

CCP Colt IP Access Service Description



1 Overview

Colt IP Access provides you with a dedicated permanent access to the public Internet and a range of end user features such as access circuits, DNS, Managed Router and SMTP relay. In addition, a range of security and communication options are available.

Colt IP Access provides internet access to applications, equipment and customer solutions hosted in Colt Data Centres. The Service includes installation, configuration and management.

2 Technology platform

Colt IP Access sites can be directly connected to our wholly owned and managed city and long-distance fibre-optic infrastructure. Protected circuits are available in both the city and long-distance sections of our network. They ensure high resilience by providing an alternative path in case of failure on one part of the ring.

Colt IP Access relies on a three-layer switched Ethernet architecture when used to provide internet access to applications, equipment and customer solutions hosted in Colt Data Centres.

3 Network access

Colt IP Access can be provided either:

- To your site either,
 - On-Net using our fibre end-to-end (for premises directly connected to our network; or
 - Off-Net using third-party other licensed operator tails (leased lines) or our SDSL or partner xDSL infrastructure
- Or entirely within a Colt Data Centre.

Colt IP Access services are installed during business hours. Business hours are 8.30 AM to 5.30 PM local time, Monday to Friday, excluding public or statutory bank holidays. If you request installation of your Service outside of business hours this may be subject to additional installation charges.

4 Features

The following features are available as standard with the Colt IP Access Service:

Provider-aggregated IP addresses	A range of fixed, dedicated provider-aggregated IP addresses is provided
Provider-independent IP addresses	You can use provider-independent IP addresses with most of the access technologies
IP domain	One IP domain name is included

Online performance reporting	Online service performance and service management reports are available as part of the IP Access service. This feature is not available when IP Access is delivered through the shared Colt Data Centre infrastructure.
Billing	We offer fixed or usage-based billing for IP bandwidth usage. This feature is not available when IP Access is delivered through the shared Colt Data Centre infrastructure.

5 Options

The following options may be available, depending on the specific implementation. Unless otherwise indicated, these options are not available when IP Access is delivered through the shared Colt Data Centre infrastructure.

Managed Router	We can supply, install, configure, manage and maintain the router on your premises as part of the Service. Following new technology developments we may at our own discretion choose to install a Virtual CPE instead of a physical device on site, but in either case you will not have to provide your own CPE router or layer-3 routing function. If you do not select the managed router option you must provide your own CPE router or layer-3 routing function.
Resilient dual access	For business-critical Internet access services, it is possible to provide two separate CPEs connected via two separate access circuits. In addition, a resilient access with a third-party ISP can be provided
DSL backup	We can protect the primary access circuit using a separate DSL circuit for backup purposes
Network Address Translation (NAT)	You can select NAT or No NAT
Dynamic Host Configuration Protocol (DHCP)	We can provide DHCP services
Router configuration views and Event Viewer	Read-only access to router configuration and events information is available via a secure website
SNMP read-only access	Provides visibility for the optional managed CPE router which terminates the IP access circuit at your site

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Border Gateway Protocol-4 (BGP-4) feed	We can provide a BGP-4 feed for most access technologies (containing all or part of the BGP routes of the Internet). The BGP feed will periodically consume bandwidth on the access circuit
SMTP mail relay/backup	SMTP mail relay and SMTP mail backup services are available

In addition, a range of complementary Services can be provided with the baseline Service:

Colt IP Domain	Enables you to register additional domain name(s)
Colt IP Guardian*	Provides enhanced protection against distributed denial of service attacks (DDoS)

* If the size of a DDoS attack is such that the integrity of the Colt IP/MPLS network is threatened and other Colt customers could be affected, we will discard all traffic destined for your IP address under attack in order to maintain the integrity of the Colt network (black holing)

For Customers connected to other providers in addition to Colt (multi-homed Customer): If traffic on another provider's network due to an attack on the customer is redirected to the Colt IP/MPLS network we will be entitled to drop all the BGP sessions announcing the Customer in order to protect the Colt IP/MPLS network.

We have upgraded our Internet Service to support the IPv6 protocol. If you choose to use this new protocol you have the option of either using it exclusively or in combination with the existing IPv4 protocol. Use of IPv4 and IPv6 on the same line is referred to as a "dual-stack" service. Please note that certain features and options may not be supported under IPv6 (whether used exclusively or in a dual stack service). For further information or clarifications, please refer to the Service Guide.