

Disaster Recovery Service Guide

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1 Disaster Recovery Overview

Disaster Recovery enables customers to protect their enterprise from the threat of disruption in the event of a natural or man-made disaster at their site by ensuring that incoming voice calls can be seamlessly and transparently rerouted to an alternative set of phone numbers at no extra cost to callers. The service is designed to provide a rapid response contingency plan that helps ensure continuity of business operations, retaining customers, revenues and goodwill as well as maintaining regulatory compliance.

To establish a disaster recovery solution, Colt will review a customer's enterprise from a business perspective to identify business-critical teams and dependencies. We will then help customers set up and test a customised disaster recovery plan that can be quickly implemented if there is a disaster at a customer site.

2 Benefits

Creating a disaster recovery plan that is quick and easy to implement will help to keep a customer's business running during times of crisis, and give peace of mind against potential loss of revenue, customers and goodwill. Callers will not even be aware that their calls have been diverted.

2.1 Flexibility

The disaster recovery plan will be set up according to the specific requirements of the customer's enterprise that Colt consultants will help identify. The destination diverts in the plan can be geographic or mobile numbers, each of which can receive calls diverted from multiple numbers.

2.2 Speed and simplicity

If an emergency occurs at the customer's site, activation of the disaster recovery plan is fast, simple and secure. Following a call from a nominated contact, we will activate the plan remotely with no need for engineers to visit the customer's site. After the original site is back up and running, deactivation of the disaster recovery plan can be carried out just as quickly.

2.3 Accuracy

Colt is on hand to update a disaster recovery plan at any time with new details provided by the customer to ensure the plan reflects any changes to phone numbers or contact details. And because the diverts contained in the plan are stored within the network, there is no risk of inaccurate manual intervention when the plan is invoked.

3 Description

3.1 Colt network coverage

Our secure and reliable network provides unrivalled reach across 21 countries with fibre-based metropolitan area networks (MANs) in 39 major cities. More than 17,000 buildings are directly connected to this network.

3.2 Availability and scope

The Disaster Recovery service is available to new and existing Colt Voice Line customers who have at least 30 Primary Rate ISDN (PRI) channels carrying inbound calls. Incoming voice calls to Colt numbers and to numbers ported to Colt can be covered by the disaster recovery plan.

Customers can arrange for incoming calls to be diverted to geographic or mobile numbers at a recovery site. A disaster recovery plan can include up to 90 destination diverts (DDIs), each of which can receive calls diverted from multiple contiguous or non-contiguous numbers.

If more than 90 destination diverts are needed, customers can set up as many as five disaster recovery plans.

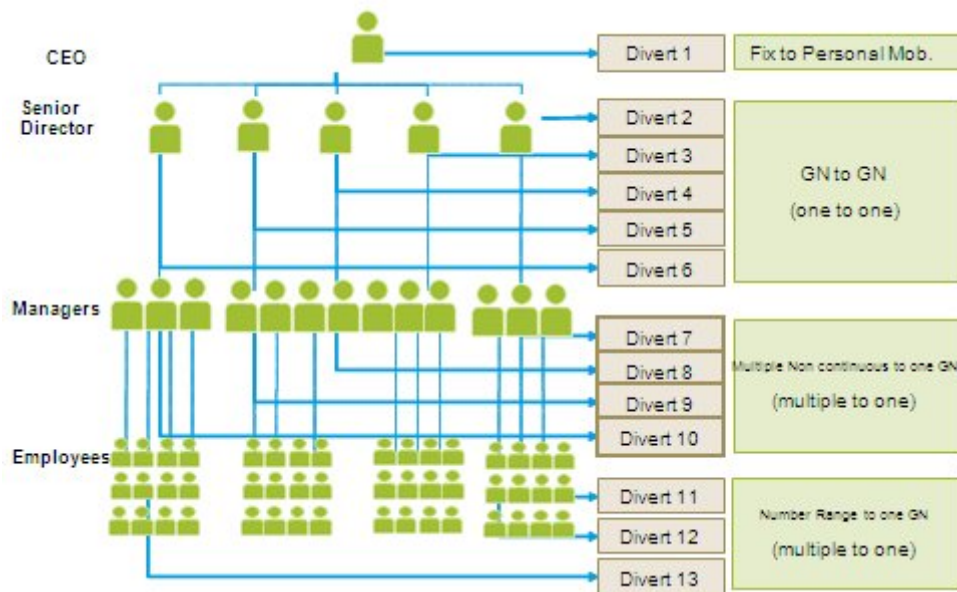


Figure 1: Example Disaster Recovery plan

3.3 Developing a disaster recovery plan

Following a documented process, Colt consultants will work with customers to develop their disaster recovery plan. The Colt consultants will help customers identify both the mission-critical processes within an enterprise - those whose loss would cause serious disruption to the business - and develop the recovery procedures that will support the customer's enterprise in the event of a disaster.

The stages involved in developing a disaster recovery plan are:

- Conduct a risk assessment
- Identify recovery strategies
- Develop recovery procedures
- Purchase products and services
- Test the plan and train users
- Maintain the plan

3.4 Keeping the plan up-to-date

To ensure that Colt can implement the disaster recovery plan effectively in the event of an emergency, we will rely on customers to keep us informed about changes to any of the details in the plan such as originating and destination numbers or contact and security details.

Colt staff will support customers by updating the disaster recovery plan promptly with the information provided. Customers can request support for amendments and changes at any time.

4 Disaster Recovery process

There is an established security process for the authentication of any activation request. The Colt Disaster Recovery process consists of the request for activation in the event of a disaster, the activation of the disaster recovery plan and the confirmation of the number rerouting.

When customers call the Colt Fault Help Desk, they must indicate that they want to activate the Colt disaster recovery plan and provide their name. The Colt Fault Help Desk authorises each customer by name, telephone number and password. The second level of authorisation occurs when the Colt Fault Help Desk calls the authorised contact on the telephone number provided and requests additional information, including the contact's name, password and disaster recovery plan option.

After authorisation, the Colt Fault Help Desk activates the Colt disaster recovery plan and verifies successful rerouting. The Colt Fault Help Desk then contacts the customer to communicate that the Colt disaster recovery plan has been activated and determine if the customer is satisfied that the rerouting was successful.

Lastly, the Colt Fault Help Desk sends an email notification to the customer that contains the Colt disaster recovery pan activation time and date.

5 Security

The physical security of our buildings is tightly controlled and access is strictly limited to authorised personnel only. All areas within Colt buildings are secured by means of an electronic access control system to ensure that access is controlled. All people must hold an appropriate pass card while on Colt premises. Non-Colt personnel are not allowed on Colt premises without specific authorisation and prior arrangement. Guests must be vouched for by a Colt host or verified by security in buildings.

In addition, Colt complies with the applicable data legislation.

5.1 Disaster recovery plan security

The disaster recovery plan will be password protected and only identified contacts within the customer's organisation will be authorised to request its implementation. Plan details are kept confidential and are stored in a secure location. This means that the customer's disaster recovery plan is secure and their enterprise is protected against the risk of their plan being invoked incorrectly.

6 Service delivery

6.1 New plan

Initial setup of the disaster recovery plan will take a maximum of 17 working days.

6.2 Modifying an existing plan

Colt will implement the requested changes and amendments to a disaster recovery plan within a maximum of 17 working days.

6.3 Fast track installation

Fast Track allows customers to expedite delivery of their order and receive their service on a date specified by the customer (generally prior to the standard lead time), or, if this date is not possible, on the earliest possible date.

Fast Track installation is available for all On-Net sites in all Colt geographic locations. If Fast Track is possible, Colt will provide a Fast Track delivery date based on technical feasibility, which customers can accept or reject. If accepted, the Fast Track option incurs an extra charge in addition to the standard installation fee.

Consult a Colt Account Executive for more information.

7 Service assurance

Colt provides a high level of service assurance:

- The core network is proactively monitored
- A local language help desk is available 24 hours a day, seven days a week
- Colt Online provides a web-based portal that enables customers to view bills and trouble tickets

7.1 Customer service

Colt has a high quality European fibre network that enables the provision of an annual target service availability. The target availability depends on the service taken and the location of customer sites. The fault help desk is available 24 hours a day, seven days a week. Customers can report a fault at any time by contacting the Customer Service Centre and speaking to a representative in their local language.

When service is provisioned, customers are issued with a unique service reference for each circuit that they should always use when reporting faults. The contact number for fault reporting is specified in the handover pack.

7.2 Colt Online

Colt Online is an intuitive, user-friendly application enabling new and existing Colt customers to interact with Colt via a secure Internet connection without the need to speak to a Customer Service Agent or Account Executive.

Every Colt Online customer is provided with an administrator account for a defined user within their organisation. This administrator has full access to the available features for all their customer accounts and sub accounts, including:

- Search and view any bill from the previous six months in .pdf format (not available in Switzerland due to data protection legislation)
- View the status of any order in the delivery process

- View the status of any ticket (covering faults, enquiries, service requests) in real-time
- Search and view all live services
- View an account dashboard, summarising the four features above

7.3 Service monitoring

The Colt network is proactively monitored and maintained by Colt.

7.4 Activating your disaster recovery plan

If an emergency occurs at the customer site, the procedure for invoking the disaster recovery plan is both simple and secure. The customer's nominated contact calls the Colt Help Desk on a freephone number and requests activation of the plan using a pre-agreed security process, including a password. The request can be made at any time of the day or night.

Because the diverts are preloaded within the Colt network, activation of the disaster recovery plan is both rapid - within two hours of the call - and error free.

After the original site is back up and running, deactivation of the disaster recovery plan can be carried out just as quickly.

The following figure shows the disaster recovery plan in action.

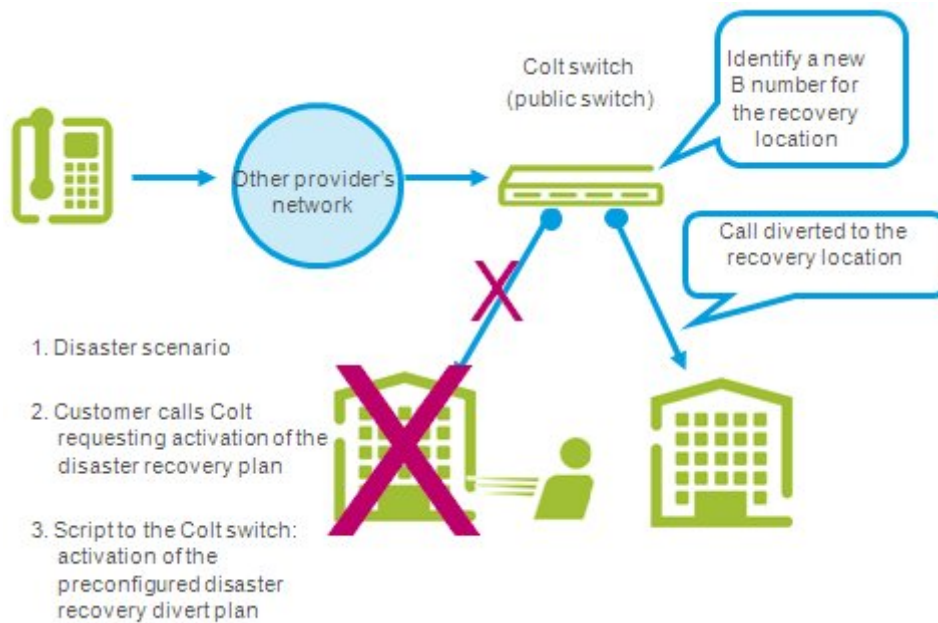


Figure 2: Activating the Disaster Recovery plan

7.5 Planned maintenance

When planned works are required, the customer will normally be notified in advance as per the following timelines:

- **Five working days** - Non-Service-Affecting planned works and standard planned work (routine maintenance)
- **15 to 17 days** - Service-Affecting planned works

Typically, planned works occur after 20:00 GMT on weekdays. For emergency changes, Colt endeavours to give four working days' notice; however, on some occasions, this is not viable and the work will be done in much shorter timescales with supporting justification and reasons.

8 Commercials

Commercials consists of the charging structure, installation and rental charges, minimum contract period and billing.

8.1 Billing

There is a setup fee per disaster recovery plan, plus a monthly recurring charge, with a minimum contract period of 12 months. Modifications to the plan are also chargeable.

One annual test of the disaster recovery plan will be carried out free of charge. Further tests can be carried out for a fee.

After the plan has been invoked, customers will be charged for rerouted calls under their existing Colt Voice Line commercial agreement.

9 Performance objectives

The performance objectives of the service are included in the Service Level Agreement (SLA).

9.1 Service availability

Service availability is defined in full in the SLA, which is a separate document and includes details of the rebates if the targets are not met.

9.2 Fault handling

Faults can be reported via the local telephone numbers as described in the handover pack, 24 hours a day, seven days a week. The period when the service was not available will be measured from the time such condition is reported by the customer and a trouble ticket is opened by Colt to the point when Colt resolves the trouble ticket and informs the customer that the service is available. The customer shall be deemed to have been informed of service availability if Colt has unsuccessfully tried to contact the customer.

Fault handling is defined in full in the Service Level Agreement (SLA).

10 Colt Professional Services

Colt Professional Services is a team of highly focused experts dedicated to designing and managing solutions which support business transformation for our customers. Our consultants are available to:

- Conduct thorough reviews of current and future communications requirements
- Design complex projects to exacting standards
- Manage project implementations
- Ensure service is being delivered to customer expectations

Colt has expertise in four areas: Project Management, Service Delivery, Consulting Services and Design Services. For full details of the services available, please contact a Colt Account Executive.

11 Certifications and industry standards

Colt is dedicated to ensuring that our management systems adhere to the widely accepted International Standards Organisation (ISO) and British Standards Institute (BSI) standards. Colt holds the following certifications:

- **ISO 14001** - Internationally accepted standard that sets out a framework of essential elements for putting an effective Environmental Management System (EMS) in place. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact. This certificate is held for all Colt countries and helps us to identify the impacts that our operations have on the environment and then plan how we will reduce our most significant ones. It also ensures that we comply with all environmental regulations in each country we operate
- **ISO 9001** - The world's most established quality framework that sets the standard not only for quality management systems, but management systems in general. Colt holds this certification for the provision of service management for all Colt Data, Voice and Network Services, plus management of the Colt core network, backbone, switches, routers, infrastructure and associated systems
- **ISO/IEC 27001** - The only auditable international standard which defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls have been established and also formally specifies a management system Information Security Management System (ISMS) that is intended to bring information security under explicit management control. Colt holds this certification for our Customer Managed Service (CMS) Solutions from European Data Centres. This includes customer European network monitoring, management and support services. In Colt India, this includes billing, revenue services and the Financial Shared Service Centre (FSSC). In Colt Spain, this includes Colocation Services in non-Data Centre locations

12 Colt Online

Search and view any bill from the previous six months in .pdf format*

* Not available in Switzerland due to data protection legislation.

You are here: [Colt Online Home](#) > [Billing](#) > [Bills](#)

Find Bill

Find a specific bill using the invoice number.

Invoice Number:

OR

Search Bills

To search for bills, use any combination of the following criteria

Billing Month:

<input checked="" type="checkbox"/> Nov 2009	<input checked="" type="checkbox"/> Dec 2009
<input checked="" type="checkbox"/> Jan 2010	<input checked="" type="checkbox"/> Feb 2010
<input checked="" type="checkbox"/> Mar 2010	<input checked="" type="checkbox"/> Apr 2010

Billing Contract Number:

Colt Customer Number:

Results Per Page:

Bills

From here you can view, download and print bills from the past 6 months. Online billing is only an additional service feature. You will still receive a paper invoice for all services.

Bills are in PDF format. [Download Acrobat Reader](#) to view bills.

Figure 3: Find Bills

View the status of any order in the delivery process

Order Details 1

 Print Order

[← Back to Search Results](#)

« FIRST | « BACK | 2 / 2

This is a main order.

Overview



Please note that the additional Order Details will be displayed after order validation has been completed

Figure 4: Order Details

View the status of any ticket (covering faults, enquiries, service requests) in real-time

 Print Ticket

Overview

Details

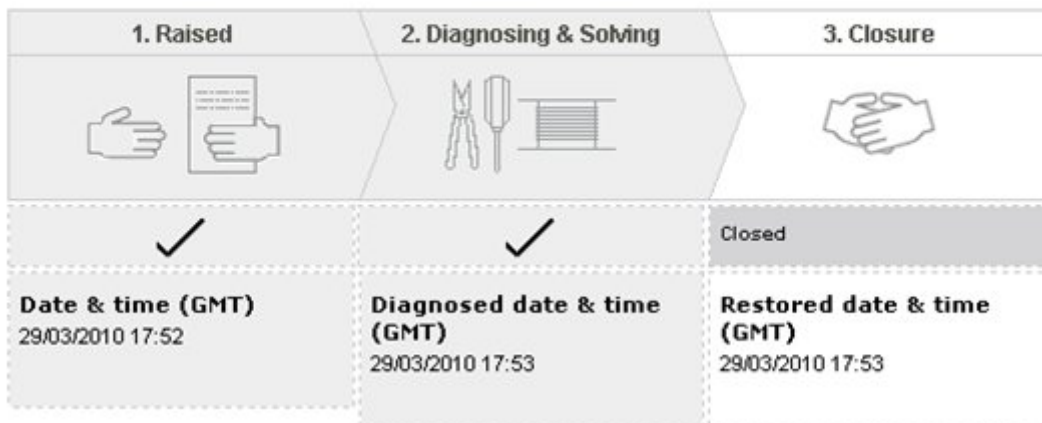


Figure 5: Ticket Status

Search and view all live services

Service Details ?

[< Return to Search Results](#)

Service / 19 [NEXT >](#) [LAST >>](#)

[Customer Details](#) | [Service Details](#) | [Service Details - Billing](#)

Service Details - Billing

The amount shown on the invoices may include other services in addition to the one you are viewing on this page. Please view the invoice to check which orders are included.

Total Monthly Rental	0.0
Billing Start Date	Mon Mar 22 00:00:00 GMT 2010
Billing Expiry Date	

Invoice No.	Amount	Issue Date
20092010	78366.56	02-11-2009
20102010	77141.92	02-01-2010
20092010	75097.17	01-12-2009
20102010	75146.02	02-02-2010
20102010	75071.51	02-03-2010

Figure 6: Service Details

View an account dashboard, summarising the four features above