



ETHERNET DEDICATED INTERNET (EDI)

Speed. Symmetrical. Simple Plug and Play. Efficient.

Service Level Agreement (SLA)



IP Service Level Agreement

The service is guaranteed to be available 99.95% of the time and shall meet a Direct Measure of Quality (DMQ). Service will be considered unavailable if the Critical Hub (CHN) CHN Network is unable to send or receive traffic. The CHN Network includes Customer's access port (the port on the CHN aggregation router upon which Customer's Circuit terminates) and the CHN backbone network. The CHN backbone network includes CHN owned and controlled routers and Circuits (including any transit connections). The guarantee does not include the local access Circuit (e.g. local loop), Customer Premises Equipment (router or CPE) or Customer's Local Area Network (LAN), nor does it include scheduled maintenance, Customer caused outages or disruptions, interconnections to or from, and connectivity within, other Internet service provider (ISP) networks, or Force Majeure Events.

An outage is deemed to commence upon CHN's verification of a disruption of Service as reported by Surveillance or Customer pursuant to CHN's trouble ticketing procedures. An outage is deemed to end when service is fully operative, less any delay experienced by CHN while either awaiting additional service information from Customer or in some cases, access to Customer Premises. If Customer reports that service is inoperative, but refuses to release it for testing and repair, the Service is considered impaired, but not an Outage for the purposes of this SLA.



Latency

Latency is measured as an average round-trip delay over a calendar month for traffic on the CHN Network between gateways. Average latency is measured as the average of fifteen (15) minute samples across the CHN Network as taken throughout a calendar month. This Latency guarantee does not include the local access circuit (e.g. local loop), CPE or Customer's LAN, scheduled maintenance, Customer caused outages or disruptions, interconnections to or from, and connectivity within, other ISP networks, and Force Majeure Events. The LATENCY SERVICE LEVEL is 6ms to reach all interconnected networks with PRBI and 50ms for all other networks.



Packet Loss Service Level

The CHN Network is guaranteed to have a monthly average packet loss of no greater than 0.01% (99.99% availability) during any calendar month. Average packet loss is measured as the average of fifteen (15) minute samples across the CHN Network as taken throughout a calendar month. This packet loss guarantee does not include the local access circuit (e.g. local loop), CPE or Customer's LAN, scheduled maintenance, Customer caused outages or disruptions, interconnections to or from, and connectivity within, other ISP networks, and Force Majeure Events.

