

Service Description

G-Cloud 15

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Colt CPE Solution

Abstract

This document covers the Service Description for Colt CPE Solution.

Colt CPE Solutions delivers integrated networking capabilities by combining enterprise-grade customer premises equipment with Colt's high-performance connectivity services to create secure, scalable, and resilient architectures. The portfolio supports a broad range of Ethernet, IP, and cloud connectivity services, enabling customers to design diverse topologies using deterministic Layer 2 and Layer 3 technologies.

With flexible component-based integration and optional enhanced features, customers can build sophisticated, end-to-end solutions tailored to their operational and geographic needs. The offering spans both managed and unmanaged CPE categories, providing everything from fully managed routing and switching to customer-controlled devices supplied, installed, and maintained by Colt.

Document Version	1.0
Release Date	15/01/2026
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Contents

- 1. CPE Solution Overview3
 - 1.1. Introduction 3
 - 1.2. Service Portfolio 3
 - 1.3. Categories 3
- 2. Features.....4
- 3. Options5
- 4. Definitions6

1. CPE Solution Overview

1.1. Introduction

Colt CPE Solutions delivers fully integrated networking capabilities using customer premises equipment (CPE), including enterprise-grade routers and switches, combined with Colt's high-performance connectivity services. The solution enhances the performance, topology options, geographic reach, and feature set of Colt's network portfolio, enabling customers to build robust, scalable, and secure network architectures.

Colt CPE Solutions provides:

- **Fully Managed Network Services:** End-to-end management of routing and switching infrastructure, delivered alongside Colt connectivity services such as Ethernet and IP Services.
- **Component-Based Integration:** A flexible integration framework that allows multiple Colt products to be combined into sophisticated, multi-layer network solutions.
- **Enhanced Service Features:** Optional add-ons and advanced capabilities that extend the functionality of Colt Ethernet and IP services.
- **CPE Supply & Maintain:** A service option for customers who manage their own CPE environment but rely on Colt for equipment supply, installation, and ongoing maintenance.

1.2. Service Portfolio

Colt CPE Solutions supports a wide range of network services, including:

- **Ethernet Services:** Ethernet Line, Hub & Spoke, E-VPN & Private Ethernet
- **IP Services:** IP VPN, IP Access
- **Cloud Connectivity:** Dedicated Cloud Access

CPE Solutions is highly adaptable, enabling the construction of diverse topologies and resilience models. Customers can combine multiple Colt network products to create complementary, end-to-end solutions based on deterministic bandwidth and Layer 2/Layer 3 CPE technologies.

1.3. Categories

Colt CPE Solutions is broken into following standard sub-categories to facilitate provisioning and productization

Product categories

Category	Details
Managed CPE	Managed Routers: offers full Layer 3 routers that can be combined with Colt-provided connectivity services to create a fully managed private network Managed Switches: offers managed switches that can be combined with Colt-provided networks services to create a high speed, fully managed network. This includes layer two and layer 3 switches (switches with IP functions) This Service can address varying levels of networking needs, from simple point-to-point connectivity between two sites, up to multi-site hub-and-spoke or ring networks
Unmanaged CPE	The Unmanaged CPE Service enables Customer to lease switches or routers from Colt from a range of customer premises equipment (CPE) options. Colt will configure, install and test the CPE and, in the event of hardware being defective, Colt will provide a replacement. Post-delivery Colt will not manage or actively monitor the Service. Customer is responsible for CPE specification, basic problem validation, post-delivery technical support and CPE management. It offers an extensive range of CPEs, whilst allowing the customer to manage the configuration and integrate the devices into their own management systems. This means that at the same time as purchasing connectivity from Colt, customers can include the necessary CPE and so benefit from a one stop shop for all networking requirements.

2. Features

The following standard features are available

Features

Features	Details
Equipment	Extensive range of routed and switching configurations available
Speeds	Range of speeds available to meet the varying bandwidth requirements at different sites
Access mechanisms	Variety of access mechanisms available, including Ethernet, Frame Relay, SDH
Equipment interface	Ethernet 10BaseT, 100BaseT, 1000BaseT/X and 10GbaseX available. Full duplex operation is standard
Performance reports	Web-based performance reports
IP Packets	The Service delivers and accepts both IP version 4 and 6 packets. Availability of IP version 6 depends on the service and features taken.
Equipment	Extensive range of routed and switching configurations available
Speeds	Range of speeds available to meet the varying bandwidth requirements at different sites

3. Options

The following Options are available.

Options

Options	Details
Equipment interface	Routed or switched solution available for multiple Ethernet interfaces
Redundancy options	Variety of connectivity and CPE redundancy options including several circuit protection levels; enhanced resilience using multiple CPEs and access paths or ISDN backup
CoS	Customers select minimum bandwidth options for the designated Classes of Service (CoS)
Internet access	Single and dual Ethernet interfaces for Internet access
SNMP read only access	Read-only access to certain Management Information Base data
VLAN termination	Terminate the multiple VLANs in your LAN directly on the LAN interface of the Colt router. Availability depends on the service taken.
Multiple VPN	Multi-VPN enables multiple logical sub VPNs delivered on the same physical infrastructure. The sub-VPNs are completely separated from each other (separate VRFs). Availability depends on the service taken.
Static NAT	Avoid IPv4 address clashes among your LAN networks connected to the IP-VPN Plus service. Availability depends on the service taken.
NetFlow	We will send the Netflow data to your server, so Customers are able to analyse traffic flows and know what's happening in your IP-VPN Plus service.

4. Definitions

CPE

Customer premises equipment (CPE) consists of network equipment such as routers or switches, that is physically located on a customer's property. This is a Colt owned device where service is provided.

Existing Service Presentation Point

Premises connected to our network where we have already connected to your location or floor and no additional cabling is required.

New Service Presentation Point

Premises connected to our network but where additional cabling is required to connect to your location or floor.

Non-Service-Affecting Fault

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

On-Net

Service provided wholly using our network.

Off-Net

A Service provided wholly or partly using other licensed operators' network or a Service which includes DSL Services. We will confirm to you at the point of order whether the Service has an Off-Net component.

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

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

GCR (Global City Reach)

A Service provided via a point of presence outside of our 13 standard operating countries which is partly using other licensed operators' networks. The Order Form will indicate if it is a GCR Service.

Service-Affecting Fault

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

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 year, starting from the Service activation date and each subsequent anniversary.

Underlying Connectivity Services

Other Colt Services such as Ethernet, IP Access or IP VPN, which would be the transmission link over which CPE solutions is delivered. Colt CPE solution always operates in conjunction with the **Underlying Connectivity Services**

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