



In confidence

Wholesale Ethernet Direct Internet Access

Aide Memoire

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Overview of Wholesale Ethernet Internet Service

Wholesale Ethernet is a well-established product within the Enterprise Data Connectivity portfolio. This product development gives new and existing Wholesale Ethernet customers the ability to provide direct internet access via an internet based etherflow (Etherflow Internet).

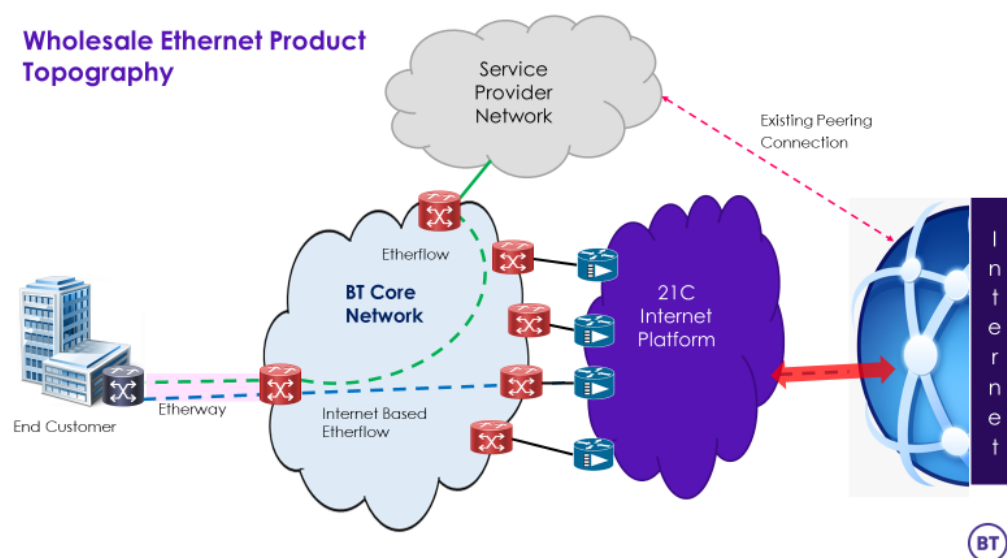
This connection will be provisioned direct from the BT Peering platform direct into the Wholesale Ethernet CP's end customer Etherway Fibre site access.

The Wholesale Ethernet Internet etherflow service connects through the existing BT Wholesale Ethernet platform direct into BT's peering platform.

The service is effectively deliverable through two consumption models. Please note you do not have to be a Wholesale Ethernet customer before requesting or provisioning either service. Please contact your account manager for further details.

For existing Wholesale Ethernet customers, the new service will allow them to connect an additional etherflow internet service directly into a new or existing Etherway alongside their own Etherflow Connected offering.

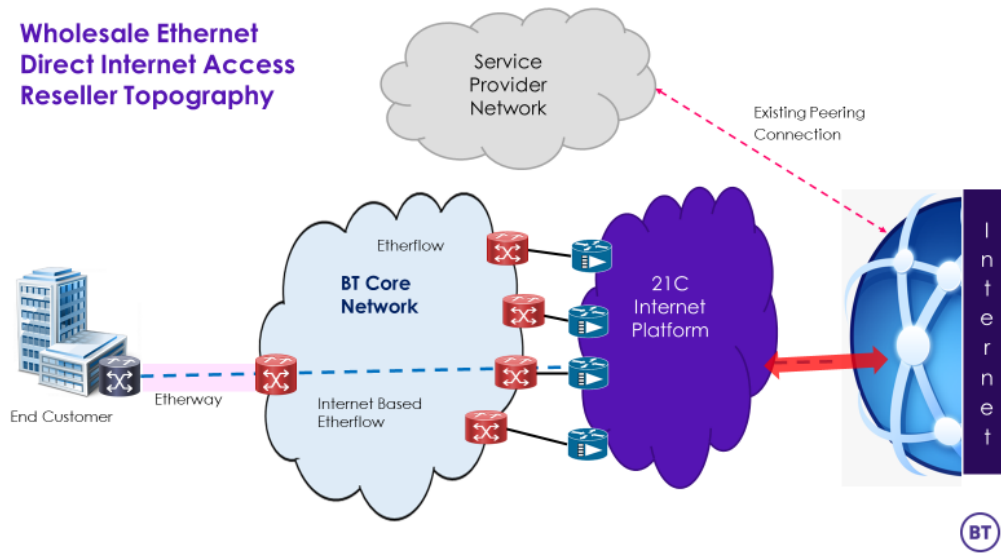
See Diagram 1.



For new ethernet customers or customers who wish to provision an ethernet access service directly into the internet without it trans-versing their own network. The service will be supplied and provisioned directly into the end customers site, with the service being managed by the reseller over the layer 3 offering see diagram 2 Reseller variant.

The service is wires only.

Diagram 2



Service Offering

This document outlines phase 1 of the service the Etherway Fibre access offering. The service will initially be offered to Service Providers who either currently consume the BT Wholesale Ethernet service and require an internet peering option for the customer's orders or new customers who are looking to provide a standalone Direct Internet Access type service to their customers.

This phase 1 offering allows BT's service providers to provision new and exciting services:

- Etherflow Internet – a direct internet peering etherflow connection.
- This can be enabled as a new second etherflow that's connects direct into the internet platform. Thus, enabling the service to reside alongside an existing etherflow(s) that connect back into your network. As in Diagram 1 ¹
- New wholesale ethernet and network resellers will be able to provide a direct connection from the internet into an end customers site over a fibre Etherway removing the need to have a network of their own.
- Business Zone will enable you to order the Etherway and the Etherflow Internet as bundle and is the best option to link the components together. In the same way as Etherflow Connected are ordered today.
- The Etherway access service will be provisioned through the business-as-usual process with the standard product commercial terms and conditions. The internet based etherflow will be provided with an additional 3-day lead time.
-
- The service will be provisioned with a /29 IPV4 address block as standard plus the IPV6 equivalent.
- Phase 1 is available on Etherway Fibre only – service development phase 2 will include FTTP and SOGEA access (due Spring 2022).
- The service is network only and does not include any hardware.
- The service is available on 100M and 1GB Etherway accesses. 10Gb accesses will be available in 2022.
- The etherflow internet service is provided as a premium rate etherflow service, so the bandwidth is guaranteed across the whole BT Network.

1 - For multiple etherflows to be configured over the end customer Etherway access. The Etherway will have to be configured as Vlan enabled, port enabled is not an option. This service change is configurable within the standard service delivery process on Business Zone.

- VLAN ID 9999 is not supported.

- CVLAN are not support as part of the Direct Internet Access service. SVLAN up to 4094 are.

Product Launch

The Etherway service will be ordered and completed as Business as Usual (BAU) on business zone by the CPs order entry personnel.

The etherflow internet portion of the service will be ordered via a new etherflow Internet section on the Business Zone portal. This service will initially only be available to CPs who have gone through an onboarding process – speak to your account manager for details please.

The Etherflow Internet ordering element will also be requested through 3 or 4 new screens within the ordering journey on the portal. This can be ordered as part of the bundled order or as a standalone element for an existing etherflow Fibre (ETHA)

Even if the service requested is to be standalone not connected to your (the CP's) existing network the business zone portal will need to include the network address for your existing network to associate the assets on the system.

The access service and etherflow will need to be provided as either Vlan enabled, or Port based for the service to operate correctly. To allow the connection of an additional etherflow either Internet based or standard etherflow connected later Vlan Enabled should it be requested.

IF you are placing an order for VLAN enabled. The CP will need to identify Vlan tagging addresses for the etherflows to be connected onto alternatively BT can automatically generate them as part of the order entry process.

The following is new additional information that will be required when ordering the new Etherflow Internet connection

*The CP Name IP addresses will be / are registered in
Company Legal Entity – a 10-digit numerical number allocated to each CP by their account manager at time of onboarding.
Full legal company name if different
Nature of company business*

The above information is for the ripe registration that BT will undertake on the CPs behalf.

Also required will be the IP Description of use. If more than a /29 is required.

Other services that are available:

- Service modifications
 - Changes to bandwidth speed
 - Different IP ranges (e.g., different volumes or changes to /29)
 - Changes to IP ranges.

Installation and Set Up of the Initial Connection of Service

If you are an existing Wholesale Ethernet customer your account manager / data specialist will need to speak to the product line to get the Wholesale Ethernet Direct Internet Access ordering access enabled on your existing BZ portal.

The access lead time will as stated be delivered as BAU with the provisioning lead time based on the survey results from Openreach.

Wholesale will then provision the etherflow service. Providing a handover completion pack when the service is completed.

The service pack will include the relevant IP and addressing details to enable the CP to configure their hardware and complete the end-to-end service provision.

Any new customers wishing to order Wholesale Ethernet Internet will have to ensure that they are fully authorised and on boarded to purchase the service through BT Wholesale. This will require the account manager onboarding the customers as BAU and could require up to 2 weeks set up period. So please speak to your account manager at the earliest opportunity.

Repair Journey

Should a fault occur after the installation of service, the Etherflow Internet Service has been set up to enable faults to be reported online by the Business Zone portal.

The repair process will look at the two aspects of the product the access service and the IP service element to ascertain where the fault exists. Faults should be reported against the ETHI reference.

The repair journey will be supported by the standard repair Terms and Conditions of service.

All CPs will be required to undertake the products existing Business Zone repair process journey before passing the fault over to BT personnel.

Any support documentation (fault logs/ network pings etc.) produced in fault checking needs to be sent across to

21cn.private.wire.repair@bt.com

Service Commercials Charges

BT has made the service pricing available via the Wholesale Ethernet pricing tool as Wholesale Etherflow Internet. The Etherflow Internet product will be invoiced along with the other ethernet assets on your existing Wholesale Ethernet bills.

As part of the product launch the product team would like to have opportunity to speak to the CP's agents/ contacts to discuss the user experience and obtain feedback on the service and order entry process feedback. A call will be set up and arranged by your account manager.

Service Commissioning

The Etherflow Internet (Direct Internet Access) service will supply KCI's as part of its order progression and KCI information will depend whether a new access service (Etherway) has been requested at time of ordering or not.

The completion notification KCI7 will provide all the relevant details for router connection

ETHN ID – Network reference

ETHI ID ETHI reference

A end Vlan Setting - If VLAN Mapping is requested this value must be entered into the router configuration

Bandwidth Speed requested

Traffic Class Premium

A End circuit Id ETHA reference (Etherway Fibre access reference)

A end Address

Etherway Type

Etherway Bandwidth

Segmentation type either port or Vlan Mapping

Other reference

The details on the IPV4 WAN subnet & IPV6 wan Subnet

Details of the /29 default IP Addresses (this may be different if a different classification was requested at time of ordering)

IPV4 addresses

For configuration assistance, see appendix at end of document

IPV6 addresses

For configuration assistance, see appendix at end of document

IP descriptions of usage i.e., firewall/ router (if detailed on application).

TECHNICAL NOTE:

Where port-based segmentation has been requested the segmentation details may not necessarily be required for the hardware configuration

If Vlan Mapping service is required as with the existing ethernet service (etherflow connected) you the CP can either provide the VLAN Tags required, or you can allow BT to auto-generate. The details will be on the KCI7.

Please ensure if you allow BT to provision the tagging you can utilise a full range up to and including Vlan tag 4094

If you are utilising Vlan tagging you will need to provide the Vlan Tag details within the router configuration to get the service to operate correctly.

Further support and documentation

Various support documents, training guides, Podcasts and CBTs (Computer Based Training) packages can be found via the following links: These are not specific to Wholesale Ethernet Direct Internet Access / Etherflow Internet

<https://www.btwholesale.com/pages/static/products-services/wholesale-ethernet.htm#accProducts=5>

<https://www.btwholesale.com/pages/static/help-and-support/wholesale-ethernet/transformed-ethernet-ordering.htm>

Note: You will need to login to <https://www.btwholesale.com> to download any documents.

Training podcasts and supporting documentation can also be found via the following link:

<https://www.btwholesale.com/pages/static/help-and-support/training.htm>

A good source of reference for IPv6 is the RIPE site:

<http://www.ripe.net/internet-coordination/ipv6>

8.1 Appendix 1 IP Configuration



Appendices - IP
Configuration Guide