

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 features such as access circuits, DNS, Managed Router and SMTP relay. In addition, a range of security and communication options are available.

Colt in Asia provides partner IP Access including network access via 3rd party as per customer requests.

The Service includes installation, configuration and management.

The following Add-ons are available, regional restrictions apply.

- Colt IP Domain

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 as an option. They ensure high resilience by providing an alternative path in case of failure.

3. Network access

Colt IP Access Services can be provided:

- on-Net using our fibre end-to-end (for premises directly connected to our network)
- on-Net using secure 3rd party leased fibre in Asia
- off-Net using Colt's Unbundled Local Loop (ULL) digital subscriber line (DSL) services
- off-Net using contended (default) or uncontended (on customer request and where available) third-party other licensed operator (OLO) tail
- third party DSL

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 bank holidays. If you request installation of your Service outside of business hours this may be subject to additional installation charges.

4. Features

Depending on the geographical region, the following features are available as standard with the Colt IP Access Service. Regions are Colt Europe (EU) and Colt Asia (Asia).

Feature	Description	Region
Provider-aggregated IP addresses	A range of fixed, dedicated provider-aggregated IP addresses is provided	EU, Asia
Provider-independent IP addresses	You can use provider-independent IP addresses with most of the access technologies	EU, Asia
Online Performance Reporting	Online service performance and service management reports are available as part of the IP Access service.	EU, Asia
Billing	We offer fixed or usage-based billing for IP bandwidth usage. The billing model is 95% peak percentile with a sample taken every 5 minutes.	EU, Asia

5. Options

The following options may be available, depending on the specific implementation you require.

Feature	Description	Region
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 (Customer Premises Equipment) 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.	EU, Asia
Unmanaged Router	We can supply and install an unmanaged router on your premises as part of the Service. You will be responsible for the management/configuration, Colt will replace the hardware if it fails.	EU

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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.	EU
Layer 2 Protection for On-net Services	Standard IP Access local circuits are not protected; in other words, they have no Layer 2 backup path. However, this feature is available as an add-on, it will provide a layer 2 backup fibre path but does not include CPE redundancy or diverse fibre path routes.	EU, Asia
DSL Backup	We can protect the primary access circuit using a separate DSL circuit for backup purposes.	EU
Network Address Translation (NAT)	You can select NAT with a managed router.	EU, Asia
Dynamic Host Configuration Protocol (DHCP)	We can provide DHCP services with a managed router.	EU, Asia
Router configuration views and Event Viewer	Read-only access to router configuration and events information is available via a secure website.	EU
SNMP read-only access	Provides visibility for the optional managed CPE router which terminates the IP access circuit at your site.	EU, Asia
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.	EU, Asia
SMTP mail relay/backup	SMTP mail relay and SMTP mail backup services are available.	EU
Domain Name System (DNS)	Colt offers recursive or authoritative DNS services.	EU, Asia

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

Feature	Description	Region
Colt IP Domain	Enables you to register additional domain name(s)	EU, Asia

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.

Colt IP Domain (Europe)

We can register a domain name on your behalf, subject to availability. Two types of domain names can be registered:

- Country specific domain extensions (example: .de, .fr, and .it)
- Generic top level domains (example: .com, .org, .net)

The IP Domain - Registration service includes:

- Initial registration of your domain
- Ongoing administration of your domain - charges may apply

We provide one (1) free domain name registration with the IP Access service. 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

6. Delivery of Service outside European Union

If any part of the Customer's Service is delivered outside the European Union via an IPsec encrypted tunnel then it is Customer's responsibility to ensure that the use of IPsec conforms to local legislation and regulation (which may change over time).

If any part of the Customer's Service is delivered in China, India, Russia or Turkey then:

(i) Colt does not make any warranty, including no SLAs, that the Service provided is compatible with laws/regulations of that country as at the date of the agreement .

(ii) Colt excludes any liability in the event of any shutdown of the Service due to governmental actions or interventions.

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Such governmental action or intervention does not have an impact on Customer's duty to pay the charges; however: Customer and Colt will cooperate in good faith trying to resolve such issue and finding reasonable, alternative solutions. Under any such circumstances, Customer has to compensate Colt for any third party costs relating to the provision of the Services.