Columbia Fibre Service

Fibre Connectivity

Backbone operates two fibre lines, coming from different providers, going to different exchanges. Both are 1Gb/1Gb leased lines, terminating in a dedicated building connectivity comms cabinet.

Service levels

Below the service levels provided to the landlord. These service levels are only for the lines coming into the building and will not stretch to the patch panel in the riser. No SLA or Service credits will be provided on the internal infrastructure, as there are too many external factors that can influence its performance. Nevertheless, to give tenants a view of the quality of service delivered, we have provided the connectivity targets below.

Service type	1Gb/1Gb (CityFibre)	1Gb/1Gb fibre (Virgin Media)	Internal Infrastructure (Medusa-Backbone)
Availability target	99.90%	99.85%	99.00%
Target Clearance Time (critical)	8 hours	6 hours	4 hours
Target Clearance Time (non-critical)	2 business days	9 hours	5 business days
Planned outage notification	< 5 business days	< 5 business days	< 6 business days

Local Networking Infrastructure

From the incoming connections, we use a router with traffic management facilities. It operates by providing segmented shared access for tenants in the building and combines their traffic into the one of the two Internet circuits.

On floors 1 through 4, Cat6A double shielded cabling has been run, terminating in a patch panel in the riser on your floor. On this panel, we provisioned every tenant with at least one RJ45 port. From there it is the tenant's responsibility to run and operate cabling to their offices.

Security

The installation follows CERT and SANS advisories on Internet related security issues, amongst others. Configuration files, scripts and other system resources are protected by encryption so that only permitted processes by permitted access methods can initiate changes.

All system updates are centrally managed and patched pre-emptively according to recommended practice against known vulnerabilities.

Compliance has been demonstrated for military, government and public/private research occupants of business centres. Backbone is happy to assist in any technical audits of the fibre provision.

Hardware Next-day Replacement Service

Even though we have a redundant setup available, in case our on-site hardware fails, we operate on a next day replacement service, getting new hardware on site as quickly as possible.

Remote Monitoring

We monitor circuits and infrastructure. We use a 3rd party service to provide unimpeachable evidence of availability and operation. If something causes concern, we can add diagnostic task or resources to track the issue at source. If we see a threat, we will proactively isolate it before the issue grows.

Helpdesk by email and phone

Our helpdesk can be reached during working day hours (0830-1730).
We operate a ticketed system to ensure traceable support efforts.