexity from the existing setup.
4. **Hybrid** strategy involves Colt blending elements of the above approaches—deploying new infrastructure where needed while reusing existing components to optimize resources. This model is often delivered as a turnkey service, encompassing the entire project lifecycle from design and provisioning to deployment and ongoing management. It offers the flexibility to preserve prior investments while embracing modern architectural advancements and ensures operational simplicity by entrusting the provider with implementation integration, and SLA based management.

The selection of an appropriate deployment strategy will be guided by comprehensive assessment of the Customer's existing infrastructure, overarching business objectives, and long-term digital transformation roadmap. Factors such as the maturity of current systems, desired pace of innovation, budgetary constraints, and operational priorities will all play a critical role in determining the suitable deployment model.

By aligning the deployment model with strategic goals and technical realities, Colt ensures that the solution not only meets immediate needs but also supports scalable growth and future adaptability.

2. Transition Services

2.1. Overview

Transition management is responsible for transitioning the existing Customer's LAN service provider to Colt's. It manages the onboarding and enablement of the services into Colt operations and systems.

The Transition Services will be performed through six phases.

1. Initiation
2. Discovery
3. Gap Analysis
4. Design
5. Implementation
6. Close Out

Colt will provide documentation to ensure that Customer is fully informed and consulted in order that requirements are understood and met throughout the duration of the Transition Services.

2.2. Initiation

It is the initial phase of Transition, Colt will.

1. Define and assemble the Transition Team and confirm Customer resources and deliverables.
2. Work with Customer contacts to establish an onboarding schedule and milestones.
3. Draft a project plan.
4. Set up internal tracking and repository systems.
5. Establish mutual processes for change management, risk management, issues management, quality management and action item management for the Service.
6. Create and agree with a communications plan.
7. Update plans throughout the project.
8. Create a risk and action item log which will be reviewed on the weekly project review meetings.

Colt will appoint a transition manager at project startup, who will act as the single point of contact ("SPOC") throughout the onboarding process. The SPOC will be responsible for the onboarding the services from project kick off, through connectivity establishment, tooling setup, and go live.

2.3. Discovery

In Discovery phase, Colt will gather and review the 'as-is' processes, data, resources, equipment, systems that comprise the current Customer environment.

During discovery phase, Colt in collaboration with the Customer defines the "to-be" status. This includes systems, tools, procedures, and any other data describing the objectives, needs, and desires for the future state. The Discovery Phase will be considered complete when the relevant process owners complete their information gathering activities and defining the "as-is" and "to-be" status.

2.4. Gap Analysis

The purpose of the Gap Analysis Phase is to obtain a clear understanding of the gaps that may exist between the findings as stated in the Discovery Phase Report on the existing Customer environment and the final "to-be" environment.

Colt will

- 1 Document requirements to ascertain Customer's desired state vision.
- 2 Confirm Discovery Phase findings versus the "to-be" environment.
- 3 Identify gaps between Customer's current assessment and desired state.
- 4 Create a list of requirements to bridge the gap.
- 5 Review and acquire approval for requirements.
- 6 Complete and deliver a report based on the findings in the Gap Analysis Phase and present to Customer for review and approval.

2.5. Design

In this phase Colt will provide a detailed design of solution. Colt will

- Provide Customer with suggested business process improvements which may be implemented.
- Upon completion of the Design Phase, use the service design to implement processes and systems needed for future “to-be” and steady-state operations.

2.6. Implementation

In this phase Colt will

1. Document implementation of interfaces, data, and processes where applicable.
2. Install relevant software or hardware and populate Colt's asset databases.
3. Create linkages to remote and local systems.
4. Finalize and communicate processes, policies, procedures.
5. Define and implement reporting and metric requirements.
6. Confirm all systems, hardware and software are installed and operational.
7. Verify all databases populated and network connectivity.
8. Conduct end-to-end Operational Readiness Tests (“ORT”) and review testing results.
9. Conduct go-live readiness review and obtain Customer sign off.
10. Coordinate transition cutover on target go-live date.

2.7. Close Out

It is the final phase of transition management and Colt will:

1. Implement and execute a close out plan to hand over to Service Operations.
2. Confirm that testing pre-requisites are completed.
3. Complete the onboarding checklist and share with Customer's Operations team.
4. Provide risk and issues log to Colt Operations
5. Conduct lessons learned session.
6. Deliver the completed Operations Manual

2.8. Customer responsibilities

Success of Transition services depends support from Customer on

1. Providing access to relevant software and hardware information including process and procedure documentation.
2. Providing necessary facilities when Colt personnel are working on company premises.
3. Providing access to technical resources for all operations.
4. Ensuring access to third party information is provided to complete service transition.
5. Assigning single point of contact for Transition Management.
6. Completing engagement-specific responsibilities.
7. Assigning appropriate subject matter experts.
8. Ensuring liaison with Customer and/ or your current service provider.

Delays in activities, availability of required hardware and software, availability of personnel, or changes to the scope of Services may impact the implementation date.

3. Site Survey Services

3.1. Overview

Site Survey determines the environmental requirements necessary for the installation of new hardware prior to installation.

3.2. Key activities

As a part of Site survey, Colt will

1. Assign an engineer to perform a physical on-site Site Survey at each in scope site. A site is typically defined as a single building, unless otherwise agreed. Site Survey services are typically performed in data rooms and network equipment closets.
2. Complete site survey report ("Site Survey Report") per site and provide details to Customer within five (5) business days following Site Survey completion.
3. Visit each site in accordance with the agreed project timeline to determine environmental requirements including:
 - a. Site and room details.
 - b. Wiring closets and cabinets.
 - c. Power availability.
 - d. Rack space availability.
 - e. Demarcation points.
 - f. Any special access requirements.
4. Gather appropriate information to ascertain the tasks required to carry out the installation and identify those tasks Customer must complete before an installation can take place.
5. Document and send the Site Survey Report to the Customer SPOC so that the site can be prepared for installation, typically within 48 hours of the survey being completed.
6. Determine whether the location requires additional site modifications. If a completed Site Survey indicates that site preparation is required, Colt will:
 - a. Define the additional site preparation services in the Site Survey Report.
 - b. Send any relevant documentation to Customer designated location point of contact, including digital photos or site drawings from the Site Survey Report.

3.3. Customer Responsibilities

Performance of Site Survey Services depends on Customer.

1. Providing the following order information at least five (5) business days prior to the requested date of service:
 - a. Desired date and time for requested service.
 - b. Site location and address.
 - c. Local primary and secondary contact and phone number at site.
 - d. Access hours for site availability.
 - e. Site Survey form to be used, per section detailed below, with Customer provided data elements populated.
 - f. Site access restrictions.
 - g. Any special instructions.
 - h. Confirm the device types and quantity of devices to be surveyed.
2. Supplying the floor plans or network drawings in a timely manner as requested and required. Floor plans should preferably in CAD or Visio format and should include any closets or areas in scope for the survey.
3. Performing cabling or circuit tracing if required.
4. Performing the physical move of any equipment from its current location (i.e. unplug or un-rack any equipment) necessary to perform the Site Survey successfully.
5. Reviewing recommendations from the Site Survey Report prior to initiation of installation, move, add or change services and plan appropriate infrastructure, network or related changes in response.

6. Providing access to all survey locations in a timely manner. Delays to access will be charged at the applicable Time & Materials rate.

3.4. Site Survey Documentation

The Site Survey form will be defined during project start up, this form will be completed for each site prior to service initiation. Colt will provide an individual Site Survey Report with recommendations for required changes to the facilities, cabling, power conditioning, and overall environment including:

1. Site details, such as access for delivery, contacts, and special conditions.
2. Building/room details (floor, name/number).
3. Document wiring closets or cabinet characteristics (ex., enclosed/open, name, height).
4. Location and accessibility of routers and associated equipment.
5. Validation and identification of demarcation location.
6. Rack layout for device(s) installation and available rack units/rack.
7. Photo or diagram of rack at Customer specified resolution.
8. Patch panel port information as specified by the nominated site contact.
9. Detail any unsafe or environmentally unsound conditions.
10. Site remediation requirements are not included, and additional charges may apply.

This will be provided per location at completion of site survey.

4. Installation Services

4.1. Overview

Colt installs the CPEs, at each of the Customer Site as and when requested by Customer.

4.2. Key activities

1. Colt will assign one (1) Project Manager, who will orchestrate all install activities for Customer for Countries identified. The Project Manager shall confirm the installation date no less than 10 days in advance of the installation site visit to the Customer Project Manager.
2. Colt will provide technical specialists/engineers for each installation to ensure all installations are carried out in a proficient and timely manner.
3. Colt will provide CPE Installation during Normal Business Hours “NBH. However, Outside of Business Hours “OBH”, is provided on need-bases, with applicable charges. All work will be performed over a consecutive timeframe, unless otherwise specified by the Customer.
4. Colt will provide the details the engineer prior to the installation site visit such as
 - a. The installation scope of works including:
 - b. Site BOM
 - c. Diagrams
 - d. Site contact details
 - e. Installation instructions
 - f. Test acceptance plan
 - g. Installation checklist
 - h. Any configuration details.
5. If it is necessary for Colt to contact on-site Customer personnel, Colt will coordinate this activity with Customer.
6. Colt operations has responsibility for providing telephone support to engineer for logical connectivity testing during implementation.
7. Colt operations will begin remote logical test and turn up when notified by engineer by telephone that the physical installation, initial Customer Site configuration and unit testing have been completed and remote access by the engineer and Colt NOC operations have been successful.

4.3. Responsibilities

Following are the responsibilities.

1. Colt will coordinate either directly or through delegation to the Customer Project Managers all the installation activities with the Customer. This includes verification that the Customer Site has been appropriately prepared in accordance with the Colt Minimum Data Set. Colt works with the Customer in regard to providing adequate access to each Customer Site for the duration of the Site installation.
2. Customer will provide Colt the following:
 - a. Scheduled date and time (minimum of five (5) Business Days' notice)
 - b. Site location and address,
 - c. Local Customer contact and phone number at Customer Site,
 - d. Access hours for Customer Site availability,
 - e. List (types and quantities) of CPE and CPE components to be installed at each Customer Site,
 - f. CPE Serial Numbers if available,
 - g. Any special instructions
3. Customer shall notify Colt when any of the Customer's timeframes for installation and support have changed from the original order. Customer shall coordinate installation dates with the primary SPOC who interfaces with the Colt Project Manager. Likewise, the Project Manager shall provide this information to Colt if assigned to handle the installation coordination.
4. Colt is responsible for development and coordination and approval of all testing procedures and practices for confirming the completion of work and the acceptance by the Customer.

5. Colt will work with the Customer when Customer Site access or duration for access becomes a customer issue.

5. Monitoring and Management of Services

5.1. Overview

Colt will perform a Remote Monitoring and Management Service ("RMM Service") for the LAN services on a 7x24x365 basis. Colt provides remote support and infrastructure management to enhanced network visibility with an aim to reduce downtime of IP networks and its connected infrastructure elements. Utilizing our remote management and monitoring platform, the RMM Service is scalable and has multi-tenant capabilities.

Colt will provide contact to receive, manage, and process Service incidents in line with other services taken by Customer. RMM Service provides the following:

Table 1 : RMM Service

Service	Key activities
Incident (Fault) Management	- Alarm Monitoring - CPE related issue troubleshooting and resolution - Problem escalation to Designated Vendor/ Original equipment manufacturer ("OEM") Technical Support - Dispatch of hardware issues to Colt field services
Configuration Management	- CPE Software updates and patching within scope detailed in this document. - Problem Management - Reporting

5.2. Key activities

Following are the key activities.

Table 2 : Activities

Activity	Details
Remote Incident (Fault) Management	- Colt will provide fault detection of supported devices. - Fault priority codes will be established for all supported devices. - A predictive incident Management based on performance threshold monitoring will be provided.
Alarm Monitoring	- Colt Network Operations Centre (NOC) will provide near real time remote monitoring of the supported devices for fault-related alarms through its network management software tools 7x24x365. - Alarm monitoring is achieved utilizing API monitoring of the SD-LAN orchestrator for cloud orchestrated devices. Colt will monitor each device, provided such devices are not down due to outages or maintenance not under the control or responsibility of Colt.
Event Notification	- Colt will investigate and troubleshoot identified issues and initiate resolution activities to restore the normal function of equipment in-scope. - Where such fault resolution activities require a higher level of support such as that provided by the OEM or designated vendor, Colt will document all activities and escalate the issue to the designated party, engage in support of subsequent resolution activities and document all resolution steps in the ticketing system. - Where fault resolution activities identify a need for on-site presence (whether related to a hardware failure or inability to access the device remotely for issue resolution purposes), the Colt will engage the field services to support restore activities.

Activity	Details
Configuration Management	- Colt will provide configuration management as required to support our Incident Management obligations. This will include configuration information maintenance to support fault recovery. - With a cloud-based SD-LAN solution, configuration back up is not required as the service itself is fully redundant. - Colt will also maintain initial and ongoing configuration backup for problem recovery.
Software Updates	- Colt will be responsible for software updates for bug Fixes and maintenance releases, and accompanying documentation are made available via Change Management prior to any upgrades being executed. - As Cloud based SD-LAN upgrades are complex changes, it is managed within the Change Management process, require planning, backout-plans and risk assessment.
Problem Management	- This service includes the provision of a Problem Management methodology used to capture systemic issues that generate repeat incidents, identify and isolate their root causes, define workarounds or temporary solutions and implement permanent solutions. - On a regular basis Colt will gather incident information and perform analysis in order to identify recurrent problems. Colt will work to identify any Problems that are generating multiple incidents or adversely affecting service delivery. - If any recommendation appears from the problem management analysis it will be added to the appropriate report. Any recommendations that require changes to the Supported Equipment will be subject to the Change Control process.
Reporting	The following reports will be provided on the frequency indicated: - Incident Management Report – Monthly - Incident Classification Summary – Monthly - Problem Management Report – Monthly - Performance & Capacity Management Report – Monthly

5.3. Change management

Overview

Colt can make MACD (Move, Add, Change and Delete) changes or configuration changes for Customer's Services through Service Requests (SR). One SR constitutes one simple change based on a standard configuration template.

Following are different SR categories.

Table 3 : SR Categories

SR Category	Specification
Simple change	Network or security configuration changes, which can be analysed and implemented within one business day. A standard list of such changes will be provided to the Customer at the time of order.
Bespoke change	Network or security configuration changes, which need additional analysis or have multiple simple changes to achieve the implementation. Any change which is not defined in the standard service catalogue will be considered as bespoke change. This also includes the combination of multiple changes that has been requested through a single SR (bulk request).

SLA

Simple changes will be completed in one business day.

Any SR that falls outside the scope of standard changes shall be classified as a Bespoke SR. Bespoke SRs require additional effort from Colt for both evaluation and implementation. Accordingly, Colt will communicate a target completion timeframe upon completion of its analysis. Bespoke SRs are not subject to any predefined SLA; however, Colt will use reasonable efforts to implement such requests as promptly as practicable. Additional charges may apply for Bespoke SR.

Service Request Units (SRU)

Customer is allowed a fixed number of SRs per month, and each SRs are assigned **two (2)** Service Request units(SRU). At the time of ordering this service, Customer must specify the monthly number of SRUs ("Monthly Allowance"), Customer would need in each month, and this is reflected in the Customer's MRC. Monthly Allowance will remain same for the duration of the contract, unless Customer Request an increase in SRUs.

Each time a SR is implemented, SRU will be deducted from the Monthly Allowance. If Customer consumes all the SRUs for the month, any additional SRs will be implemented on best-effort basis and SLA is not applicable. If Customer consistently consumes more than the Monthly Allowance, then Colt would recommend increasing the Monthly Allowance.

SRU Terms and conditions

1. Any unused SRUs from the Monthly Allowance shall lapse at the end of the month.
2. Customer cannot rollover the unused SRUs to next month
3. If Customer has remaining SRUs when terminating the Service or Contract, the remaining SRUs will be lost, and Colt will not be refunding it.
4. Monthly SRUs will be specified in the order form.

Service configuration catalogue

An example of list of Simple configuration changes that Colt can implement will be provided to the Customer separately.

5.4. Connectivity

For cloud-based SD-LAN orchestrator, connections are made over the internet using encrypted links. The connection between Customer and Colt will comprise an IPsec VPN tunnel. A single tunnel will be provided between Colt and Customer as standard based on the following conditions:

- 1 Customer can specify the physical termination point and VPN termination point.
- 2 The physical termination point must have internet access.
- 3 The VPN will be "site-to-site" (referred to as business-to-business or B2B)
- 4 Customer will provide a VPN termination device (VPN concentrator, router, and firewall) which is compliant with telecommunications industry standards.
- 5 The VPN will be terminated at Colt's facility where there will be resilient features such as dual internet access with diverse routing.

Responsibility for the Customer firewall access will remain within the Customer organization and similarly Colt will retain responsibility for access through its firewalls. In the event that Customer restricts required firewall access then a non-standard design will need to be agreed.

5.5. Roles and Responsibilities

Performance of Services are contingent upon Colt and Customer completing their responsibilities in a timely manner.

Joint responsibilities

Customer and Colt will be jointly responsible for the following tasks:

1. Develop a mutually agreeable problem escalation plan.
2. Develop the schedule associated with the delivery of this service.
3. Finalize all templates and forms prior to starting work.
4. Review, revise and approve the specific documents.

5. Conduct Change Control.
6. Resolve meeting action items and issues in a timely manner.

Customer Responsibilities

Customer will:

1. Facilitate connectivity to Customer estate. Connectivity to cloud based SD-LAN networks is achieved by establishing secure connectivity to the SD-LAN orchestrator. Where required by the specific customer case the following must be facilitated:
 - a. Where Customer has a cloud-based SD-LAN/WAN orchestrator, ensure Orchestrator is accessible by Colt over the internet for SSD/HTTPS access for API polling and P2M management.
 - b. For monitoring by Colt's RMM platform using multiple protocols for monitoring (ICMP, SNMP, REST API, TRAP, Syslog).
 - c. For configuration management (SSH, SFTP).
 - d. If specific customer infrastructure requires additional ports and protocols to facilitate remote management and monitoring, then they must be enabled.
2. Provide list of designated contacts for incident notification.
3. Develop a mutually agreeable problem escalation plan.
4. Conduct Change Control.
5. Approve Changes in timely fashion.
6. Report incidents via the processes detail in the CIG.

Colt responsibilities

As highlighted above in other sections

6. Maintenance Services

6.1. Overview

Maintenance services delivered as a part of Managed LAN services includes remedial hardware maintenance, coordination of replacement, and any engineering changes necessary to keep the network elements in good working order.

6.2. Key activities

Colt will:

1. Provide Maintenance Services for network elements and equipment received and validated with the OEM/Vendor. The list will be included in the Customer Statement of work (SoW).
2. If the equipment has been subjected to abuse, alteration or modified without its consent, or used in a manner inconsistent with the OEM specifications, then additional charges may be applicable.
3. Manage incidents as follows:
 - a. Validate Equipment entitlement to Service as well as confirm that the fault type entitles the support.
 - b. Perform problem diagnostics and root cause analysis.
 - c. Attempt remote resolution if feasible.
 - d. Identify and order required parts if remote resolution is not possible. It should be noted that parts can also include complete units which can be swapped with the defective unit if this field support approach is adopted for certain models.
 - e. Track and update incidents in and keep Customer informed and updated according to agreed process.
 - f. Manage escalations if required .
4. Dispatch Engineer to the site to repair or replace the malfunctioning piece of Equipment and return it to good operating condition if remote resolution is not possible.
5. In the event Customer renews a Maintenance Services contract that includes Equipment scheduled to be designated end of support during the term of the Service Term, the maintenance price for the affected units will be prorated to the end of support date.
6. Equipment located in secure areas (for example, lounge areas at airports) is exempt from the targeted response time if security access is not pre-arranged and immediately available to Colt upon arrival at the Equipment site.
7. If service is required on Equipment under circumstances that could jeopardize the safety of Colt personnel, Colt reserves the right to reschedule or to refuse service. Colt agrees to use reasonable efforts to notify Customer of the issue.
8. Report to Customer any Maintenance Service which for Equipment or locations not specified in the SOW or for Equipment found not to be in good operating condition, or for locations which Colt personnel are unable to access to perform the Maintenance Services. In all these instances, the Colt is not under any obligation to include the Equipment under any Maintenance Service.

Exclusions and exemptions to the service as a result of the following.

1. Any service resulting from negligence, misuse, or abuse, including the failure to operate and care for the Equipment in accordance with the OEM power, environmental, and other specifications.
2. Failure to comply with the terms of this SOW.
3. Movement of the Equipment by anyone other than Colt.
4. Failure of Equipment not maintained by Colt.
5. Improper use or replenishment of, or failure to use, currency, media or supplies.
6. Use of currency, media or supplies not meeting the Equipment OEM specifications.
7. Acts of third parties.
8. Fire originating outside of the Equipment.
9. Water damage.
10. Force majeure.

11. Damage ordinarily covered by insurance.
12. Service calls resulting from the acts, errors or omissions of Customer or Customer's third-party provider.

6.3. Customer Responsibilities

Maintenance Services are contingent upon all Parties carrying out their responsibilities as defined in this SOW in a timely manner.

Customer will:

1. Work with Colt to determine and plan for Equipment that will require a technology refresh to maintain its supportability.
2. Provide an accurate inventory of the existing Equipment (including model, serial, and if applicable, version numbers) as well as any other information reasonably requested by Colt. This is based on devices listed in SoW. Any future amendments to the Equipment in scope will require an update to this list.
3. Notify Colt if Customer is prepared to provide replacement parts for Equipment, and if so, provide coordination of parts timing to site and communicate planned availability in coordination with Colt.
4. Determine that Equipment requires maintenance and follow Colt's problem identification and reporting procedures. Once maintenance need is internally verified, follow Colt's Maintenance Service request procedures to report the problem. Invalid service requests reported to Colt may incur additional charges.
5. Assist Colt Service Desk in diagnosing or performing remedial maintenance, including but not limited to, allowing direct phone or electronic contact between Colt's Service Desk and Customer personnel, and providing remote access to the suspect piece of Equipment as appropriate.
6. Customer may move, add, or remove products from service by giving Colt at least 45 days prior written notice.
7. Provide a notice that must include all information required to update the Equipment listed in the SoW to reflect the change, as well as the effective date of change.
8. Not permit anyone, unless otherwise agreed in writing, other than Colt to perform Service on any Equipment covered under SoW and Customer represents that it has the authority to allow Colt to maintain the Equipment whether or not Customer is the owner. Notwithstanding the foregoing, Customer will provide support in connection with the resolution of its equipment problem or query and will either provide problem diagnosis and support to Colt or to directly as determined by Customer.
9. Prepare and maintain, both prior to the delivery and thereafter, the Equipment site in accordance with the Equipment OEM specifications and in addition to safe and adequate working conditions for Colt's Engineers, including provision of utility service and local telephone extensions.
10. In the absence of any Equipment OEM specifications, electrical power and grounding quality must meet or exceed IEEE standards. Subject only to reasonable and necessary security regulations, Customer will permit Colt access to all Equipment to be maintained by Colt.
11. Take responsibility for
 - a. safeguarding all programs, data, and removable storage media before Maintenance Services begin.
 - b. Providing Colt with reasonably requested information related to the Maintenance Services. Colt standard charges for the Maintenance Services do not include the costs or risks associated with these activities. Colt will comply with reasonable written security and workplace procedures that Customer provide in advance to Colt.
12. Except for the activities Colt is responsible, Customer will be responsible for all products or services provided by third parties, including but not limited to ancillary equipment and consumables, whether or not Colt recommended them or assisted in their evaluation, selection, or supervision. The failure of those products, services or their suppliers to meet Customer requirements will not affect Customer's obligations to Colt.

13. Customer will assist the Colt's Service Desk in diagnosing and/or performing remedial maintenance, including but not limited to, allowing direct phone or electronic contact between Colt's Service Desk, and providing remote access to the suspect piece of Equipment.
14. Make personnel available on site to perform reasonable troubleshooting and remedial corrective maintenance activity.

7. Service Level Agreements

7.1. Introduction

This Service Level Agreement (SLA) sets out the SLA metrics and Service Credit scheme for Colt LAN/Wireless LAN Services.

Colt LAN/Wireless LAN services include a suite of devices such as switches, wireless access points, gateways, and security appliances deployed at a designated Customer location ("Site"). The calculation of the SLA metrics will be based on the type of SLA as outlined below.

SLA	Metrics based on
Service Delivery	Site
Service Availability	Site
Fault Handling	Individual devices & site
Service Request	Individual Service request

7.2. Service Delivery Agreement

The target delivery lead time is an estimate of the time it will take Colt to deliver Customer's Service from the date of Colt's Order Confirmation.

The target delivery lead times for Services are set out in Table A. 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 Table B below.

Table A: Indicative lead times in working days (WD) for the Service Delivery Agreement

Service	Indicative Lead times (WD)
Colt LAN/ Wireless LAN (new installation)	35
Service Modification that requires hardware replacement	35
Service Modification that can be carried out remotely.	5

Table B: Service credits for the Service Delivery Agreement

Working days past CPD	Credit (% of NRC) ⁱⁱ
≥ 1 & ≤ 5	2
> 5 & ≤ 10	5
> 10	10

Notes:

- I. Claims are subject to an upper limit of €8000 (or local currency equivalent) per claim per Service.
- II. Service credits are calculated as a percentage of the total installation charge (NRC) of the Site.
- III. The Service shall be deemed delivered upon the completion of delivery of 80% of the devices designated for the specific site.

7.3. Service Availability Agreement

Service Availability SLA measures the average availability of all devices on a given Site and is measured and reported as a percentage over a full calendar month.

The calculation used is based on the duration of recorded Service-Affecting Faults per Site 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 C below, then the Customer will have the right to claim Service Credits for the affected Service as set out in Table C below.

Table C: Target Service Availability SLA

Target Site Service Availability (%)	Service credits (% of monthly service charges) *
99.90%	5%

*For the calculation of Service Credits, the total MRC of the site is considered.

Service Availability is calculated as follows:

$$= \frac{(\text{Total Device Available Minutes} - \text{Total Device Failed Minutes}) \times 100}{\text{Total Devices Available Minutes}}$$

Total Device Available Minutes (TDAM) per month per Site is the total minutes in a month multiplied by the number of devices in the site. TDAM does not include Deferred Maintenance Time or time attributed to scheduled maintenance.

Total Device Failed Minutes (TDFM) The total failed minutes of all the devices in the site during a calculation period, where an eligible Device was unavailable due to a Service Affecting Fault. The failed minute is calculated based on the duration the time from when the Service affecting 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 Service is available.

TDFM does not include Deferred Maintenance Time or time attributed to scheduled maintenance or any Delay from the Customer.

If devices are configured in resilient mode, i.e. two or more devices deployed in a high-availability cluster, the cluster shall be treated as a single device for the purpose of calculating Service Availability. The cluster will only be deemed to have failed if all devices within the cluster experience failure.

7.4. Fault Handling Agreement

Colt offers a Target Time to Repair ('TTTR') for Service Affecting Faults. 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 as set out in Table E below.

Colt will target resolution of a service impacted event based on the severity/priority.

Table D: Performance metrics for the Fault Handling Agreement

Priority Level ¹	Target Time to repair	
	Remote fix	On-site fix
P1 – Critical Business impact	4 hours (24x7)	Next business day (NBD) ^{II}
P2 – Moderate Business impact	12 hours (24x7)	Next business day (NBD) ^{II}

Table E: Service Credits for breach in TTTR commitment

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

Notes

- I. Please refer to definition section on the description of various priorities. Colt will decide the priority of the fault.
- II. 8 x 5 x NBD: For Next-business-day engineer response for Maintenance Service with labour and materials, the request is to be made before 3:00 p.m. (CET).
- III. Repair times for Non-Service-Affecting Faults will be mutually agreed on a case-by-case basis. Colt will endeavour to repair Non- Service Affecting Faults within 3 working days
- IV. For the calculation of Target time to repair, Deferred Maintenance Time or time attributed to scheduled maintenance or any Delay from the Customer is excluded.

7.5. Service Request Agreement

Customer can request Colt for configuration changes through a Service Request (SR). Colt offers a Target Time to Completion ('TTTC') for fulfilling the SR, which is the target length of time from when the Service Request is logged by Customer, until the time the configuration is implemented, excluding the time required to clarify with customer (or any Customer delay). Below is the TTTC.

Table F: Service Request TTTC SLA

SR Category	SLA
Simple	1 business day
Bespoke	No Predefined TTTC*

Table G: Service Credits for breach in TTTC commitment

Days past Target time for Completion	Credit (as a % of MRC per site)
> 0 & ≤ 2	5
> 2	10

* For any bespoke SR, which requires additional effort from Colt for review and implementation, Colt will provide the target time for completion after analysis. Bespoke SR does not have any pre-defined timeframe for completion. However, Colt will make all reasonable efforts to implement such requests as promptly as possible, and our standard practice is to aim for fulfilment within five business days.

Notes

1. Colt will determine the SR Category - whether SR is a Simple or Bespoke. Please refer to definition section on the description of various categories.
2. Changes, which are price impacting (such as adding new features (e.g., analytics) or adding new sites), or changes that cannot be done remotely (such as hardware changes) are not considered as configuration and it should be raised through normal modify order process.
3. For requests received before 3 PM CET will be delivered by the end of the following business day for simple changes.
4. SR may be put on hold by Colt, if Colt requires additional information from the Customer to enable Colt to fulfil the request. SLA will not be applicable when SR is on hold. Customer is expected to provide the required information in a timely manner.
5. Any SR that falls outside the scope of standard simple changes shall be classified as a *Bespoke SR*. Bespoke SRs require additional effort from Colt for both evaluation and implementation. Accordingly, Colt will communicate a target completion timeframe upon completion of its analysis. Bespoke SRs are not subject to any predefined SLA; however, Colt will use reasonable efforts to implement such requests as promptly as practicable. Additional charges may apply for Bespoke SR.

7.6. General

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

- a) a Force Majeure event(s);
- b) there is not appropriate power or there is a power failure at Customer's site;
- c) Customer's faulty Equipment.
- d) where Colt or our authorised representatives are not granted access to the site;
- e) the fault is due to Customer's actions or the actions of Customer's employees or agents;
- f) where external internet conditions such as distributed denial of service attacks impact the service;
- g) Misconfiguration of the devices managed by the customer;
- h) 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);
- i) Failure of elements of the services which are within the Customer control, such as expiration of encryption certificates, or attributed to the Customer's Equipment, network;
- j) Suspension of Services/ disconnection of Services due to Customer's non-payment and
- k) 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

In the event that a fault on other Colt services (such as the Underlying Service) causes Colt to miss SLAs in this agreement, then Customer will only be entitled to claim service credits (as per the terms of that Service's SLAs) against the Service that is the root cause of the fault.

If Colt do not manage all elements of Customer's end to end service, and as a result we are unable to remotely access the services, then the SLA metrics will not apply.

The total of all credits under this SLA for Services shall not exceed 40% of the monthly service charge for the affected Service and limited to a maximum of 10 % per annum (12 month rolling basis).

Service Credits will be the sole and exclusive remedy for failing to achieve the SLA.

All time shall be exclusive of any "Clock Stops". Clock Stops cover time spent waiting on the Customer to provide information to continue trouble shooting the ticket, to include but not limited to the following:

- i. Faults to the underlay network
- ii. Access to buildings
- iii. Remote access into devices
- iv. Waiting on 3rd party support vendors to respond or provide information related to the ticket

7.7. 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 Customer's service.

The following guidelines applies 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 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 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. Governance

To ensure seamless management and continuous improvement throughout the lifecycle of your contracted solutions and services, Colt provides a robust Governance Framework comprising dedicated points of contact, regular reviews, and a self-service portal.

8.1. Dedicated Points of Contact

Service & Contract Management: A named Service & Contract Manager (SCM) will be your primary liaison for all business-hours interactions (08:30–17:30 local time). During the RUN phase, the SCM oversees delivery, assurance, billing and commercial functions, and chairs periodic governance meetings.

Functional & Operational Escalation Matrix:

- Level 1–3 Business Escalation (SCM → Manager → Director of Service & Contract Management)
- 24×7×365 Operational Escalation via Global Customer Assurance (GCA) and, where applicable, Premium Network Services (PNS) teams, following a five-level matrix from Team Leader through VP Operations.

8.2. Governance Meetings & Reporting

Following are included as a part of Governance meeting and reporting

Service Reviews

- Frequency: As agreed (e.g., monthly, quarterly, annual)
- Scope: Delivery performance (orders completed/on-time), service assurance (incident trends, MTTR, availability), commercial status (billing, SLAs), and Contract Health.
- Output: Agreed Service Improvement Plan (SIP) with tactical and strategic initiatives, monitored at subsequent reviews.
- Stakeholder Attendance
 - Colt: Account Director/Manager, Service Manager, relevant specialists
 - Customer: Key operational, technical and commercial representatives

Service Reporting

Scheduled reports including:

- Order pipeline, delivery milestones and completion dates
- Incident volumes, priorities, MTTR, availability metrics
- Performance trends
- Billing summaries and invoice status

8.3. Self-Service Service Portal

Colt's Service Portal empowers your Operations team to:

- Engage & Track : Submit, monitor and update service requests and incidents in real time
- Gain Visibility : Access health dashboards
- Receive Notifications : Automated Monitoring & Notification (AMN) emails for fault detection, ticket updates and resolution alerts

Access: <https://www.colt.net/online>

8.4. Continuous Improvement

We will continuously review and refine the services, via action items from governance meetings. All the agreed tasks tracked to closure for continuous improvement.

9. Professional Services

9.1. Overview

As part of Colt's Managed Services, the following Professional Services are included to ensure seamless delivery, governance, and continuous improvement of your managed network solutions.

1. Colt Consultancy Services
2. Colt Project Management
3. Colt Service Management

9.2. Colt Consultancy Services

Colt Consultancy Services provide strategic guidance, deep domain expertise, and hands-on technical implementation support to complement your internal capabilities.

Our experienced consultants assist you in:

- Selecting the most suitable technology vendors
- Designing tailored solutions
- Implementing your Managed solution effectively and efficiently

9.3. Colt Project Management

Colt Project Management offers end-to-end project lifecycle management to ensure successful deployment of your Managed Services.

This includes:

- Planning, coordination, and execution of all project phases
- Seamless collaboration between all stakeholders
- Delivery within agreed timelines and scope

9.4. Colt Service Management

Colt Service Management provides a designated Service Manager responsible for:

- Governance and relationship management
- Performance reporting and SLA adherence
- Escalation management and contract oversight
- Driving Continual Service Improvement (CSI) initiatives

10. Optional Services

Beyond the included professional services – Project Management, Service Management, and Consultancy, customers may also select from Colt's additional services such as

10.1. Colt On-premises Edge (uCPE)

Customer has two options for the on-premises LAN device.

1. **BareMetal:** runs a single, dedicated software application directly on the hardware. the LAN software image is installed directly onto a dedicated physical appliance (which may be a purpose-built vendor device or a commercial off-the-shelf, or COTS, server).
Deploying LAN as a single-function hardware solution offers simplicity and potentially enhanced performance, as all system resources are dedicated to the LAN function. However, this approach comes with trade-offs: flexibility is limited due to vendor-specific software dependencies, and adding other network functions often requires additional physical appliances, leading to appliance sprawl. Furthermore, operational agility is reduced, as updates or service changes typically demand physical intervention or new hardware procurement
2. **Colt Edge (uCPE):** uses a hypervisor or container layer to host multiple virtual network functions (VNFs), including LAN, on a single, general-purpose device. uCPE uses a COTS server and a virtualization layer (hypervisor or container platform) to run multiple network functions as VNFs (Virtual Network Functions). The LAN application is just one of many services that can run on this shared platform.
Using uCPE offers significant advantages, including hardware consolidation and cost savings by replacing multiple appliances with a single device. It enables rapid deployment and scaling of services like firewalls or routing through virtual network functions (VNFs), without the need for new hardware. The open, standards-based architecture also allows for vendor flexibility and easier remote

Table 4 : uCPE vs Bare metal

Feature	Bare-Metal	Colt Edge (Universal CPE)
Hardware	Purpose-built or COTS, dedicated to one function	COTS, general-purpose server
Software	Software runs directly on the OS	Software runs as a VNF on a hypervisor/container
Multiple Functions	Requires multiple physical boxes	Runs multiple VNFs on a single box
Flexibility	Low; tied to one vendor/function	High; multi-vendor, on-demand service chaining
Performance	Potentially higher raw performance	Marginally lower due to virtualization overhead
Deployment	Simple for a single function	Zero-touch provisioning; flexible remote deployment
Cost	Lower initial cost per function	Higher initial hardware cost, but lower total cost of ownership

In essence, bare-metal is a simpler, dedicated approach for a single service need, while uCPE provides a flexible, scalable, cloud-ready platform for evolving branch network requirements.

10.2. Additional Professional Services

Following Professional services are available to further enhance their managed solution, such as:

- Premium Network Services
- Service Induction
- Designated Incident Management
- Third-Party Support Services
- Digital Integration Services

For more details or to discuss additional service options, please contact your Colt Account Executive.

11. Definitions

Deferred Maintenance Time

It is the duration of time when a specific task is deferred as mutually agreed by Colt and Customer

Service-Affecting Fault

Any failure of our fibre, transmission or terminating Equipment, which causes full or partial loss of signals to Customer's Service in one or both transmission directions.

Non-Service-Affecting Fault

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

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.

Standard Changes

Colt shall provide a list of configuration changes that may be implemented through Service Requests and these changes are considered as Standard Changes. Any configuration changes not included in this list shall be deemed Bespoke changes, and such requests are considered as Bespoke SR.

Underlying Service

Connectivity Services such as IP Access, SD WAN or IP VPN.

Service Request definition

SR	Definition
Simple	• Does not impact solution design. • Does not require a maintenance window. • Does not require testing or back out plan. • If ten (10) or more Simple MACD's are requested to be performed in one (1) day, then it is considered as bespoke.
Bespoke	• Complex changes that requires validation and/or quote as needed and NOC support • May impact solution design. • Requires Customer's validation. • Requires a maintenance window • Requires testing or back out plan to the Change Control process • Change impacts multiple sites/devices and it needs coordination across multiple teams. • Additional charges may apply.

Priority definition

Priority	Definition
P1	• Customer business has significant loss or degradation of services. • Any major failure of the Supported Solution affecting an entire Site/business or more than one device. • Multiple users are experiencing a complete loss of connectivity associated with the CPE operation
P2	• Customer business has moderate loss or degradation of services. • A failure of the Supported Solution where there has been a partial loss of connectivity associated with the CPE operation which has created a significant impact for multiple users.

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