

CCP Colt IPVPN Service Level Agreement



1 Introduction

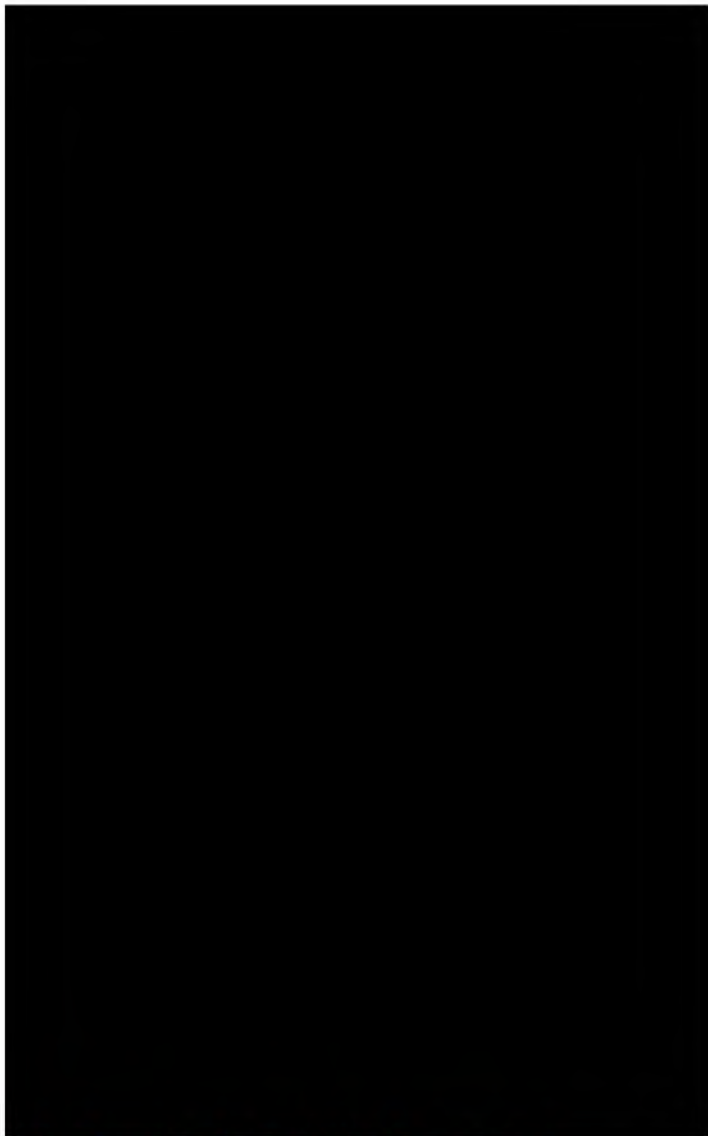
This SLA:

- Sets out the SLA metrics and service credit regime for Colt IP VPN Plus and IP VPN Access;
- Includes metrics for the Application Aware Networking (AAN) equipment if provided as part of your Service. This SLA excludes metrics associated with the performance of your AAN service which are covered by your AAN Application SLA;
- Covers Off-Net Services only where specifically referenced.

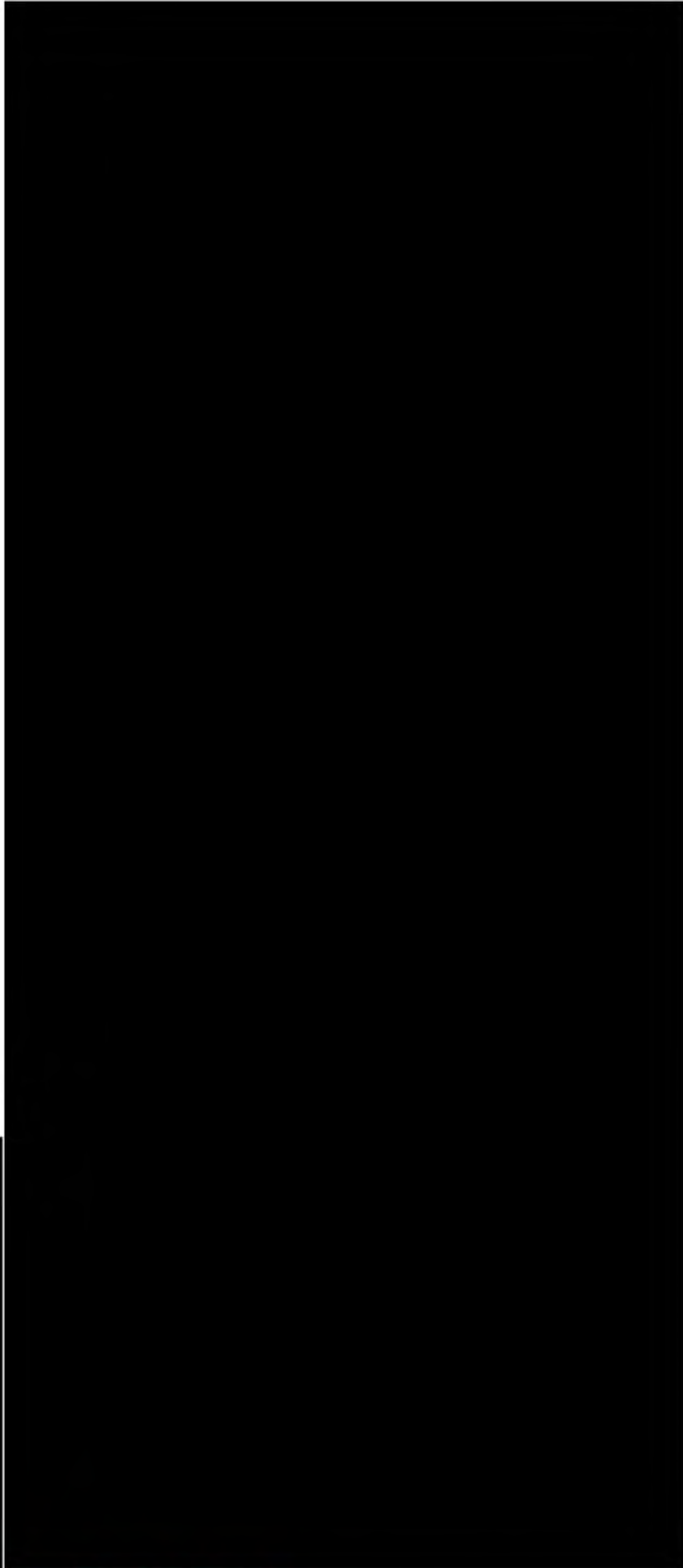
For wireless access, it is your responsibility to ensure good mobile radio signal quality and strength at the exact location where the Colt CPE router (including antenna) will be installed. The mobile internet part of the Service is not covered by any SLA. This is provided on a 'best endeavours' basis. Any SLA metric given for wireless access is for parts owned and controlled by us.

2 Service Delivery Agreement

3 Fault Handling Agreement



4 Service Availability Agreement



5 Service Quality

Targets for packet loss, jitter and round trip delay only apply where you are operating within the recommended network load parameters:

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- Access link load: if you offer greater than 100% of the access link capacity for an instantaneous period, then the SLA shall not apply during the period where traffic exceeds the access link capacity
- IP bandwidth must be at least 64Kbps
- With the exception of Colt IP VPN Access Services, circuits provided by us must only be used by the Colt Managed CPE router

Round trip delays

A round trip delay (RTD) is the time taken in milliseconds (ms) for a 32-byte packet to traverse from a point on the network to a destination and back to the originating point on the network. Round trip delays are calculated as an average on a monthly basis.

Round trip delays for On-Net, Off-net Type A and DSL services are made up of three elements for traffic between two end points:

- Delay between your service interface and our point of presence (PoP)
- Delay across the core network between our PoPs
- Delay between the Colt PoP and the network termination point

Table I: Round trip delay agreement for On-Net, Off-net Type A, wireless access, and DSL services

Jitter level agreement

Packet jitter is defined as the latency variation on a one-way transmission in milliseconds from ingress provider edge router (PE) to egress PE. Jitter is calculated by averaging all samples taken during one calendar month.

Packet jitter can be guaranteed in case Class of Service with full delay guarantees is enabled. Packet jitter is guaranteed only for conforming Premium class of service (CoS) traffic.

Table H: Jitter level agreement

Round trip delays for Off-net Type C Services are measured either between points of presence on our third party VPN interconnect providers' networks or between points of presence on or our third party VPN interconnect providers'

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networks and the Colt London point of presence and do not include any additional network connectivity from these points of presence to your service interface.

The round trip delays for Off-net Type C Services are more fully described in the Round Trip Delay Matrix available at <http://www.colt.net/ccp/RTD> which may be varied from time to time without notice.

6 General

We are not responsible for failure to meet this SLA where such failure is due to a planned outage or outside of our control, for example:

- a) There is not appropriate power or there is a power failure at your site
- b) Your faulty Equipment
- c) Where we or our authorised representatives are not granted access to the site
- d) The fault is due to your actions or the actions of your employees or agents
- e) Where external Internet conditions such as distributed denial of service attacks impact Internet access

With the exception of the service level for round trip delay, service levels are measured on a per-site basis. Therefore, in an IP VPN network where a branch site is unavailable, this would be classified as a Service-Affecting Fault for that branch site. Where the branch sites of an IP VPN network are not accessible due to the unavailability of the hub site,

this would be classified as a Service-Affecting Fault only for the hub site or MPLS NNI.

The total of all credits under this SLA for On-Net, Off-net Type A, Fibre ULL or Premium DSL Services cannot exceed 20% of the annual rental charge for the affected Service. For Off-Net Type B, Off-Net Type C, Off-Net Type D, Business DSL, Standard DSL or Remote Fixed – Fully Inclusive Services the total of all credits under this SLA cannot exceed 5% of the annual rental charge for the affected Service.

For premises connected to our network via Colt IP VPN Remote Fixed – Partially Inclusive and Remote User service credits will not apply.

If encryption is activated at one of your sites to allow secure transmission over the public internet, then you are responsible for ensuring that you have the required authorisation to use encryption technology at your site.

7 Definitions

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.

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 Type A

A Service provided using a third party leased line or third party Ethernet circuits in Colt countries (Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland, UK).

Off-net Type B

A Service provided using a third party point to point leased line or third party Ethernet circuits in countries not in Type A (as more fully described in the SLA Type Definition document).

Off-net Type C

A Service provided using a third party leased line or third party Ethernet circuits connected to the Colt network via our VPN interconnect partners.

Off-net Type D

A Service provided using a third party point to point leased line or third party Ethernet circuits in countries that are not Type A, B or C (as more fully described in the SLA Type Definition document).

Fibre ULL

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A Service provided using a third party FTTP infrastructure for the last mile connection.

Premium DSL, Business DSL, Standard DSL

The specific category to which your DSL services belongs are provided to you in the order form.

Remote Fixed Fully Inclusive - Business, Standard

The specific category to which your Remote Fixed – Fully Inclusive service belongs is specified in your Order Form.

On-Net

Service provided wholly using our network, i.e. using a Colt fibre access circuit.

Provider Edge Router

Colt owned and managed backbone router on which the access circuits are terminated.

Service-Affecting Fault

Any failure of the access circuit, transmission backbone, backbone or customer premises equipment delivered by Colt as part of the service, which causes full loss of signals to your Service in one or both transmission directions for over 60 seconds.

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.

Wireless access

A Service provided using a secure tunnel via public mobile Internet to connect to your VPN.