Service Provider Multihoming

ISP Workshops



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Acknowledgements

- This material originated from the Cisco ISP/IXP Workshop Programme developed by Philip Smith & Barry Greene
- Use of these materials is encouraged as long as the source is fully acknowledged and this notice remains in place
- Bug fixes and improvements are welcomed
 - Please email workshop (at) bgp4all.com

Philip Smith

Service Provider Multihoming

Previous examples dealt with loadsharing inbound traffic

- Of primary concern at Internet edge
- What about outbound traffic?
- Transit ISPs strive to balance traffic flows in both directions
 - Balance link utilisation
 - Try and keep most traffic flows symmetric
 - Some edge ISPs try and do this too

□ The original "Traffic Engineering"

Service Provider Multihoming

Balancing outbound traffic requires inbound routing information

- Common solution is "full routing table"
- Rarely necessary
 - Why use the "routing mallet" to try solve loadsharing problems?
- "Keep It Simple" is often easier (and \$\$\$ cheaper) than carrying N-copies of the full routing table

Service Provider Multihoming MYTHS!!

Common MYTHS

- 1. You need the full routing table to multihome
 - People who sell router memory would like you to believe this
 - Only true if you are a transit provider
 - Full routing table can be a significant hindrance to multihoming
- 2. You need a BIG router to multihome
 - Router size is related to data rates, not running BGP
 - In reality, to multihome, your router needs to:
 - Have two interfaces,
 - Be able to talk BGP to at least two peers,
 - Be able to handle BGP attributes,
 - Handle at least one prefix
- 3. BGP is complex
 - In the wrong hands, yes it can be! Keep it Simple!

Service Provider Multihoming: Some Strategies

Take the prefixes you need to aid traffic engineering

- Look at NetFlow data for popular sites
- Prefixes originated by your immediate neighbours and their neighbours will do more to aid load balancing than prefixes from ASNs many hops away

Concentrate on local destinations

Use default routing as much as possible

Or use the full routing table with care

Service Provider Multihoming

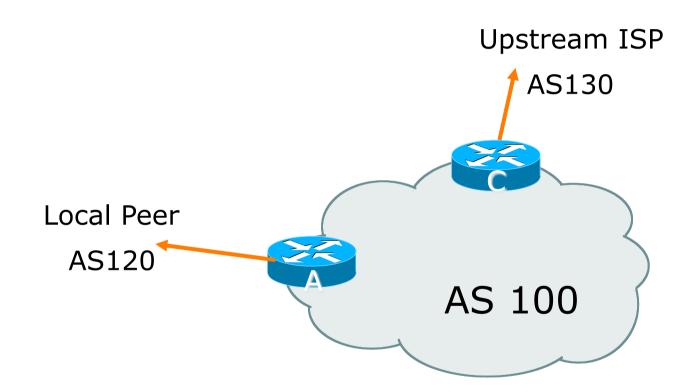
Examples

- One upstream, one local peer
- One upstream, local exchange point
- Two upstreams, one local peer
- Three upstreams, unequal link bandwidths
- Require BGP and a public ASN
- Examples assume that the local network has their own /19 address block

Service Provider Multihoming

One upstream, one local peer

- Very common situation in many regions of the Internet
- Connect to upstream transit provider to see the "Internet"
- Connect to the local competition so that local traffic stays local
 - Saves spending valuable \$ on upstream transit costs for local traffic



Announce /19 aggregate on each link

Accept default route only from upstream

Either 0.0.0.0/0 or a network which can be used as default

Accept all routes the local peer originates

Router A Configuration

Prefix filters inbound

```
router bgp 100
 address-family ipv4
 network 100.64.0.0 mask 255.255.224.0
 neighbor 100.66.10.2 remote-as 120
 neighbor 100.66.10.2 prefix-list my-block out
 neighbor 100.66.10.2 prefix-list AS120-peer in
 neighbor 100.66.10.2 activate
ip prefix-list AS120-peer permit 122.5.16.0/19
ip prefix-list AS120-peer permit 121.240.0.0/20
ip prefix-list my-block permit 100.64.0.0/19
                                                 12
ip route 100.64.0.0 255.255.224.0 null0 250
```

Router A – Alternative Configuration

```
router bgp 100
                                        AS Path filters -
                                         more "trusting"
 address-family ipv4
  network 100.64.0.0 mask 255.255.224.0
  neighbor 100.66.10.2 remote-as 120
  neighbor 100.66.10.2 prefix-list my-block out
  neighbor 100.66.10.2 filter-list 10 in
  neighbor 100.66.10.2 activate
ip as-path access-list 10 permit ^(120)+$
ip prefix-list my-block permit 100.64.0.0/19
ip route 100.64.0.0 255.255.224.0 null0
```

Router C Configuration

```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.1 remote-as 130
neighbor 100.66.10.1 prefix-list default in
neighbor 100.66.10.1 prefix-list my-block out
neighbor 100.66.10.1 activate
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
```

Two configurations possible for Router A

- Filter-lists assume peer knows what they are doing
- Prefix-list higher maintenance, but safer
- Some ISPs use both
- Local traffic goes to and from local peer, everything else goes to upstream

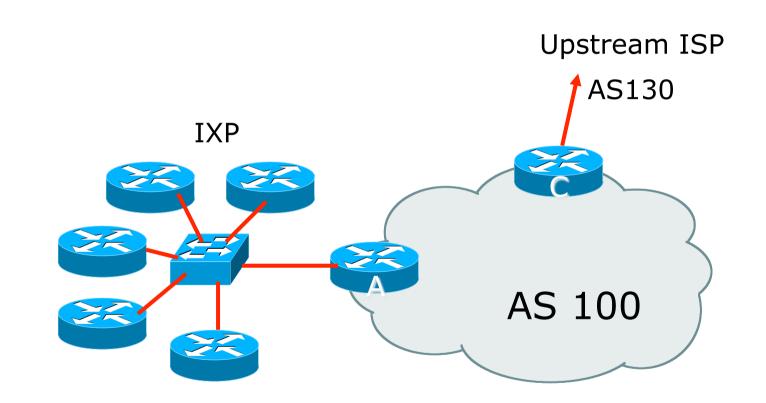
Aside: Configuration Recommendations

Private Peers

- The peering ISPs exchange prefixes they originate
- Sometimes they exchange prefixes from neighbouring ASNs too
- Be aware that the private peer eBGP router should carry only the prefixes you want the private peer to receive
 - Otherwise they could point a default route to you and unintentionally transit your backbone

Service Provider Multihoming

- Very common situation in many regions of the Internet
- Connect to upstream transit provider to see the "Internet"
- Connect to the local Internet Exchange Point so that local traffic stays local
 - Saves spending valuable \$ on upstream transit costs for local traffic
- This example is a scaled up version of the previous one



- Announce /19 aggregate to every neighbouring AS
- Accept default route only from upstream
 - Either 0.0.0.0/0 or a network which can be used as default
- Accept all routes originated by IXP peers

Router A Configuration

```
interface fastethernet 0/0
description Exchange Point LAN
ip address 100.67.10.1 mask 255.255.255.224
!
router bgp 100
address-family ipv4
neighbor ixp-peers peer-group
neighbor ixp-peers prefix-list my-block out
neighbor ixp-peers remove-private-AS
neighbor ixp-peers send-community
neighbor ixp-peers route-map set-local-pref in
!
```

...next slide

neighbor 100.67.10.2 remote-as 200 neighbor 100.67.10.2 peer-group ixp-peers neighbor 100.67.10.2 prefix-list peer200 in neighbor 100.67.10.2 activate neighbor 100.67.10.3 remote-as 201 neighbor 100.67.10.3 peer-group ixp-peers neighbor 100.67.10.3 prefix-list peer201 in neighbor 100.67.10.3 activate neighbor 100.67.10.4 remote-as 202 neighbor 100.67.10.4 peer-group ixp-peers neighbor 100.67.10.4 prefix-list peer202 in neighbor 100.67.10.4 activate neighbor 100.67.10.5 remote-as 203 neighbor 100.67.10.5 peer-group ixp-peers neighbor 100.67.10.5 prefix-list peer203 in neighbor 100.67.10.5 activate

...next slide

```
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list peer200 permit 100.65.0.0/19
ip prefix-list peer201 permit 100.66.0.0/19
ip prefix-list peer202 permit 100.67.0.0/19
ip prefix-list peer203 permit 100.68.128.0/19
!
route-map set-local-pref permit 10
set local-preference 150
```

- Note that Router A does not generate the aggregate for AS100
 - If Router A becomes disconnected from backbone, then the aggregate is no longer announced to the IX
 - BGP failover works as expected
- Note the inbound route-map which sets the local preference higher than the default
 - This is a visual reminder that BGP Best Path for local traffic will be across the IXP
 - (And allows for future case where operator may need to take BGP routes from their upstream(s))

Router C Configuration

```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.1 remote-as 130
neighbor 100.66.10.1 prefix-list default in
neighbor 100.66.10.1 prefix-list my-block out
neighbor 100.66.10.1 activate
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
```

Note Router A configuration

- Prefix-list higher maintenance, but safer
- No generation of AS100 aggregate
- IXP traffic goes to and from local IXP, everything else goes to upstream

Aside:

IXP Configuration Recommendations

IXP peers

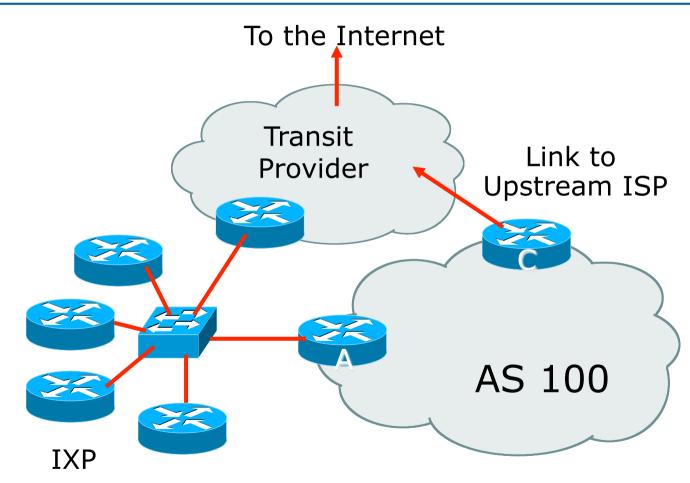
- The peering ISPs at the IXP exchange prefixes they originate
- Sometimes they exchange prefixes from neighbouring ASNs too
- Be aware that the IXP border router should carry only the prefixes you want the IXP peers to receive and the destinations you want them to be able to reach
 - Otherwise they could point a default route to you and unintentionally transit your backbone
- If IXP router is at IX, and distant from your backbone
 - Don't originate your address block at your IXP router

Service Provider Multihoming

Local Exchange Point, with Upstream also being a Peer

Quite a common situation

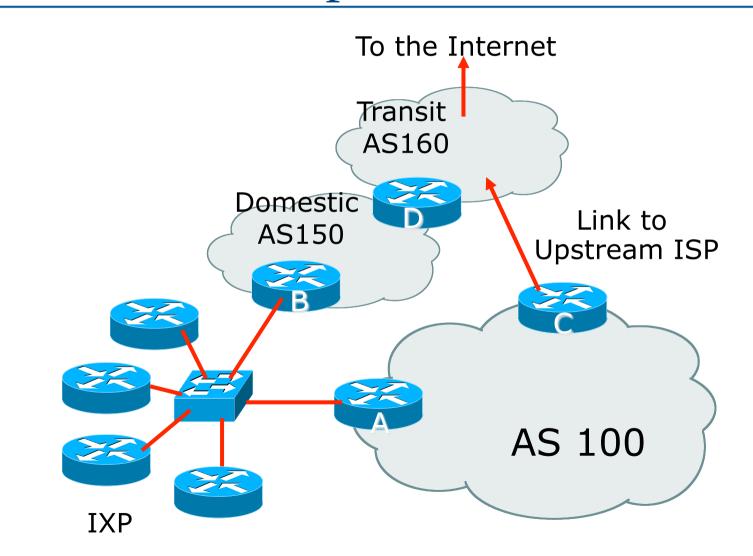
- Several local ISPs providing access to the local market
- One or two licensed international transit providers
- Licensed transits also peer at the IXP
- How to ensure that:
 - Transit traffic goes on transit link
 - Peering traffic goes on peering link



Outbound traffic from AS100:

- Upstream sends full BGP table to AS100
- Upstream sends domestic routes to IXP peers
- AS100 uses IXP for domestic traffic
- AS100 uses Upstream link for international traffic
- Inbound traffic to AS100:
 - AS100 sends address block to IXP peers
 - AS100 sends address block to upstream
 - Best path from upstream to AS100 preferred via the IXP (see previous scenario)
- Problem: how to separate international and domestic inbound traffic?

Solution: AS Separation



Solution: AS Separation

- The transit provider needs to separate their network into domestic (AS150: local routes) and transit (AS160: international routes)
- Transit customers connect to transit AS (AS160)
- Domestic AS (AS150) peers at the IX, passing domestic routes only
- Inbound traffic to AS100 now:
 - AS100 sends address block to IXP peers (including AS150)
 - AS100 sends address block to upstream (AS160)
 - Important: Router D does NOT pass prefixes learned from IX peers to AS160
 - Best path from upstream to AS100 preferred via the transit link

- Transit providers who peer with their customers at an IX for local routes need to split their ASNs into two:
 - One AS for domestic business/domestic routes
 - One AS for international transit routes
- Two ASNs are justifiable from the RIRs because the two ASNs have completely different routing policies
 - Domestic AS peers at IXP
 - Transit AS connects transit customers and upstreams

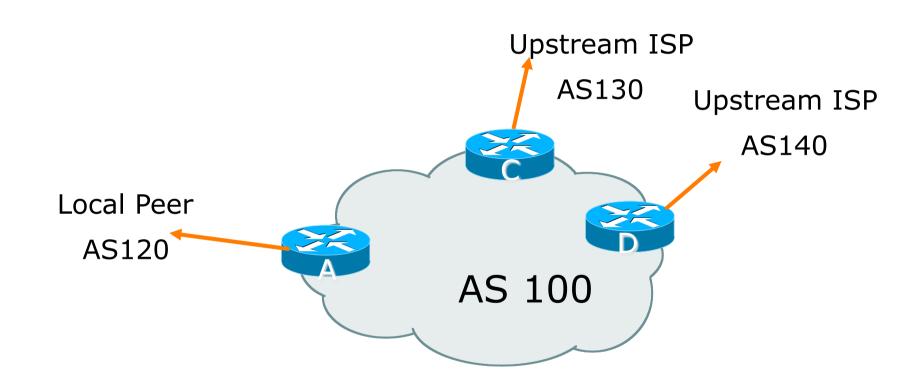
- This solution is much easier to implement than other solutions such as complex source address policy routing
- Remember:
 - An Autonomous System is used for representing a distinct routing policy
 - An Autonomous System doesn't necessarily map onto an organisation
 - A transit business WILL have different routing policy from an access business or a hosting business, and therefore will quite likely have a different ASN

Service Provider Multihoming

Two upstreams, one local peer

Connect to both upstream transit providers to see the "Internet"

- Provides external redundancy and diversity the reason to multihome
- Connect to the local peer so that local traffic stays local
 - Saves spending valuable \$ on upstream transit costs for local traffic



■ Announce /19 aggregate on each link

- Accept default route only from upstreams
 - Either 0.0.0/0 or a network which can be used as default

Accept all routes originated by local peer

- Note separation of Router C and D
 - Single edge router means no redundancy

Router A

Same routing configuration as in example with one upstream and one local peer

Router C Configuration

```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.1 remote-as 130
neighbor 100.66.10.1 prefix-list default in
neighbor 100.66.10.1 prefix-list my-block out
neighbor 100.66.10.1 activate
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
```

Router D Configuration

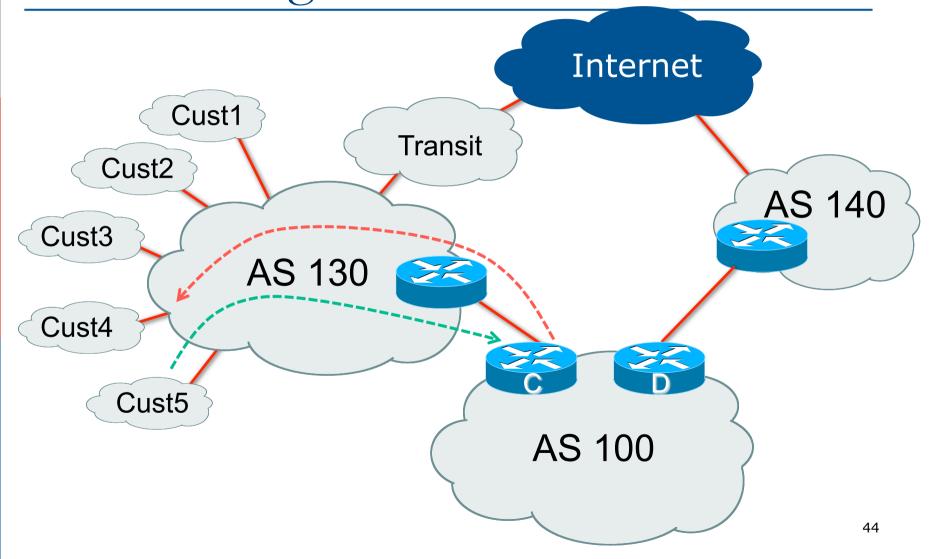
```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.5 remote-as 140
neighbor 100.66.10.5 prefix-list default in
neighbor 100.66.10.5 prefix-list my-block out
neighbor 100.66.10.5 activate
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
```

- This is the simple configuration for Router C and D
- Traffic out to the two upstreams will take nearest exit
 - Inexpensive routers required
 - This is not useful in practice especially for international links
 - Loadsharing needs to be better

Better configuration options:

- Accept full routing from both upstreams
 Expensive & unnecessary!
- Accept default from one upstream and some routes from the other upstream
 The way to go!

Loadsharing with different ISPs



Router C Configuration

```
apart from
router bgp 100
                                       RFC6890 blocks
 address-family ipv4
 network 100.64.0.0 mask 255.255.224.0
 neighbor 100.66.10.1 remote-as 130
 neighbor 100.66.10.1 prefix-list rfc6890-deny in
 neighbor 100.66.10.1 prefix-list my-block out
 neighbor 100.66.10.1 route-map AS130-loadshare in
 neighbor 100.66.10.1 activate
ip prefix-list my-block permit 100.64.0.0/19
! See http://tools.ietf.org/html/rfc6890
```

Allow all prefixes

...next slide

```
ip route 100.64.0.0 255.255.224.0 null0
!
ip as-path access-list 10 permit ^(130_)+$
ip as-path access-list 10 permit ^(130_)+_[0-9]+$
!
route-map AS130-loadshare permit 10
match ip as-path 10
set local-preference 120
!
route-map AS130-loadshare permit 20
set local-preference 80
```

Router D Configuration

```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.5 remote-as 140
neighbor 100.66.10.5 prefix-list rfc6890-deny in
neighbor 100.66.10.5 prefix-list my-block out
neighbor 100.66.10.5 activate
!
ip prefix-list my-block permit 100.64.0.0/19
!
! See http://tools.ietf.org/html/rfc6890
```

Allow all prefixes

Router C configuration:

- Accept full routes from AS130
- Tag prefixes originated by AS130 and AS130's neighbouring ASes with local preference 120
 Traffic to those ASes will go over AS130 link
 - Traffic to those ASes will go over AS130 link
- Remaining prefixes tagged with local preference of 80
 - Traffic to other all other ASes will go over the link to AS140
- Router D configuration same as Router C without the route-map

Full routes from upstreams

Summary of routes received:

ASN	Full Routes		Partial Routes	
AS140	650000	@lp 100		
AS130	30000 620000	@lp 120 @lp 80		
Total	1300000			

Full routes from upstreams

- Expensive needs lots of memory and CPU
- Need to play preference games
- Previous example is only an example real life will need improved fine-tuning!
- Previous example doesn't consider inbound traffic – see earlier in presentation for examples

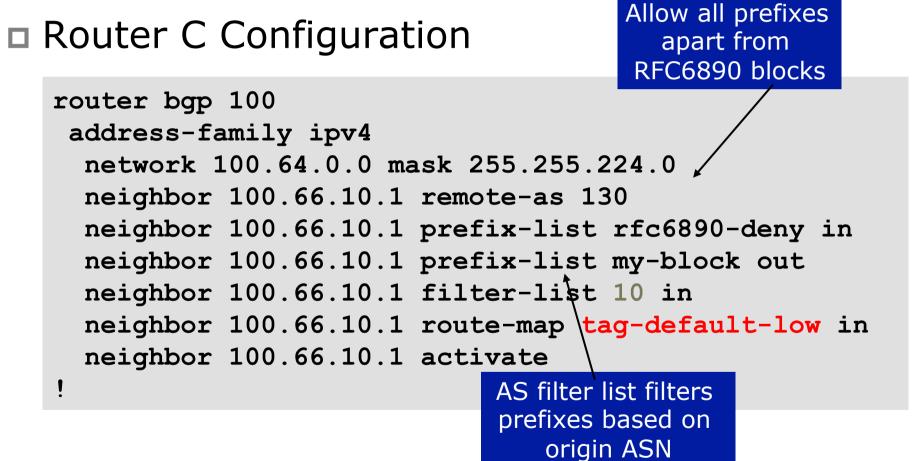
Two Upstreams, One Local Peer Partial Routes: Strategy

Ask one upstream for a default route

 Easy to originate default towards a BGP neighbour

Ask other upstream for a full routing table

- Then filter this routing table based on neighbouring ASN
- E.g. want traffic to their neighbours to go over the link to that ASN
- Most of what upstream sends is thrown away
- Easier than asking the upstream to set up custom BGP filters for you



```
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
!
ip as-path access-list 10 permit ^(130_)+$
ip as-path access-list 10 permit ^(130_)+_[0-9]+$
!
route-map tag-default-low permit 10
match ip address prefix-list default
set local-preference 80
!
route-map tag-default-low permit 20
```

Router D Configuration

```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.5 remote-as 140
neighbor 100.66.10.5 prefix-list default in
neighbor 100.66.10.5 prefix-list my-block out
neighbor 100.66.10.5 activate
!
ip prefix-list my-block permit 100.64.0.0/19
ip prefix-list default permit 0.0.0.0/0
!
ip route 100.64.0.0 255.255.224.0 null0
```

Router C configuration:

- Accept full routes from AS130
 or get them to send less)
- Filter ASNs so only AS130 and AS130's neighbouring ASes are accepted
- Allow default, and set it to local preference 80
- Traffic to those ASes will go over AS130 link
- Traffic to other all other ASes will go over the link to AS140
- If AS140 link fails, backup via AS130 and vice-versa

Partial routes from upstreams

Summary of routes received:

ASN	Full Routes		Partial Routes	
AS140	650000	@lp 100	1	@lp 100
AS130	30000 620000	@lp 120 @lp 80	30000 1	@lp 100 @lp 80
Total	1300000		30002	

Distributing Default route with IGP

Router C IGP Configuration

```
router ospf 100
default-information originate metric 30
!
```

Router D IGP Configuration

```
router ospf 100
default-information originate metric 10
!
```

- Primary path is via Router D, with backup via Router C
 - Preferred over carrying default route in iBGP

Partial routes from upstreams

- Not expensive only carry the routes necessary for loadsharing
- Need to filter on AS paths
- Previous example is only an example real life will need improved fine-tuning!
- Previous example doesn't consider inbound traffic – see earlier in presentation for examples

Aside: Configuration Recommendation

- When distributing internal default by iBGP or OSPF/ISIS
 - Make sure that routers connecting to private peers or to IXPs do NOT carry the default route
 - Otherwise they could point a default route to you and unintentionally transit your backbone
 - Simple fix for Private Peer/IXP routers:

```
ip route 0.0.0.0 0.0.0.0 null0
ipv6 route ::/0 null0
```

Service Provider Multihoming

Three upstreams, unequal bandwidths

Three upstreams, unequal bandwidths

This example based on real life complex 3upstream configuration

Autonomous System has three upstreams

- 2.5Gbps to ISP A
- IGbps to ISP B
- 622Mbps to ISP C

What is the strategy here?

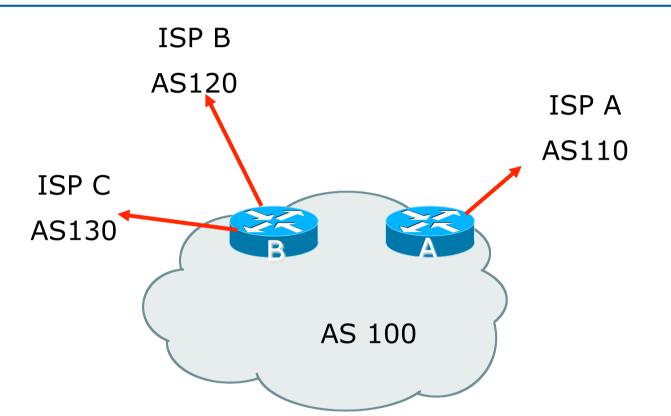
- One option is full table from each
 - $3x 650k \text{ prefixes} \Rightarrow 1950k \text{ paths}$
- Other option is partial table and defaults from each

Strategy

Two external routers (gives router redundancy)

- Do NOT need three routers for this
- Connect biggest bandwidth to one router
 - Most of inbound and outbound traffic will go here
- Connect the other two links to the second router
 - Provides maximum backup capacity if primary link fails
- Use the biggest link as default
 - Most of the inbound and outbound traffic will go here
- Do the traffic engineering on the two smaller links
 - Focus on regional traffic needs

Diagram



- Router A has 2.5Gbps link to ISP A
- Router B has 1Gbps and 622Mbps links to ISPs B&C

- Available BGP feeds from Transit providers:
 - Full table
 - Customer prefixes and default
 - Default Route
- These are the common options on Internet today
 - Very rare for any provider to offer anything different
 - Very rare for any provider to customise BGP feed for a customer

- Accept only a default route from the provider with the largest connectivity, ISP A
 - Because most of the traffic is going to use this link
- □ If ISP A won't provide a default:
 - Still run BGP with them, but discard all prefixes
 - Point static default route to the upstream link
 - Distribute the default in the IGP
- Request the full table from ISP B & C
 - Most of this will be thrown away
 - ("Default plus customers" is not enough)

- How to decide what to keep and what to discard from ISPs B & C?
 - Most traffic will use ISP A link so we need to find a good/useful subset

Discard prefixes transiting the global transit ISPs

- Global transit ISPs generally appear in most non-local or regional AS-PATHs
- Discard prefixes with ISP A's ASN in the path
 - Makes more sense for traffic to those destinations to go via the link to ISP A

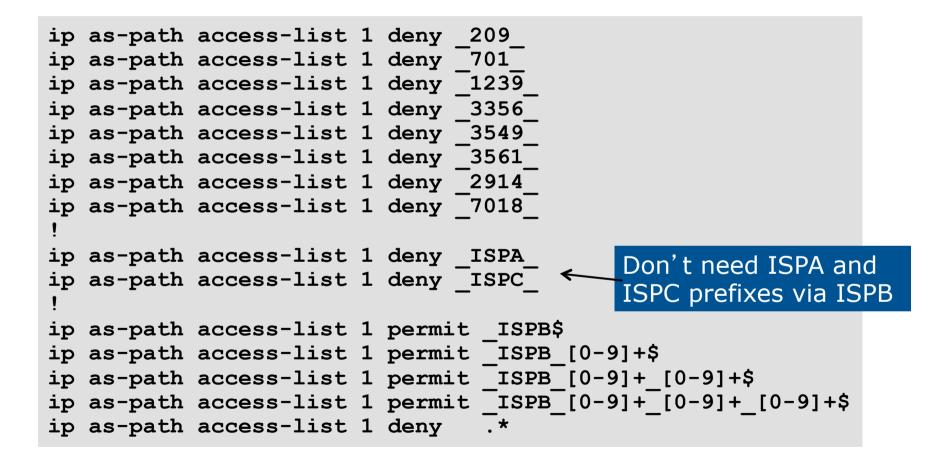
- Global Transit (Tier-1) ISPs at the time of this exercise included:
 - 209 CenturyLink701 VerizonBusiness
 - 1229 TeliaSonera
 - 1239 Softbank
 - 1668 AOL TDN
 - 2914 NTT America
 - 3549 Level 3
 - 3356 Level 3
 - 3561 CenturyLink
 - 7018 AT&T

(Qwest) (UUNET) (Telia) (Sprint)

(NTT/Verio) (GlobalCrossing)

(Savvis, ex C&W)

ISP B peering Inbound AS-PATH filter



Outbound load-balancing strategy: ISP B peering configuration

Part 1: Dropping Global Transit ISP prefixes

- This can be fine-tuned if traffic volume is not sufficient
- (More prefixes in = more traffic out)
- Part 2: Dropping prefixes transiting ISP A & C network
- Part 3: Permitting prefixes from ISP B, their BGP neighbours, and their neighbours, and their neighbours
 - More AS_PATH permit clauses, the more prefixes allowed in, the more egress traffic
 - Too many prefixes in will mean more outbound traffic than the link to ISP B can handle

- Similar AS-PATH filter can be built for the ISP C BGP peering
- If the same prefixes are heard from both ISP B and C, then establish proximity of their origin ASN to ISP B or C
 - e.g. ISP B might be in Japan, with the neighbouring ASN in Europe, yet ISP C might be in Europe
 - Transit to the ASN via ISP C makes more sense in this case

- The largest outbound link should announce just the aggregate
- The other links should announce:
 - a) The aggregate with AS-PATH prepend
 - b) Subprefixes of the aggregate, chosen according to traffic volumes to those subprefixes, and according to the services on those subprefixes

• Example:

- Link to ISP B could be used just for Broadband/Dial customers — so number all such customers out of one contiguous subprefix
- Link to ISP C could be used just for commercial leased line customers — so number all such customers out of one contiguous subprefix

Router A: eBGP Configuration Example

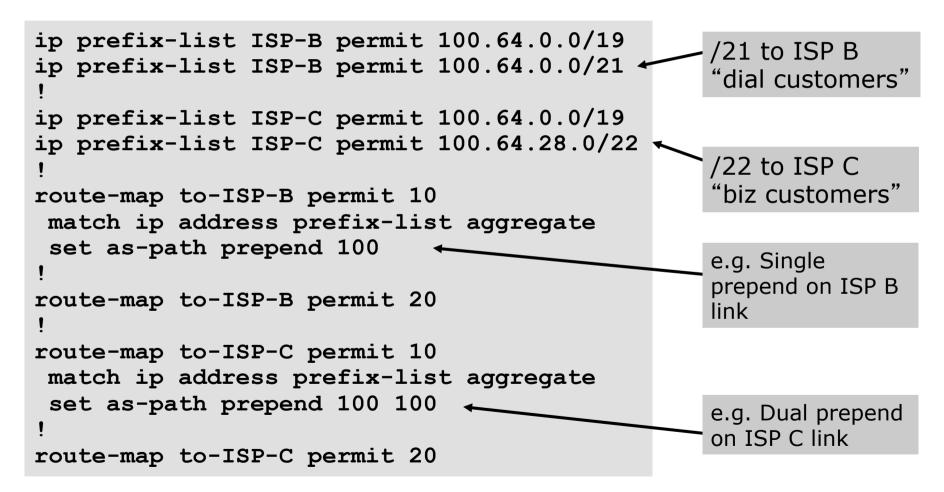
```
router bgp 100
address-family ipv4
network 100.64.0.0 mask 255.255.224.0
neighbor 100.66.10.1 remote 110
neighbor 100.66.10.1 prefix-list default in
neighbor 100.66.10.1 prefix-list aggregate out
neighbor 100.66.10.1 activate
!
ip prefix-list default permit 0.0.0.0/0
ip prefix-list aggregate permit 100.64.0.0/19
```

Router B: eBGP Configuration Example

```
router bgp 100
 address-family ipv4
  network 100.64.0.0 mask 255.255.224.0
  neighbor 100.66.1.1 remote 120
  neighbor 100.66.1.1 filter-list 1 in
  neighbor 100.66.1.1 prefix-list ISP-B out
  neighbor 100.66.1.1 route-map to-ISP-B out
  neighbor 100.66.1.1 activate
  neighbor 100.67.2.1 remote 130
  neighbor 100.67.2.1 filter-list 2 in
  neighbor 100.67.2.1 prefix-list ISP-C out
  neighbor 100.67.2.1 route-map to-ISP-C out
  neighbor 100.67.2.1 activate
ip prefix-list aggregate permit 100.64.0.0/19
```

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Router B: eBGP Configuration Example



What about outbound backup?

We have:

- Default route from ISP A by eBGP
- Mostly discarded full table from ISPs B&C

□ Strategy:

- Originate default route by OSPF on Router A (with metric 10) — link to ISP A
- Originate default route by OSPF on Router B (with metric 30) — links to ISPs B & C
- Plus on Router B:
 - Static default route to ISP B with distance 240
 - Static default route to ISP C with distance 245
- When link goes down, static route is withdrawn

Outbound backup: steady state

Steady state (all links up and active):

- Default route is to Router A OSPF metric 10
- (Because default learned by eBGP ⇒ default is in RIB ⇒ OSPF will originate default)
- Backup default is to Router B OSPF metric
 20
- eBGP prefixes learned from upstreams distributed by iBGP throughout backbone
- (Default can be filtered in iBGP to avoid "RIB failure error")

Outbound backup: failure examples

Link to ISP A down, to ISPs B&C up:

- Default route is to Router B OSPF metric 20
- (eBGP default gone from RIB, so OSPF on Router A withdraws the default)
- Above is true if link to B or C is down as well
- Link to ISPs B & C down, link to ISP A is up:
 - Default route is to Router A OSPF metric 10
 - (static defaults on Router B removed from RIB, so OSPF on Router B withdraws the default)

Other considerations

- Default route should not be propagated to devices terminating non-transit peers and customers
- Rarely any need to carry default in iBGP
 Best to filter out default in iBGP mesh peerings
 Still carry other eBGP prefixes across iBGP mesh
 - Otherwise routers will follow default route rules resulting in suboptimal traffic flow
 - Not a big issue because not carrying full table

Router A: iBGP Configuration Example

```
router bgp 100
 address-family ipv4
  network 100.64.0.0 mask 255.255.224.0
  neighbor ibgp-peers peer-group
  neighbor ibgp-peers remote-as 100
  neighbor ibgp-peers prefix-list ibgp-filter out
  neighbor 100.64.0.2 peer-group ibgp-peers
  neighbor 100.64.0.2 activate
  neighbor 100.64.0.3 peer-group ibgp-peers
  neighbor 100.64.0.3 activate
ip prefix-list ibgp-filter deny 0.0.0.0/0
ip prefix-list ibgp-filter permit 0.0.0.0/0 le 32
```

Three upstreams, unequal bandwidths: Summary

Example based on many deployed working multihoming/loadbalancing topologies

Many variations possible — this one is:

- Easy to tune
- Light on border router resources
- Light on backbone router infrastructure
- Sparse BGP table \Rightarrow faster convergence

Service Provider Multihoming

ISP Workshops