

Service Description

G-Cloud 15

Lot 2a

IP Access

Abstract

This document provides a description of Colt IP Access service, including all the available features.

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1. IP Access Introduction

Colt IP Access provides a dedicated permanent access to the public Internet. Colt IP Access allows customers to connect business sites of all sizes to the Internet easily, efficiently and securely with guaranteed IP bandwidth.

Colt's ability to provide end-to-end managed networks ensures that we can offer a high quality, cost-effective solution backed by comprehensive service level agreements (SLAs) and award-winning customer service.

A number of additional services are available to further tailor the service to the customers' requirements. These services include basic features such as domain registration and managed router as well as more complex backup and high availability solutions.

2. Benefits

Colt IP Access provides extensive coverage, reliability and a range of cost-effective connectivity options.

2.1. Extensive network reach

With one of the largest networks in Europe and Asia, Colt can deliver IP Access directly to customer premises in major European and Asian cities, to all our Data Centers and to locations around the world through partnership agreements. In many cases, the IP Access service will be delivered end to end over our own network, ensuring the highest quality and availability at all times.

2.2. IP backbone

Our backbone has an overall capacity of multiple 100Gbps and a level of saturation that is constantly kept under 70% on each route.

Colt has extensive public and private peering in Europe, the Middle East, North America and the Asia Pacific regions. Our latest peering coverage can be found in the Peering DB at: <http://as8220.peeringdb.net>

Furthermore, we have direct private interconnections with the main incumbents, Tier 1 operators and content providers. Minimum interconnection size is 10Gbps. We have two quality upstream providers to reach American and Asian routes.

All the mentioned interconnections are geographically diverse, leading to redundancy and reliability. The overall saturation of these interconnections is around 30%, allowing Colt to grow with its customers' business and provide the best possible performance.

2.3. Reliability

With target availability up to 99.99%, the Colt network is extremely reliable. Enhanced resilience options enable customers to further ensure that their Internet access, either from the customer premises or from any rack located in any of the Colt connected data centers, is not interrupted.

2.4. Scalable and complete range of cost-effective connectivity options

Colt offers a wide range of flexible and cost-effective connectivity options so that customers can seamlessly connect headquarters and branch sites to the Internet.

IP Access offers highly granular choice of bandwidths, allowing customers to purchase only the bandwidth they require.

Customers are able to increase or reduce their bandwidth requirements to suit their business and application needs.

2.5. Flexible billing

Colt is able to bill the IP Access service using the traditional Flat Fee or different Usage Based Billing (UBB) methodologies (including Aggregate Billing over multiple ports)

2.6. A modular approach

Colt offers a complete set of features, options and add on products.

IP Access is optionally available with a fully managed and supported Colt router. A range of resilience options are available to ensure continuous connectivity to the Internet. Security services to protect customer network are only a few examples.

Customers are able to customize their service and take advantage of only the features they require with the flexibility of adding to these whenever they need.

2.7. Quality and service assurance

Colt offers an industry-leading SLA with the IP Access service covering service delivery, service availability and fault resolution. We are confident of the quality and reliability of our service and offer service credits if our service targets are not met.

2.8. Outstanding customer service

With Colt's best-in-industry customer service, customers can be assured that their Colt IP Access service will be delivered on time. The customer network will be managed proactively and repaired rapidly should any faults occur. Our customer care center provides support 24 hours a day, seven days a week. See "Service Assurance" section for more information.

3. Network Description

The Colt IP Access core network is highly resilient. The availability targets and assurances offered for each access type are detailed in the IP Access Service Level Agreement.

The customer site can be connected to the backbone IP network either directly using Colt Fibre, Leased Fibre or via a third-party transmission link.

3.1. Colt network coverage

Our secure and reliable network provides unrivalled reach across 38 countries with fibre-based metropolitan area networks (MANs) in 52 major cities. More than 32,000 buildings are directly connected to this network

3.2. Dedicated IP-based network

Colt has made a substantial investment in the creation of a dedicated IP-based network to provide flexible, scalable IP-based solutions to the mission-critical Internet needs of our customers.

The Colt network is designed to ensure optimal routing of international traffic. This dynamic design enables Colt to keep a customer's traffic on its own network as long as possible to provide the highest levels of resilience and performance. Colt is also a key participant in major European and Asian direct and indirect peering and partnership agreements, enhancing its capability to provide customers with the highest levels of service worldwide.

Colt has deployed and configured the latest technologies to offer Internet customers the highest levels of reliability and flexibility. The inner core (London-Paris-Amsterdam-Frankfurt) has been upgraded to 400GE.

Colt's network comprises the following elements:

- High bandwidth local access networks within each city: These run at multiple 10Gbps. In countries where Colt has more than one city network, a national backbone network has been built connecting all local networks. Depending on the country this network runs at up to 100Gbps.
- High capacity backbone - The European and Asian network connects all Colt cities in Europe/Asia and is constantly managed and upgraded to ensure the capacity requirements from the access networks are met.
- High bandwidth peering - Colt has peering with multiple operators in Europe, the Middle East, North America and the Asia Pacific regions.

In each city, Colt has access and core routers. Core routers are part of the backbone: in each city, a pair of core routers is deployed and connected together. No two routers go to the same city via the same path.

Access routers are those in which customers are connected. Colt typically has several access routers in every city in order to be able to provide resilient services to customers. Any access router is always diversely connected to the two core routers in that particular city.

3.3. Network access

Colt has a comprehensive range of options for connecting the customer's sites to Colt's services. Whichever access method type is used, the solution will be created and managed by Colt under a single end-to-end Service Level Agreement.

3.3.1 Colt access

Colt's network connects fibre-based metropolitan area networks (MANs) in 52 major cities across 38 countries. More than 32,000 buildings are directly connected to this network. Colt's MANs deliver high capacity, high speed bandwidth services to Europe's and Asia major business centers, which are interconnected via a European or Asian fibre-optic network delivering high quality reliable services door to door.

3.3.2 Partner access

Colt interconnects with and manages more than 180 partners in order to connect sites that are outside the reach of the Colt network in Europe or in other global locations.

Colt will order a circuit or circuits from the OLO on the customer's behalf, and customers will still be dealing directly with Colt at all times. Colt also takes responsibility for testing the interface between our network and the OLO's circuit to ensure that the customer's overall service operates seamlessly.

Customer sites can be connected through partner networks using the following access types.

3.3.2.1 Fibre

Colt can provide Off-Net fibre-optic network connectivity on request and where available by connecting the customer's service to the fibre-optic infrastructure and services of several partners.

3.3.2.2 Wholesale DSL (wDSL)

Colt interconnects with and manages 17 partners providing wDSL Off-Net coverage in 12 European countries. wDSL can be used to provide xDSL access at Off-Net sites.

Note: If the contention ratio is not described in the bandwidth description, the contention ratio is not guaranteed. In other words, this implies a best effort service.

3.3.2.3 Ethernet tails

Both protected and unprotected Ethernet circuits can be used to extend Colt's network to customer sites. Partner services are technically validated for compliance with key Ethernet technology standards and Colt's own product specification.

Integration is achieved using both simple cross-connected point-to-point services and Ethernet NNI connections. E-NNIs offer many advantages in terms of manageability, cost and deployment.

Colt uses Ethernet demarcation devices to provide sophisticated standards-based Operations Administration and Maintenance (OAM) end-to-end.

3.3.2.4 Partner Internet Access (PIA)

Partner Internet Access is a service used for resale Internet product offering where Colt Network is not involved. Various access type such as dedicated optical fibre, FTTx/GPON, DSL, 4G/5G Wireless, and Satellite, etc. are available.

3.4. Bandwidth options

Depending on the access type (Colt Fibre, OLO or DSL), access technology and the billing type (Flat or UBB 95th Percentile), different IP bandwidth ranges are available:

- 1-10Mbps in 1Mbps increments

- 20-100mbps in 10mbps increments
- 200-1gbps in 100mbps increments
- 2gbps-10gbps in 1gbps increments
- 10gbps-100gbps in 10gbps increments

Bandwidth available via OLO depend on the OLO provider and access type. The bandwidths are estimates and do not correct for the underlying access technology overhead or inefficiencies.

4. Features

4.1. Billing models

4.1.1 Fixed (Flat Fee)

Fixed (Flat Fee) billing is the traditional and default method of billing for IP Access: the customer pays for the level of bandwidth they subscribe to, no matter what their usage profile and/or actual bandwidth consumption is.

Fixed (Flat Fee) billing is available on all access circuits and compatible with all features and bandwidths.

4.1.2 Usage-based Billing (UBB 95% PP)

For all UBB services, Customer commits to a monthly recurring charge derived from an agreed Committed Data Rate (CDR) or Aggregated CDR (ACDR), expressed in Megabits per second (Mbps) multiplied by the rate/Mbps detailed in the order form. The CDR/ACDR is the minimum Internet bandwidth that will be charged each month in advance to the Customer regardless of actual usage. Any burst traffic above the CDR/ACDR is invoiced at the rate/Mbps detailed in the order form in arrears.

4.1.3 UBB services with an Aggregate Committed Data Rate (ACDR)

Where UBB is provided on an aggregate basis, usage is measured across multiple IP Access services that are included in the ACDR, with aggregate usage above the ACDR being invoiced as Excess Bandwidth. Five-minute usage samples are taken on ingress and egress traffic on all ports that are included in an ACDR. The 95th percentile billing methodology is then used to calculate any Excess Bandwidth above a customer's ACDR.

4.2. IP addressing

4.2.1 Provider-aggregated IP V4 addresses (default)

Colt IP Access includes as default a range of fixed, dedicated provider- aggregated (PA) IP addresses as described in the following table.

Service	Supplied number of public	Usable number of public
	IP addresses	IP addresses

IP Access	8	5
IP Access resilient dual access	16	11

Table 1: IP Addresses

Routing within Colt has been set up so that any PA address can be announced from anywhere.

More IP addresses can be provided on request and at an additional price. Note that a Réseaux IP Européens Network Coordination Centre (RIPE) approval might be required for larger number of IP addresses. Colt cannot guarantee the approval of any IP addresses because this is outside of our control.

4.3. Colt managed router

Colt can optionally supply, install, configure, manage and maintain the router as part of the service. The router is not leased or sold to customers but is provided as a Managed Router service. This also includes a fast replacement in case of failures in accordance with our SLA.

Colt managed router is provided as a standard for DSL Access Type and Resilience options.

The specific model to be used depends on a set of options/parameters related to the specific configuration needed by the customer.

Following recent technical development the router might be provided not via a piece of equipment at the customer's premises but in the Colt network.

This so called virtual CPE or vCPE will work exactly as a physical device at the customer's premises.

4.4 Network Address Translations (NAT)

Network Address Translation (NAT) is designed for IP address simplification and conservation as it enables private IP inter-networks that use non-registered IP addresses to connect to the Internet. NAT operates on a CPE and translates the internal network private addresses into public addresses to be used on the Internet. This provides additional security, effectively hiding the entire internal network from the world behind that address.

4.5. DHCP Server

Colt can provide Dynamic Host Configuration Protocol (DHCP) services. DHCP is a protocol that lets network administrators centrally manage and automate the assignment of IP configurations on a computer network. When a user logs onto the network, DHCP automatically assigns the user computer all the IP information required in order to access the corporate LAN and the Internet.

4.6. SNMP read only access

SNMP read-only access is optionally available and allows customers visibility inside the optional Colt managed router terminating at the IP Access circuit at the customer site. In general, the customer can analyse the LAN and the WAN interfaces and the view includes the Standard MIB-2 and Cisco environmental monitoring or equivalent.

4.7. DNS Services

DNS service is included in the IP Access, distinguished for reliability, performances and security.

4.8. Border Gateway Protocol (BGP-4) feed

Customers who have their own registered IP address block (provider-independent IP addresses) as well as their own autonomous system (AS) use BGP-4 as a routing protocol with other ASes.

Colt can provide a BGP-4 feed (containing all or part of the BGP routes of the Internet).

4.9 Simple Mail Transport Protocol (SMTP) services

Colt offers optional SMTP Mail Relay (service for outgoing email) and SMTP Mail Backup (service for incoming email) services with IP Access. SMTP is a protocol governing electronic mail transmission and reception for customers managing their own mail servers.

5. Internet Access Services add on products

5.1. IP Domain Overview

Colt provides one free domain name with the service. This domain can either be the registration of a new domain name or the transfer of an existing domain name. This domain name is limited to:

- A country specific domain extension from an extended Colt country; OR
- One of the following generic top level domains: com, org, net, biz, info, mobi, eu, asia

Additional domain names or other domain name extensions that are not generic top level can be registered or transferred to Colt with extra charge.

5.2. Enhanced availability

5.2.1 Resilient dual access

If the Internet is business-critical, Colt offers the fully managed option Resilient Dual Access. The basic goal of a Resilient Dual Access service is to exclude all single points of failure. This is basically achieved by making all involved devices and links redundant.

Resilient Dual Access provides a fully managed service with two managed CPE routers and two access circuits that are, as much as possible, diversely routed. In cities where Colt has multiple IP Points of Presence (PoPs), the two IP access circuits are terminated at different PoPs. In case Colt has only one PoP but two backbone IP routers, the circuits will be terminated on different backbone routers.

There is a choice between backup and load sharing:

- Backup - If the primary circuit fails, all traffic will be routed via the secondary route

- Load sharing - If one path fails, all traffic will continue over the other path. This feature enables customers to use the primary and secondary circuit at the same time, optimizing available bandwidth

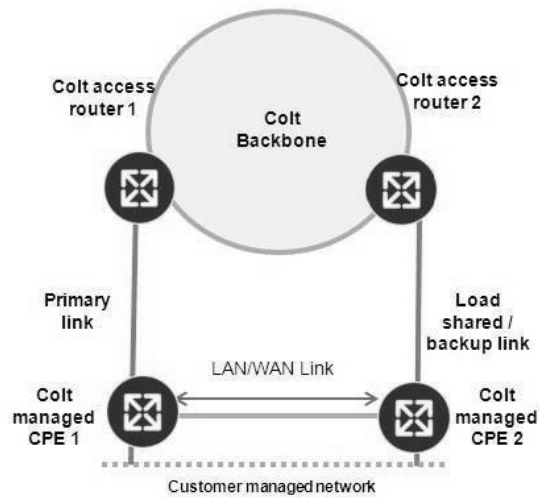


Figure 1: Resilient dual access

5.2.2 Resilient multiple ISPs

For customers requiring a fully managed service but with connectivity to two different ISPs (Colt and a third-party ISP) for ultimate resilience, the Resilient Multiple ISPs service is offered. Colt provides:

- One Colt-delivered and managed access circuit to the public Internet
- Two Colt managed routers (mandatory). One CPE router will terminate the Colt IP access circuit, the other CPE router will terminate the third-party ISP
- Delivered Internet access circuit

Colt thus integrates the third-party Internet access circuit in its own service, providing one integrated, fully managed service to the customer. Unlike the Resilient Dual Access service option, this third party ISP circuit is totally independent of Colt.

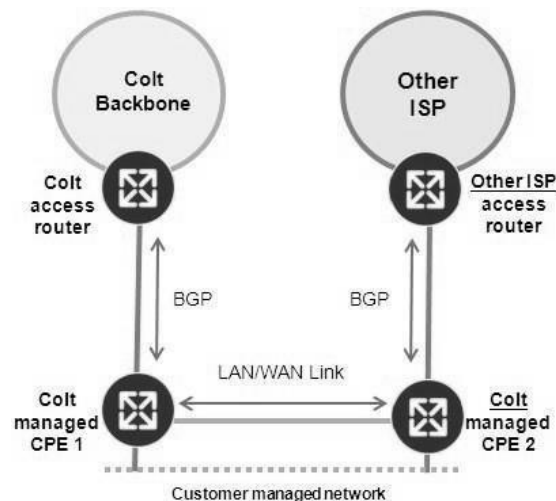


Figure 2: Resilient multiple ISPs

5.4 Cloud Prioritization

IP Access Cloud Prioritisation is add-on service corresponding to Microsoft Azure Peering Service and is providing an elevated customer experience by ensuring that Microsoft Teams and Microsoft 365 flows are optimised end-to-end including the last mile, from all customer's sites connected via Colt IP Access to Azure. This provides enhanced performance through deterministic paths routing and traffic prioritisation via its Cloud Prioritisation Service for IP Access. This is optional service with extra charges.

The Cloud Prioritisation feature offers:

- ☐ Deterministic Routing: Using redundant direct interconnect with Microsoft, offering optimized routing and shortest network path to Cloud Provider's network edge
- ☐ QoS(Traffic Congestion Control): Prioritisation of Cloud traffic between CPE and PE
- ☐ SLA: Round Trip Delay SLA to next peering point

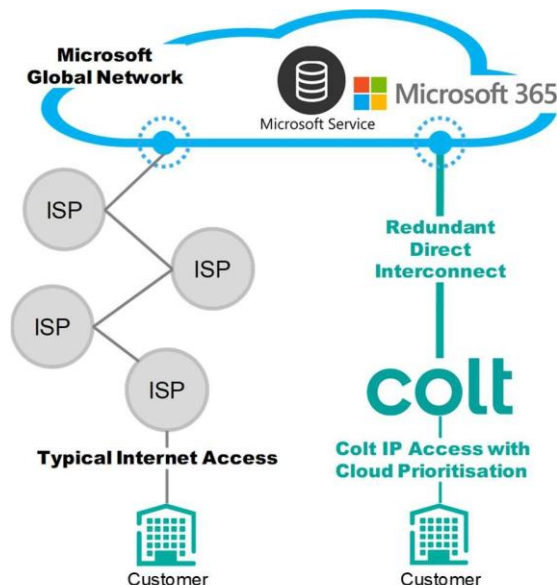


Figure 3: IP Access Cloud Prioritisation

7. Security

The physical security of our buildings is tightly controlled and access is strictly limited to authorised personnel only. All areas within Colt buildings are secured by means of an electronic access control system to ensure that access is controlled. All people must hold an appropriate pass card while on Colt premises.

Non-Colt personnel are not allowed on Colt premises without specific authorisation and prior arrangement. Guests must be vouched for by a Colt host or verified by security in buildings.

In addition, Colt complies with all applicable data legislation.

8. Service Delivery

8.1. New service order

A new service order is the initial provision of the service to the customer premises, including the initial configuration of the network to the specification provided in the order form.

The customer may place orders for the service via their account executive and/ or local customer care unit. Any orders should be placed using the standard Colt order forms. It is important that this form is used as all the information requested on the form is critical for the provision of the service. Non- completion of (or incomplete information on) this form will result in the order being delayed.

During provision, customers will be provided with regular updates via the customer care unit and/or account executive.

A number of visits shall be made to the customer premises during the provision phase. It should be noted that the service is ready only when notified by customer care through issue of a handover document.

The standard lead time for the service is mentioned in the Service Level Agreement. Where buildings are not currently connected, a feasibility check is required which results in either a rejection of the order or a Colt Promise Date (CPD). This is based on purely economic grounds that will consider the overall value of the customer to Colt.

8.2. Fast track installation

Fast Track allows customers to expedite delivery of their order and receive their service on a date specified by the customer (generally prior to the standard lead time), or, if this date is not possible, on the earliest possible date.

Fast Track installation is available for all On-Net sites in all Colt geographic locations. If Fast Track is possible, Colt will provide a Fast Track delivery date based on technical feasibility, which customers can accept or reject. If accepted, the Fast Track option incurs an extra charge in addition to the standard installation fee.

Consult a Colt Account Executive for more information.

8.3. Modifying an existing service

Modifying an existing service consists of the subsequent enabling or disabling of service features, functions and interfaces as well as service changes following initial installation, which are chargeable items.

Following provision and installation of the IP Access service, customers can ask Colt to enable additional features, functions and interfaces, and request changes to the service. The implementation of most changes is chargeable, and some changes may mean that revised rental charges apply. Changes fall into the following categories: A, B and C.

- Category A modifications - Modifications that require physical changes to the equipment delivering service. Examples include increasing the size of the access line to accommodate increases in IP bandwidth that exceed the bandwidth of the existing access line. This is regarded as a new provision in terms of lead times. These changes are priced on application

- Category B modifications - Configuration changes include modifications that can be done remotely. Examples are changes in service bandwidth that do not require physical changes to the access port
- Category C modifications - Emergency out-of-hours configuration changes (for example, Category B modifications outside normal working hours). These are subject to higher charges than normal Category B changes

8.4. Out-of-hours changes

Changes that need to be handled out-of-hours must be scheduled and approved in advance, and there is a two-week lead time for scheduling them. (This does not apply to emergency changes.) Ask a Colt Account Executive for more information.

8.5. Cessation of service

Cessation of service is within 60 working days from request by the customer. Request for cessation of service may be subject to a charge in accordance with Colt standard terms and conditions. Should the customer cancel their order during installation, Colt reserves the right to raise a charge.

8.6. Demarcation point

The demarcation point for Colt services is the customer interface at the Colt access equipment (normally at the base of the Colt cabinet). If customers require in-house cabling from the Colt cabinet to their equipment, this will be a chargeable service.

If Colt installs cabling on customers' behalf, the demarcation point remains the same: the base of the Colt cabinet. Colt is not responsible for fault-finding on the in-house cabling.

9. Service Assurance

Colt provides a high level of service assurance:

- The complete network is proactively monitored
- A local language help desk is available 24 hours a day, seven days a week
- Colt Online provides a web-based portal that enables customers to view bills and trouble tickets

9.1. Customer service

Colt has a high quality European fibre network that enables the provision of an annual target service availability. The target availability depends on the service taken and the location of customer sites. The fault help desk is available 24 hours a day, seven days a week. Customers can report a fault at any time by contacting the Customer Service Centre and speaking to a representative in their local language.

9.2. Proactive service monitoring and notification

The Colt network is proactively monitored and maintained by Colt. Customers with managed router will be informed via email and text message in case of an outage or service degradation. Colt will open a trouble ticket.

9.5. Service Level Agreement (SLA)

Colt offers a comprehensive SLA with the IP Access service that provides service credits if targets specified in the SLA are not met. Our high quality European fibre network enables us to provide an annual service availability of up to 99.99% for the high availability resilient dual access IP Access service.

9.6. Denial of Service (DoS) attacks

Colt has implemented different solutions to prevent DoS attacks proactively:

- Strong filtering at the routing tables to prevent routing to RFC 1918 and RFC 3330 prefixes
- Strong filtering at the edge to prevent the forwarding of packets with RFC 1918 and RFC 3330 source addresses
- Strong filtering from the customers to prevent the forwarding of packets with source addresses others than the customers prefixes (unicast RPF where doable and RIPE based BGP announcement filtering)

Colt also filters all traffic toward the core network using infrastructure access lists (ACLs). Therefore, it is not possible to speak with the Colt core network from outside.

The implemented solution to proactively detect and mitigate DDoS attacks is based on a market leading technical platform.

9.7. Performance reporting

Online service performance and service management reports are available as part of the IP Access service. Customers can access these reports at any time for indicative information on how their network is performing.

These reports include IP bandwidth utilisation and Service Availability graphs for the near real-time and historic data. For more information, please see the Colt IP Access Performance Reporting User Guide.

10. Certifications and industry standards

Colt is dedicated to ensuring that our management systems adhere to the widely accepted International Standards Organisation (ISO) and British Standards Institute (BSI) standards.

Colt holds the following certifications:

- ISO 14001 - Internationally accepted standard that sets out a framework of essential elements for putting an effective Environmental Management System (EMS) in place. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact. This certificate is held for all Colt countries and helps us to identify the impacts that our operations have on the environment and then plan how we will reduce our most significant ones. It also ensures that we comply with all environmental regulations in each country we operate
- ISO 9001 - The world's most established quality framework that sets the standard not only for quality management systems, but management systems in general. Colt holds this certification for the provision of service management for all Colt Data, Voice and Network Services, plus

management of the Colt core network, backbone, switches, routers, infrastructure and associated systems

- ISO/IEC 27001 - The only auditable international standard that defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls, and also formally specifies an Information Security Management System (ISMS) that is intended to bring information security under explicit management control. Colt holds this certification for our Customer Managed Service (CMS) Solutions from European Data Centres. This includes customer European network monitoring, management and support services. In Colt India, this includes billing, revenue services and the Financial Shared Service Centre (FSSC). In Colt Spain, this includes Colocation Services in non-Data Centre locations.

11. Colt Online

Colt Online is a user-friendly platform designed to help customers manage their accounts and services efficiently. It allows users to view and update account details, manage billing information, and payment methods. Customers can monitor and manage their services, access detailed service reports, and performance metrics. The portal also provides support and troubleshooting options, including submitting and tracking support tickets and accessing a knowledge base.

Users can view order history and status updates. Real-time network performance monitoring is available, along with alerts and notifications for network issues. The portal's intuitive design ensures easy navigation and 24/7 access from anywhere. It offers comprehensive support resources and streamlines processes for managing services and orders.

Overall, the Colt Online Portal enhances efficiency and provides extensive resources to support customer needs.

12. Service delivery timeframes

Colt will provide an indicative lead time, which is an estimate of the time it will take to deliver the Service from the date of our Order Confirmation. Following Order Confirmation, Colt will confirm to customers the Colt Promised Date (CPD) which is the date on which we will deliver the Service. If the CPD is not met, then the customer will have the right to claim service credits. The following provides a high-level overview of the service delivery process.

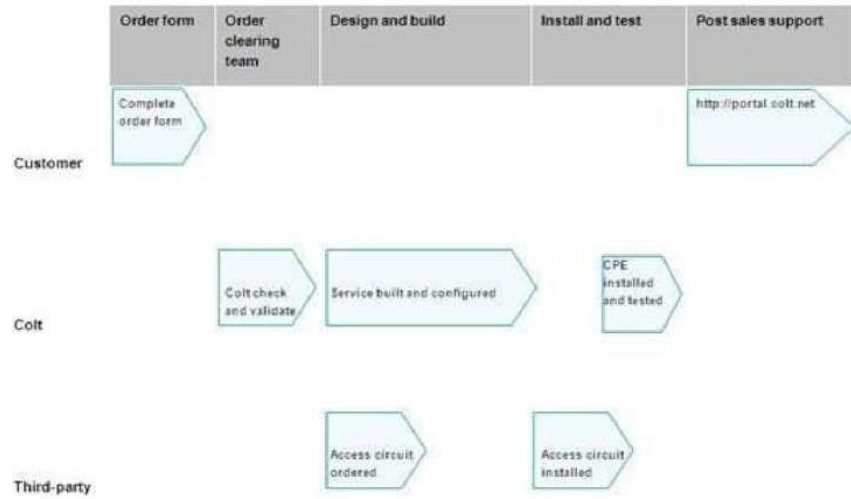


Figure 4: Service delivery timeframes

13. About Colt

Colt aims to be the leader in enabling customers' digital transformation through agile and on-demand, high bandwidth solutions. The Colt IQ Network connects 1100 data centers across Europe, Asia and North America's largest business hubs, with over 32000 on net buildings and growing.

Colt has built its reputation on putting customers first. Customers include data intensive organisations spanning over 230 cities in nearly 38 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.

For more information



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