

IP Access

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> This document is an informative description of the standard Inter.link IP Access 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 IP Access is a dual-stack Layer 3 Internet connectivity service. Inter.link operates the Internet gateway and delivers IPv4 and IPv6 default routing over directly connected transfer networks. Customer BGP is not used or supported, and a public ASN is not required.

The service is available at every Inter.link point of presence (PoP). The service order records the customer-specific location, port, bandwidth, VLAN, addresses, diversity, term, and charges.

The standard service boundary extends from the Inter.link provider edge to the Inter.link patch panel in the building meet-me room (MMR). Customer equipment, cabling, power, LAN configuration, firewalling, 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. Address translation is not included.

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Service and routing options

Every service includes IPv4 and IPv6; IPv4-only and IPv6-only orders are not supported. The service may use a dedicated port or share a physical port or Link Aggregation Group (LAG) with other Inter.link logical services.

Flat-rate and burstable CDR billing models are available. Multiple services, including services on ports in different PoPs, may be placed in a separately ordered aggregation group.

IP Access includes an Inter.link-assigned IPv6 `/56`. An IPv4 routed block is not included by default and may be ordered separately. Customer-triggered RTBH and BGP FlowSpec are not supported because IP Access has no customer BGP session. Detection, diversion, and scrubbing are available as a separately ordered

DDoS Protection service.

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Physical and logical handoff

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. No Inter.link-managed NID or CPE is installed.

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.

Ethernet presentation

ATTRIBUTE	STANDARD BEHAVIOUR
Tagged service	Outer TPID `0x8100`; the outer VLAN ID must exactly match the service configuration
Untagged service	One untagged service per physical port
VLAN range	VLAN IDs 1–4094, subject to availability on the selected port or LAG
Incorrect ingress VLAN	The frame is discarded
IP MTU	1,500 bytes standard; jumbo frames can be enabled but support over the Internet is best-effort

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.

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Bandwidth and traffic treatment

Current port speeds, bandwidth options, and ordering increments must be confirmed in the customer portal or with Sales.

A flat-rate service is policed to the ordered bandwidth. A burstable service has no configured burst ceiling below the physical port capacity. For a burstable service, the ordered CDR is a billing commitment and not a data-plane policer.

Traffic is delivered on a best-effort basis. There is no class-based QoS or product-defined packet-per-second limit. DSCP and ECN values are preserved unchanged within the Inter.link-managed service, but their preservation across the public Internet is not guaranteed. Congestion is handled through ordinary packet discard.

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Burstable-service measurement

Burstable usage is measured using interface octets. For each target month, Inter.link obtains inbound and outbound traffic data in five-minute intervals and calculates a 95th-percentile value independently for each direction. The greater value is the measured monthly usage.

For a separately ordered aggregation group, the independently selected p95 value of each member service is summed and compared with the aggregation-group CDR.

Aggregation may include services on different ports and in different PoPs. Each service remains limited only by its physical port capacity.

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IP addressing and routing

Inter.link assigns an IPv4 `/31` and an IPv6 `/127` transfer network by default. Each contains an Inter.link gateway and a customer endpoint. Larger transfer networks are available on request.

An Inter.link provider-aggregatable IPv6 `/56` is assigned and statically routed to the customer by default. No routed IPv4 block is included by default. IPv4 blocks from `/31` through `/25` may be ordered in the portal; larger IPv4 blocks and larger IPv6 allocations are available on request.

Provider-aggregatable address space is registered and assigned through RIPE and is reclaimed immediately when the service is deprovisioned.

Addressing is static. Inter.link does not provide DHCP, DHCPv6, IPv6 router advertisements, or DNS resolvers as part of the service. Reverse DNS and supported static-route changes may be requested through a customer-portal ticket. ARP and IPv6 Neighbor Discovery are used on the directly connected transfer networks.

BGP and BFD are not supported on IP Access.

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Resilience and diversity

Resilience is constructed by ordering two independent IP Access services on different Inter.link routers. Each service is ordered and addressed independently, has its own full ordered bandwidth, IPv4 and IPv6 transfer networks, and Inter.link gateway. Inter.link does not provide VRRP or a shared gateway between the services.

The two services receive distinct IPv6 `/56` blocks and distinct ordered IPv4 blocks. A routed allocation belongs to its respective service and is not delivered through both gateways. The customer operates both services and controls path selection.

Physical diversity may be ordered between the services. Sales can confirm which level can be offered, and the service orders define the diversity boundary and any dependencies outside it.

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Responsibilities

ACTIVITY	INTER.LINK	CUSTOMER OR THIRD PARTY
Backbone and gateway	Operates the IP backbone, provider edge, and ordered gateway	—
Service configuration	Provisions each ordered IP Access service	Supplies complete and accurate order data
Transceivers and customer equipment	Supplies and maintains the Inter.link-side transceiver; no managed NID or CPE is installed	Supplies and maintains the customer-side transceiver, router, LAN, cabling, power, and configuration
Cross-connect	May supply it when separately quoted	Orders and maintains it unless included in the Inter.link quote
Address space	Assigns and routes the ordered provider-aggregatable space	Uses only the assigned space and secures connected systems
Capacity	Delivers each service's full ordered bandwidth	Manages customer-side capacity and any port oversubscription
Resilient delivery	Places independently ordered services on different Inter.link routers and provides any ordered diversity boundary	Operates both services and controls path selection
Fault isolation	Tests to the demarcation and manages the support ticket	Provides access, evidence, and customer-side testing

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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.

Need a hand?

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