

IP Comparison Chart

Features	Internap	Major Network Carriers	Comments
Network Infrastructure			
Architecture	Connections to major Internet backbones covering up to 11 network carriers	Single backbone	Internap's P-NAP™ architecture and Managed Internet Route Optimizer™ (MIRO) technology service, uses a multi-provider approach. Traffic is routed over redundant, high-speed connections and dynamically routes your traffic to the best performing route across the Internet
Coverage	Broad range of coverage across markets	Varied coverage across select markets	Internap is able to leverage the best network coverage and performance characteristics across multiple backbone providers in each market
Routing Protocol	Internap's MIRO technology makes routing decisions based on an algorithm that considers path characteristics such as: <ul style="list-style-type: none"> • Latency • Packet loss • Route stability 	Border Gateway Protocol (BGP) routing decisions use network hops as their primary metric, which do not consistently align with best performance	Internap's patented Performance IP™ service using MIRO technology overcomes the limitations inherent with BGP by identifying problems and shifting traffic quickly without waiting for the slow BGP convergence
Network Availability			
Number of Network Events	Internap delivers optimal connectivity using multiple carriers to a majority of Internet destinations with only 1.7 events	No single carrier can reach even 20% of Internet destinations with optimal performance* <ul style="list-style-type: none"> • Average = 8.6 events • Best = 6 events • Worst = 12 events 	Internap offers unparalleled visibility into network availability and performance issues, gauging path stability and avoiding sending traffic down routes that are problematic due to route oscillations, black holes or routing loops

* Source: Internap - Data represents issues classified as network brown-outs or black-outs from P-NAP® locations over a 24-month period (Jan '08 - Dec '09)

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<p>Network Performance</p> <p>Performance</p>	Internap's network of carrier options provides the "best" performing (lowest latency) path 100% of the time	On average, any one carrier represents the "best" performing (lowest latency) path only 12% of the time	You can count on Internap for robust delivery of your content, applications and communications throughout the world over a fail-safe network that features N+1 redundancy, delivering your content across the best possible path at all times
<p>Content Acceleration via TCP Acceleration-as-a-Service (AaaS)</p>	Fully-integrated	Not available	Only Internap offers network-based TCP acceleration services, decreasing your transit time up to 4x. We leverage your existing bandwidth to get the most out of your footprint with no geographical or theoretical edge to the rate of acceleration
<p>Support Model</p>	Highly technical first-line and full-service support staff	Tiered support structure with non-technical first-line support staff	Internap's highly technical engineers answer your calls within 11 seconds. Ninety-five percent of the time customer inquiries are resolved by that same engineer
<p>Multi-Tenant Environment Additional Features</p> <p>Carrier Network Vendor Management</p>	Contractual management of carriers at each facility can be maintained by Internap or the customer	Tenant is responsible for network vendor selection and contract management	Tenants who use Internap's Performance IP service enjoy the performance and availability of optimized traffic delivery across 11 carrier networks without the burden of managing additional vendor relationships and worrying about a single point of failure
<p>Network and Traffic Management</p>	Automated network assessment and routing table management	Tenant is responsible for network management	Internap provides faster and more reliable delivery with our proprietary route-controlled technology, MIRO. Internap's technology overcomes the limitations of traditional routing policies, monitoring the performance of each Internet backbone automatically, routing your traffic across the best possible path