



Nitel, Inc.
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OPT-E-WAN SLA Metrics

The following metrics will apply, based on AT&T Core Network Average measurements (per calendar month), for the SLA objectives for Network Latency, Network Data Delivery and Network Jitter. The metrics for Site Availability are based on customer reported trouble tickets. Site Availability credit requests must be accompanied by a valid AT&T BMP or AOTS trouble ticket number.

SLA Objectives					
Grades of Service	Jitter (one way)	Latency (round trip)	Packet Delivery (US)	Packet Delivery (MoW)	Availability
GoS1 (Realtime)	1 ms edge to edge in region; 2 ms edge to edge inter-region	37 ms	99.95%	99.90%	100%
GoS2 (Interactive)	Not Applicable	37 ms	99.95%	99.90%	100%
GoS3 (Business Critical Medium)	Not Applicable	37 ms	99.95%	99.90%	100%
GoS4 (Non Critical High)	Not Applicable	37 ms	99.7%	99.7%	100%



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Latency (City Pair Network Average)					
Region	Domestic US	EMEA	AP	Canada	Caribbean/ Latin America
Domestic US	37 ms	95 ms (east coast) 175 ms (west coast)	155 ms (west coast)	Not supported	Not supported
EMEA	95 ms (east coast) 175 ms (west coast)	45 ms	245 ms	Not supported	Not supported
AP	155 ms (west coast)	245 ms	80 ms	Not supported	Not supported
Canada	Not supported	Not supported	Not supported	70ms	Not supported
Caribbean/ Latin America	Not supported	Not supported	Not supported	Not supported	200ms

Outage Equal to or Greater than:	to Less than:	% Credit
1 Minute	1 Hour	3.30%
1 Hour	2 Hours	3.30%
2 Hours	3 Hours	10.0%
3 Hours	4 Hours	10.0%
4 Hours	5 Hours	25.0%
5 Hours	6 Hours	25.0%
6 Hours	7 Hours	25.0%
7 Hours	8 Hours	25.0%
8 Hours	9 Hours	50.0%
9 Hours	10 Hours	50.0%
10 Hours	11 Hours	50.0%
11 Hours	12 Hours	50.0%
12 Hours	13 Hours	50.0%
13 Hours	14 Hours	50.0%
14 Hours	15 Hours	50.0%
15 Hours	16 Hours	50.0%
16 Hours and above		100.0%

