

CCP Colt IP Access

Service Description



1 Overview

Colt IP Access provides a dedicated permanent access to the public Internet and a range of features such as Managed Router, Backup Options, DNS and SMTP relay.

The Service includes installation, configuration and management.

2 Network access

Colt IP Access Services can be provided via the following access options

- Using our fibre end-to-end for premises directly connected to our network (On-Net)
- Using secure 3rd party leased fibre (Fibre ULL)
- Using Colt's Unbundled Local Loop digital subscriber line services (DSL ULL)
- Using contention (default) or uncontended (on customer request and where available) third-party other licensed operator (OLO) tail
- Using third party DSL services backhauled to Colt infrastructure (Wholesale DSL)
- Services that are completely provided by a 3rd party with no part of the service provided by Colt (Colt Internet Access Resell)

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.

3 Colt IP Access Features

The following features are available free of charge:

Feature	Description
Provider-aggregatable IP addresses	A /29 network of fixed, dedicated provider-aggregated IP addresses is provided as a standard.
Provider-independent IP addresses / AS number	Customers can use provider-independent IP addresses with most of the access technologies. Customers can also use their own AS number.

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. BGP is available in different variants and free of charge, with the exception of "BGP/Full with Managed Router".
Online Performance Reporting	Online service performance and service management reports are available as part of the IP Access service.
Billing	We offer fixed or usage-based billing for IP bandwidth usage. The UBB billing model is 95% Peak Percentile with a sample taken every 5 minutes.
Proactive Monitoring and Notification	Proactive monitoring, customer notification via email and text message as well as auto ticketing are standard for IP Access with Colt managed router.
IPv6	IPv6 dual stack is available at no extra charge and compatible with all features/options.
SMTP mail relay/backup	SMTP mail relay and SMTP mail backup services are available for all Colt IP Access customers.
Domain Name System (DNS)	Colt offers recursive or authoritative DNS services. Usage of Colt DNS Resolvers is open to all Colt customers. The IP Addresses can be found on the handover documentation.

4 IP Access Options

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

Options	Description
Managed router	We can supply, install, configure, manage and maintain a router in our customers premises as part of the service. Following new technology developments, we may at our own discretion choose to install a Managed Virtual Router instead of a physical device on site, but in either case the customer will not have to provide their own CPE router or layer-3 routing function. A CPE router or layer-3 routing function must be present on site.

Unmanaged router	We can supply and install an unmanaged router in our customers premises as part of the service. The customer will be responsible for the management/configuration, Colt will replace the hardware if it fails – unmanaged hardware is not actively managed. The SLA for the replacement is in line with standard service SLAs.
Resilient dual access with managed router	Colt can provide two separate IP Access circuits with automatic failover. For this service the following network components are guaranteed to be redundant: • L3 CPE • L2 CPE • Access Fibre • Colt Access Router The following network components will be redundant when operationally possible: • Fibre Path • Provider Edge Router Diversity, in other words redundant network components geographically separated, cannot be guaranteed for any network component and will be provided on a best effort basis.
Resilient dual access without Colt router or unmanaged router	Colt can provide two separate IP Access circuits without managed router optimized for customer managed failover. For this service the following network components are guaranteed to be redundant: • L2 CPE • Access Fibre • Colt Access Router The following network components will be redundant when operationally possible: • Fibre Path • Provider Edge Router Diversity, in other words redundant network components geographically separated, cannot be guaranteed for any network component and will be provided on a best effort basis.

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. This is available as an add-on, it will provide a layer 2 backup fibre but does not include CPE or PE redundancy. The fibre path of the backup fibre is not guaranteed to be diverse.
DSL Backup	We can protect the primary access circuit using a separate DSL circuit for backup purposes. This does not provide L3 CPE redundancy.
Multi ISP Backup	Colt can set up and operate a multi homing / multi ISP solution on behalf of the customer. Colt will provide one of the two circuits and both managed router, the customer provides the second circuit from a different provider. A prerequisite for Multi ISP is a customer owned AS and a /24 PI IP address range. As per the nature of this service the following network components are guaranteed to be redundant: • L3 CPE • L2 CPE • Access Fibre • Access Router Diversity, in other words redundant network components geographically separated, cannot be guaranteed for any network component and will be provided on a best effort basis.
Network Address Translation (NAT)	Static/Dynamic NAT is available with a managed router free of charge.
Dynamic Host Configuration Protocol (DHCP)	DHCP server services are available with a managed router free of charge.
Router configuration views and Event Viewer	Read-only access to router configuration and events information is available via a secure website. This is available with a Colt Managed Router.
SNMP read-only access	Provides visibility for the optional managed CPE router which terminates the IP access circuit at your site. This is available with a Colt Managed Router.

Cloud Prioritization	The Cloud Prioritization features comes with a guaranteed RTD SLA to the cloud providers next public peering. The customer can choose the service bandwidth dynamically reserved for this traffic – between 10% and 80% of the service bandwidth. The services is currently only available in Northern Europe, Western Europe and Southern Europe
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Colt IP Domain (Europe, Japan)

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

5 General Comments

For customers connected to other providers in addition to Colt (Multi ISP / multi-homed customer) please note: 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.