

## MPLS VPN over Sprint's Peerless IP Network Service Level Agreements

### NEW/END TO END SERVICE LEVEL AGREEMENTS

Sprint stands by our MPLS VPN service with standard End to End Service Level Agreements and performance reporting - at no additional charge! By extending performance commitments all the way to the customer premise, Sprint ensures support of a customer's real-time applications such as VoIP and Video Conferencing. For detailed end to end commitments, service credits and eligibility, please contact your account manager.

#### End-to-End Delay SLA

Commitment is tailored to a pair of specific customer locations and the End-to-End Delay commitment is equal to the monthly average of the committed round trip delay (in milliseconds) between the Sprint nodes where the respective endpoints connect to the Sprint network (node-to-node delay), plus the committed local loop round trip delay for each endpoint (Local Loop Delay). Sprint guarantees a monthly average end to end delay of less than the committed metric or we will credit you 3 days service credit for monthly port and local loop (both ends).

#### End to End Packet Loss SLA

Sprint guarantees a monthly average end to end packet loss of less than 0.1% or we will credit you 3 days service credit for monthly port and local loop (both ends).

#### End to End Jitter SLA

Sprint guarantees a monthly average end to end jitter of less than 10 ms (1-way) or we will credit you 3 days service credit for monthly port and local loop (both ends).

#### Site Availability SLA (applies to both End to End SLAs and Network SLAs)

Sprint guarantees up to 100% site 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 (applies to both End to End SLAs and Network SLAs)

Sprint guarantees installation by circuit speed with applicable service credits up to 150% of the monthly recurring charge for port.

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

### NETWORK SERVICE LEVEL AGREEMENTS

Measurement Region	Committed Network Round Trip Delay	Committed Network Packet Loss	Committed Network Jitter
Intra- United States			
North America	Less than or equal to 55 ms	0.1%	Less than 2 ms

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