

Cloud Connect

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> This document is an informative description of the standard Inter.link Cloud Connect service. The applicable service order, Service Level Agreement (SLA), and Master Services Agreement (MSA) prevail in the event of any conflict.

01

Service overview

Inter.link Cloud Connect provides private Layer 2 connectivity between an eligible Inter.link port and a supported cloud-provider connection point. The customer establishes and operates any required BGP session directly with the cloud provider. Inter.link does not provide addressing, routing policy, NAT, DNS, an IP gateway, or Internet access as part of the service.

The customer-facing service is available at every Inter.link point of presence (PoP). Cloud provider, handoff location, and bandwidth availability is separate and is confirmed during ordering. The service order records the Inter.link port, cloud provider and account, handoff location, VLAN, bandwidth, term, and charges.

Private transport avoids ordinary public Internet forwarding but is not inherently encrypted. Inter.link does not provide data-plane encryption; any required encryption is selected and managed by the customer.

The standard customer-side service boundary extends to the Inter.link patch panel in the building meet-me room (MMR). Customer equipment, cabling, power, and any extension beyond that demarcation remain the customer's responsibility. A data-centre cross-connect may be ordered directly by the customer or supplied by Inter.link as a separately quoted item.

02

Provider and region availability

CLOUD PROVIDER	CURRENT AVAILABILITY
AWS	Available
Azure	Coming shortly
GCP	Planned
Other providers	May be added on request, subject to feasibility and quotation

The standard AWS regions are `eu-west-1`, `eu-west-2`, `eu-central-1`, and `eu-north-1`. Other AWS regions may be requested, and supported regions can be reached from any Inter.link PoP. The customer selects the handoff location for the cloud connection when ordering; the available locations are shown in the portal. The AWS hosted connection is created in the AWS region associated with the selected handoff location, and VPCs in other AWS regions are reached through the customer's own Direct Connect Gateway.

AWS connections are delivered as an AWS Direct Connect hosted connection allocated into the customer's own AWS account. Inter.link has the hosted connection allocated; the customer accepts it in the AWS console, then creates the virtual interface on it and establishes the BGP session. The virtual interface type (private, public, or transit) is the customer's choice, and a hosted connection carries one virtual interface. Inter.link is not involved in the virtual interface or BGP configuration.

AWS bills the customer's AWS account directly for the hosted connection (port-hours, from acceptance) and for data transfer out, in addition to the Inter.link charges. The cloud provider's account, quota, and charging terms apply independently.

03

Physical and logical handoff

The service may use a dedicated port or share an eligible physical port or Link Aggregation Group (LAG) with other Inter.link logical services. All physical interfaces operate in full-duplex mode. Auto-negotiation is not supported. Inter.link supplies and maintains the transceiver installed in Inter.link equipment; the customer supplies and maintains the transceiver in the customer equipment.

Supported transceivers

INTERFACE	STANDARD TRANSCEIVER	FEC BEHAVIOUR
1G	1G-LX	—
10G	10G-LR	—
25G	25G-LR	RS-FEC by default; FC-FEC is available
100G	100G-LR or 100G-LR4	RS-FEC where required by the optic
400G	400G-LR4	—

All listed optics use single-mode fibre. Connector type, reach, wavelength, and optical operating limits follow the selected transceiver. Other optical options may be quoted separately. Current port speeds and bandwidth options must be confirmed in the customer portal or with Sales.

Ethernet presentation

The customer-facing handoff is a tagged VLAN on the customer's Inter.link port; an untagged handoff is not offered. The customer selects the VLAN ID on their own port. Inter.link translates the customer-facing VLAN to the VLAN required for the cloud connection, so those VLAN IDs do not need to match. The cloud-side VLAN is assigned by Inter.link and is the VLAN shown on the hosted connection in the customer's AWS console; the virtual interface must use it.

ATTRIBUTE	STANDARD BEHAVIOUR
Tagged service	Outer TPID `0x8100`; the outer VLAN ID must exactly match the service configuration
VLAN range	VLAN IDs 2–4094 per port or LAG, subject to availability on the port
Additional tags	Tags below the outermost service tag are carried by Inter.link, but the cloud-side virtual interface terminates a single tag; only single-tagged frames are meaningful end to end
PCP and DEI	Preserved but not interpreted or honoured for traffic priority
Ethernet MRU	9,100 bytes for the complete frame as received, including Ethernet headers, VLAN tags, payload, and FCS
End-to-end frame size	May be lower where required by the cloud provider or attachment and is confirmed for the ordered connection

Cloud Connect uses dynamic source-MAC learning with a limit of 1,000 learned MAC addresses per service and an aging timer of 300 seconds of inactivity. ARP and IPv6 Neighbor Discovery are transported without Inter.link proxying.

Link aggregation

LACP is supported with one or multiple members. All members must have identical speeds and terminate on the same Inter.link router. Fast LACP timers are used, and no minimum members are configured. If a member fails, flows are redistributed across the remaining active members while the LAG remains operational.

04

Bandwidth and traffic treatment

Cloud Connect bandwidth is symmetric and does not burst above the ordered rate. Traffic entering the Inter.link service is hard-policed at both the customer-facing and cloud-facing endpoints, and the cloud provider polices the hosted connection at the ordered rate.

The policer measures the complete Ethernet frame, including headers, VLAN tags, payload, and FCS. There is no product-defined packet-per-second or frames-per-second limit. The ordered bandwidth is dedicated to the service and is not shared with other customers.

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Resilience and diversity

Cloud Connect may be ordered with varying levels of diversity. Sales can confirm which diversity levels are available.

The customer's direct routing relationship with the cloud provider controls path selection and failure handling across services. Loss of a cloud-side or Inter.link path is not propagated by taking down the customer-facing Ethernet interface; the customer must detect failures through its cloud routing or BGP.

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Ordering and management

New Cloud Connect services may be ordered through the customer portal or API. Support in the Inter.link Terraform provider will be available shortly after the official product launch. The portal shows the service status, and traffic graphs, port errors, and optical values for the customer's Inter.link port.

Activation of an AWS service follows these steps:

1. The order is placed with the Inter.link port and VLAN, the handoff location, the bandwidth, the term, and the 12-digit AWS account ID.
2. Inter.link provisions the service. A hosted connection appears under Direct Connect connections in the customer's AWS account, in the AWS region associated with the selected handoff location, pending acceptance. It carries the cloud-side VLAN assigned by Inter.link.
3. The customer accepts the hosted connection, creates a virtual interface on it using that VLAN, and establishes the BGP session. The virtual interface shows as down until BGP is established.
4. The service is active once the hosted connection and the BGP session are up.

Cloud Connect is sold on a fixed contract term. Cancellation of, and changes to, an existing service are handled through Inter.link support; a change is delivered as a new order replacing the existing service.

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Responsibilities

ACTIVITY	INTER.LINK	CUSTOMER OR CLOUD PROVIDER
Layer 2 transport	Operates the customer-facing handoff, provider network, VLAN translation, and cloud interconnect within the ordered boundary	Cloud provider operates its cloud-facing edge and attachment
Service configuration	Provisions the ordered Cloud Connect service and has the hosted connection allocated into the customer's cloud account	Supplies complete order data, accepts the hosted connection, and creates the virtual interface and BGP session in the cloud-provider console
Transceivers and customer equipment	Supplies and maintains the Inter.link-side transceiver	Customer supplies and maintains its transceiver, router, cabling, power, and configuration
Cross-connect	May supply it when separately quoted	Customer orders and maintains it unless included in the Inter.link quote
Routing and encryption	Provides Layer 2 transport only	Customer establishes routing directly with the cloud provider and manages any encryption
Capacity	Delivers the ordered bandwidth	Customer selects adequate capacity and manages cloud-provider quotas and charges
Redundancy	Delivers each ordered service independently	Customer designs redundancy across services and controls traffic selection through its cloud routing design
Fault isolation	Tests the Inter.link service to its demarcations and manages the support ticket	Customer and cloud provider test and support their respective service boundaries

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Service levels and support

Availability and performance commitments, incident priorities, response and restoration targets, maintenance rules, exclusions, remedies, and service credits are defined exclusively in the applicable SLA. Nothing in this informative specification changes those terms. Cloud-provider terms apply independently to the cloud-side portion of the connection.

Need a hand?

Our network engineers are happy to help — reach out through the Inter.link Portal or visit inter.link.