

BT Internet Connect Global

Networks that think



With a range of capabilities to meet the needs of the largest to the smallest of your sites.

When your organisation needs dedicated Internet access worldwide, BT Internet Connect is the intelligent choice. BT provides the right services at the right price across the globe.

Improving your Internet connected world to make the most of Cloud

The Internet is a foundation of the way we work today, connecting your customers, suppliers, offices and employees wherever they are. You need a cost effective service you can trust and rely on. BT Internet Connect gives you:

- **Reduced management complexity.** We deliver and manage your Internet connections, removing the headaches of dealing with multiple suppliers in different locations around the world
- **High performance for improved customer experience.** Where your priority is high performance, uncontended (1:1) bandwidth is ideal to ensure your applications perform at their best, improving customer experience, productivity and profitability. High performance Internet Connect is currently available in 49 countries with plans to considerably extend coverage during 2014/15
- **Global reach for your smaller and remote sites.** Global reach for your smaller and more remote sites.

Internet Connect Reach is available in over 190 countries using our partners for connecting smaller and more remote sites.

- **Integrated with IP Connect Global, BT's MPLS IP VPN.** Gateways around the world between IP Connect and Internet Connect reduce the cost of providing Internet access and the time taken to deploy
- **Improving security.** With the rise of the internet, and bring your own devices, security is an increasing challenge. Internet Connect includes options for DDoS (Distributed Denial of Service) and Next Generation Firewalls, allowing you to define and apply your security policy to sites and users of bring your own devices
- **Improving performance for cloud services.** With increased use of public cloud services like Office 365 and salesforce.com, end user applications performance can be a challenge. Internet Connect includes an option for application acceleration to popular cloud service providers
- **Service Level Agreements.** With a comprehensive service level agreement that covers performance, availability and delivery, backed up by service credits. You can be assured we will meet our commitment to you
- **Cost-effective.** Whether you're connecting your largest or smallest of sites, Internet Connect is a cost effective way of managing your internet connectivity.

“The printing industry works 24 hours a day, seven days a week. So we need to have the peace of mind of an extremely strong infrastructure that can cope with that.”

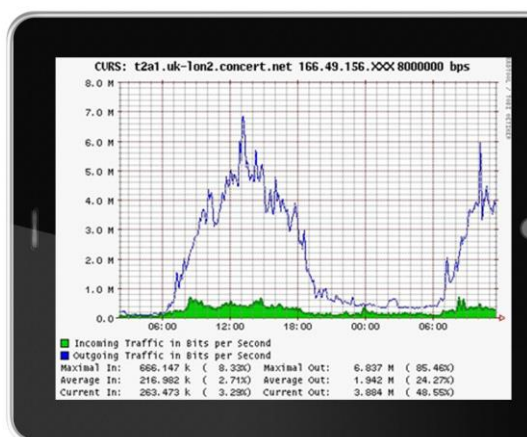
Marcus Gillioen, Vice President, PaperlinX Europe

Flexible, assured availability and performance to meet your needs

BT Internet Connect Global has a range of service features to meet your exact needs:

- **Access speeds.** Up to 10Gbps, BT Internet Connect Global is ideal whether you're connecting your organisation's web presence or a remote site
- **Flexible Service speeds.** BT Internet Connect Global offers flexible service speeds from 2Mbps to 10Gbps, so you can match your network to your business demands, improving cost control
- **Resilience options.** Today the internet is mission critical, so we offer a range of features to meet your availability needs: dual homing, failover and load balancing routing options and single or diversely routed physical access services
- **CPE.** As a managed service we include a Cisco router
- **IP and application services.** As standard, we include primary and secondary Domain Names Services. We also offer as many IPv4/IPv6 addresses as you require
- **Peering.** Strong peering agreements with all major providers
- **Reporting.** Customer portal with performance dashboard and core network performance reports:

<http://www.bt.net/>



- **Global Transit for ISP's.** As a domestic or regional Internet Service provider, you can widen connectivity for your users to all content providers around the world
- **Service Level Agreements.** For our high performance service, we offer up to 100% service availability target and we offer latency guarantee on key routes
- **Service Experience.** ITIL based end-to-end services principles, backed up by ISO 20000 registrations. 24x7 Fault Management via SPOC with Security expertise to detect, trace and mitigate attacks on your networks.

Completing BT Internet Connect Global, BT Internet Connect Reach has a range of features to meet your coverage needs:

- **Access speeds.** Up to 100Mbps. As this a best efforts service, common sites are remote offices with speeds up to 10Mbps but typically 2Mbps
- **Wide choice of access options.** Both symmetric and asymmetric internet access lines and various levels of contention and wide range of access technology which vary per country: Cable, Mobile, PLC (Ethernet or leased Line), Satellite, Wireless (3G), xDSL
- **CPE.** Our Internet Connect Reach CPE service is launching with effect December 2015.
- **IP and application services.** A static IP address is standard. IPv4 only
- **Service Level Agreements.** Internet Connect Reach is a best efforts service. The target availability is 98%
- **Service Experience.** With ITIL based end-to-end services principles, backed up by ISO 20000 registrations. 24x Fault reception.

A feature comparison for Internet Connect Global & Internet Connect Reach is detailed in Table 1

Description	Internet Connect Global	Internet Connect Reach
Customer needs	Internet service to maintain web presence for e-commerce and secure access to cloud service providers. Need high performance, high availability, robust, reliable, managed, bandwidth Internet service requirements. Up to 10Gbps, but typically 100M to 1Gbps	Extending locations where Internet Connect Global is not available. Internet access for smaller and remote sites needing small bandwidth, lowest possible cost. Sites that can afford best effort service (no SLA guarantee) and therefore better balance between critical and non-critical sites.
Positioning	Support of Internet based applications (content) or browsing. Key enabler for Cloud Connectivity Services. Allow flexibility for mixed Internet / VPN solutions as well as making it easier to sell GS value added services (i.e. Connect Applications and Assured services).	To complement BT Internet Connect Global. Addressing the low end market with cost effective solution. For small locations where connectivity is difficult, cost is prohibitive and site not needing fully managed service with SLAs.
Coverage	49 countries: BT owned backbone (extensive peering, limited AS hops to all destinations across the Internet). Considerably extending on-net coverage during 2014/15.	Coverage in 190+ countries.
Peering	BT Internet Connect has extensive peering, through our UK (AS2856) and International (AS5400/AS3300) backbones. For details of the current network peering refer to www.ripe.net/whois	Uses Third party for the internet service where BT has no control over the ISPs peering agreements and network designs.
Access Types and speeds	Leased Line and Ethernet. All accesses are uncontended. Up to 10Gbps	Services range from uncontended to highly contended (DSL, Cable, Satellite, Wireless, Mobile, Private Line, Ethernet & Fibre). Up to 100Mbps. As this a best efforts service, common sites are remote offices with speeds up to 10Mbps but typically 2Mbps.
Resiliency options	Failover. In normal operation all the traffic goes over one primary access circuit. In the event of a failure, the traffic fails over to a secondary access; which, if available, has been diversely routed Load Balance. Load balancing differs from Failover by sharing the traffic in normal operation over the two physical accesses, diversely routed if available. In the event of an access failure, all traffic is routed over the remaining access.	No resiliency options available at this time.
CPE	Both BT Managed CPE or customer's owned and managed CPE supported.	Internet Connect Reach CPE service is launching with effect December 2015.

Description	Internet Connect Global	Internet Connect Reach
Service features	<p>Static & BGP Routing</p> <ul style="list-style-type: none"> IP Address allocation (dual IPv4 & IPv6 stack) as many as you need and issued by a Regional Internet Registrar (such as Reseaux IP Europeans – RIPE) DNS management. Primary DNS independent of number of hosts as well as Secondary DNS, reverse DNS and DNS resolution Port Only service. Where customer's existing own access can be used 	<p>Static. No customer routing options. A static IP address is standard. IPv4 only.</p>
Service Level Agreements (SLA)	<p>On Time Delivery, Site Availability, Network Performance.</p> <p>Comprehensive SLAs with service credits if we do not meet our commitment to you:</p> <p>Availability. We offer up to 100% service availability target for leased line and Ethernet over fibre access circuits and up to 99.50% for Ethernet over Copper delivered services. Where we fail to meet the SLA we will provide services credits.</p> <p>Latency. Average round-trip transmission time of 20 milliseconds or less, in the UK, 45 milliseconds or less in Europe, 95ms to the US, 320ms Europe to Asia and 260ms Europe to Latin America. These latency measures are based on designated points of presence and transit routers.</p> <p>Late delivery. We will deliver the service to an agreed Contractual Delivery Date and if we are late we will provide service credits.</p>	<p>Service Targets for On time Delivery and Site Availability. BT has no control over the 3rd Party ISP network design, peering or management.</p>
Reporting	<p>Customer utilisation reports are available on-line for the previous day, previous 7 days, previous 4 weeks and previous month. Network latency reports are available at www.bt.net</p>	<p>No reports available at this time.</p>
Security	<p>Can be combined with BT Assure portfolio to offer a range of security options to protect customer's employees and applications:</p> <p>Firewalls, intrusion detection, SPAM protection and other security service to implement your corporate Internet protection strategy</p>	<p>Security feature identical to Internet Connect Global.</p>

Connect with Confidence worldwide

Reduced management complexity

- A single organisation to manage your internet connections around the globe.

High performance for improved customer experience

- Uncontended service
- Available in 49 countries

Global reach for smaller and remote sites

- Provided by partner ISP's
- Range of access options
- Available in 190+ countries

Integrated with IP Connect Global, BT's MPLS IP VPN

- Enhanced regional IP Connect Global internet breakout gateways including virtual firewalls and extension of customer's own VPN over the internet.

Improving security by combining with BT Assure Security Services

- Cloud based web & content filtering
- DDoS mitigation
- Intrusion detection, SPAM protection and other security
- Next Generation Firewalls within BT's Internet PoPs

Improving performance for Cloud Services by combining with BT Connect Applications, Application Performance Management

- Web performance monitoring
- acceleration built into BT's Internet PoPs nearest to major cloud providers
- Optimisation for Unified Communications applications

Extensive International and local expertise

Buying from BT not only means that you are buying a world-class, next-generation service, but it also means you are benefiting from over 25 years of investment in the design, building and management of secure networks around the globe.

We are at the forefront of global network technology. We can act as a single supplier for all your IT needs, and offer flexible, consistent service levels and an exceptional customer experience.

BT Global Services' capabilities are well recognised across the industry. We're featured in the Leadership category of Gartner's Magic Quadrant for Global Network Providers - based on Completeness of Vision and Ability to Execute.

Our team of professionals operate in more than 75 countries, and we have the world's largest qualified technical expertise resources, with more than 4,000 Cisco-certified engineers.

Get in touch with your BT account manager to learn more about BT Internet Connect services and how best to take advantage of Cloud Based services to improve your internet connections around the world.



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.