

# Colt IP Access

## Premium Internet Access for Businesses

### Your benefits

#### Flexible

- Symmetrical speeds up to 100Gbps as standard
- Bandwidth upgrades to 1Gbps without physical changes

#### High Performance

- 100% Guaranteed uncontended bandwidth
- Low backbone contention, large peering footprint

#### Guaranteed SLAs

- 24/7 support and trouble shooting
- Repair time from 4hrs, and even 1hr in Japan
- SLA backed up by service credits

#### Add Ons

- DNS/Domain Registration
- Dynamic Routing (BGP) available
- High Availability and Backup options

#### Online Performance Reporting

- View traffic graphs to monitor bandwidth usage online
- Including service availability and billing information

#### Proactive Monitoring and Notification

- Service is monitored 24/7
- Texts and email notifications if service is compromised

### Colt IP Access

For modern businesses of all sizes, Internet access is a vital function, supporting a range of business critical web-based application. Consequently, they need a service that is reliable, offers high performance and can be adapted to their specific situation. Colt IP Access Services Portfolio delivers exactly this - a premium business class internet access complemented with additional options to address all customer needs.

### Flexible and Reliable

Our award winning fibre network infrastructure is not only highly reliable, but it also provides a high degree of flexibility. By facilitating state of the art technology we can offer symmetrical bandwidths up to 100Gbps and are able to upgrade your internet access up to 1Gbps anytime without physical changes (with virtual router when available).

### Performance

Colts focus is to provide the best possible performance and to support all applications, including time critical. Our 100Gbps backbone has low utilisation levels and is being

upgraded constantly. Colt runs a significant peering infrastructure with more than 600Gbps of public and private peering, attends 20 public internet exchanges and exchanges traffic with hundreds of networks directly. The access bandwidth is uncontended and Colt VoIP Services will automatically be prioritised.

### Guaranteed SLA

We are committed to the service levels we agree with our customers. Our SLA document defines parameters for installation time, availability, repair time, network delay, jitter, packet loss etc.. The main parameters are covered by service credits - if we don't meet them we will pay money back.

### Add-Ons

We offer a number of add ons that allow our customers to tailor Colt IP Access to their needs. Next to standard add ons such as managed router, domain registration, IPv6, BGP etc. we have a sophisticated range of services to increase service availability to up to 99.99%.

The perfect Internet access for all business critical usages such as cloud services or video conferencing:

“Fast, reliable transfer to and from the Office 365 file store via our Colt IP Access service makes a big difference”



**Richard Andrews**  
IT Manager,  
AMR International

## Transparent

Professional users like to know what's going on. Thanks to online performance reporting, every customer has access to a portal which allows to look at traffic utilisation, interface availability and billing data in real time. We also provide proactive notification by SMS and email to our customers in case of service degradation with trouble ticketing.

## What makes us different

### **European and Asian coverage:**

Colt has arguably the most impressive European and Asian coverage of any service provider; we can offer internet access services in 14 EU countries, and in Japan, Singapore & Hong Kong.

**100% business dedicated:** we are specialists in network and communications solutions for businesses and never provide consumer shared services.

### **End-to-end guaranteed quality:**

Colt offers consistent SLA thanks to the control of the end-to-end service. Moreover, Colt can offer Voice services with a prioritisation over the rest of the data traffic.

### **Unique customer experience:**

we offer a seamless service with standardised features and tools.

### **Flexible commercials:**

customers can chose either flat rate usage-based billing offers as a 'pay as you use' option.

## Our Network

- 187,586 km of LDN, metro fibre and subsea & terrestrial leased capacity
- 29 countries across 3 continents
- 207 connected cities
- Metropolitan area networks in 51 cities
- 26,000+ buildings and 800+ Data Centres directly connected

## 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 over 800 data centres across Europe, Asia and North America's largest business hubs, with over 26,000 on net buildings and growing.

Colt has built its reputation on putting customers first. Customers include data intensive organisations spanning over 200 cities in nearly 30 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](http://www.colt.net).

When it matters, customers choose Colt!

To find out more, please contact your local Colt Channel Partner or Account Manager.

Or alternatively, phone us on **+44(0) 20 7863 5510**, email us at [sales@colt.net](mailto:sales@colt.net) or visit [www.colt.net](http://www.colt.net)