

# Dedicated Internet Access Service Level Agreements

## NETWORK SERVICE LEVEL AGREEMENTS

Measurement Region	Network Delay Commitment (in milliseconds)	Network Packet Loss Commitment	Network Jitter Commitment (in milliseconds)
<b>INTRA-REGION</b>			
North America	Less than or equal to 40ms	0.05%	Less than 1ms
Europe	Less than or equal to 30ms	0.05%	Less than 1ms
Asia	Less than or equal to 80ms	0.05%	Less than 1ms
South Pacific <sup>1</sup>	Less than or equal to 30ms	0.05%	Less than 1ms
<b>INTER-REGION</b>		0.05%	
Europe to Asia	Less than or equal to 165ms	0.05%	Less than 1ms
Europe to North America	Less than or equal to 85ms	0.05%	Less than 1ms
Japan to North America	Less than or equal to 105ms	0.05%	Less than 1ms
Hong Kong to North America	Less than or equal to 170ms	0.05%	Less than 1ms
Korea to North America	Less than or equal to 145ms	0.05%	Less than 1ms
Singapore to North America	Less than or equal to 200ms	0.05%	Less than 1ms
India to North America	Less than or equal to 240ms	0.1%	Less than 1ms
South Pacific to North America	Less than or equal to 165ms	0.05%	Less than 1ms
Latin America to North America	Less than or equal to 105ms	0.1%	Less than 1ms
Chile to North America	Less than or equal to 120ms	0.1%	Less than 1ms
Colombia to North America	Less than or equal to 70ms	0.1%	Less than 1ms
Brazil to North America	Less than or equal to 120ms	0.1%	Less than 1ms
Puerto Rico to Domestic US	Less than or equal to 20ms	0.05%	Less than 1ms
Hawaii to Domestic	Less than or equal to 60ms	0.05%	Less than 1ms
Mexico to Domestic	Less than or equal to 45ms	0.05%	Less than 1ms

<sup>(1)</sup> South Pacific Network Performance Commitments are available for MPLS VPN Service only and not Dedicated IP.

### Network Performance Commitments

Sprint guarantees their monthly average backbone delays as detailed in the chart above or we will credit you 10% of monthly port charge.

[Click here to view the latest metrics.](#)

### Network Packet Loss SLA

Sprint guarantees a monthly average backbone packet loss as detailed in the chart above or we will credit you 10% of monthly port charge.

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[Click here to view the latest metrics.](#)

### Network Jitter SLA

Sprint guarantees a monthly average backbone jitter as detailed in the chart above or we will credit you 10% of monthly port charge.

[Click here to view the latest metrics.](#)

### Port Availability SLA

Sprint guarantees up to 100% port availability for fully redundant access configurations with applicable service credits up to 100% of the monthly recurring charge for port and local loop.

### Installation SLA

Sprint guarantees installation by circuit speed with applicable service credits up to 50% of the monthly recurring charge for port and local loop.

\* See actual Service Level Agreement for other applicable terms, eligibility, conditions, exclusions, and maximum credits.