

Service Level Agreement

In conjunction with the Internap® patented route-control technology, unique network infrastructure and world-class client support, Internap provides industry-leading Service Level Agreements (SLAs) that covers the entire Internet – and not just one single network – enabling you to move business-critical applications and content from private networks to a secure and stable public IP infrastructure.

These unmatched SLAs are particularly valuable as enterprises move toward high-demand Internet applications such as Voice over Internet Protocol (VoIP), streaming audio or video, and real-time e-commerce. This proactive guarantee covers a broad range of industry metrics, from network availability, packet loss, latency and jitter to installation intervals. Internap SLAs guarantee:

- **100% Network Availability:** Internap guarantees 100 percent availability within the continental United States and between North America and the United Kingdom. Additionally, Internap guarantees 99.7% network availability between the United States and Japan, and between the United Kingdom and Japan.
- **45 Milliseconds or Less Latency:** The average monthly latency for round-trip transmissions within the continental United States is 45 milliseconds (ms) or less.
- **Less than 0.3% Packet Loss:** The average packet loss within the continental United States is guaranteed to be less than 0.3%.
- **Less than 0.5 Millisecond Jitter:** The average jitter within the continental United States is guaranteed to be less than 0.5 milliseconds.
- **Proactive Credits:** Internap offers proactive credits for on-net events covering the entire Internet including downstream providers.
- **Denial of Service (DoS) Response:** Internap will respond to customer requests for assistance in DoS attacks and begin diagnostics within 10 minutes.
- **Reason for Outage (RFO) Response Time:** Internap will provide you with a final Reason for Outage within five business days.
- **Service-Specific Outage Resolution:** If your service is down for more than 10 minutes, other than for pre-scheduled maintenance or other non-Internap issues, you will automatically receive a credit on your monthly bill.
- **High-Availability DNS Services:** Internap guarantees its high-availability DNS services will always be available. Any measurable interruption in DNS service will result in a full credit on the entire monthly DNS charge. And unlike any other provider, any interruption in excess of 30 minutes will result in credits against IP services.

The Internap SLA Guarantee

- 100% Network Availability
- 45 Milliseconds or Less Latency
- Less than 0.3% Packet Loss
- Less than 0.5 Millisecond Jitter
- Proactive Credits
- Denial of Service (DoS) Response
- Reason for Outage (RFO)
- Response Time
- Service Specific Outage Resolution
- High-Availability DNS Services
- Colocation
- Install Intervals

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- **Colocation (space, power, environmental):** Internap offers integrated, colocation coverage in its highly competitive SLAs for power, environment and security, offering credits up to a week for violations of stated service levels.
- **Install Intervals:** Internap will fully credit installation fees if the stated interval commitment is not kept. Install intervals are subject to service type.

An SLA For All Networks, Not Just One

Unlike other leading Network Service Providers (NSPs), the Internap Service Level Agreement applies across the entire Internet as opposed to one network. Unfortunately, for non-Internap customers, a provider-specific SLA is of little value when their traffic moves off that particular network. And most Internet traffic routinely moves across multiple networks – in effect, eliminating that provider’s SLA.

Only Internap guarantees 100 percent network uptime across the Internet for your business-critical applications and content. Coupled with the company’s technologically advanced platform, this unsurpassed performance guarantee enables your business-critical applications and content to reap the benefits of the Internet by providing the service levels required to ensure high-performance, reliability and availability required to maximize user experience.

The Benefit

Only Internap provides an outsourced, multi-homed solution complete with existing relationships and direct connections to the major Internet backbones. Internap features its patented intelligent routing technology, an SLA that encompasses all of the network providers, end-to-end performance guarantees, and a world-class Network Operations Center (NOC) with direct access to network engineers.

