SprintLink Packet Private Line Service Level Agreements

NETWORK SERVICE LEVEL AGREEMENTS

Measurement Region	Committed Network Round Trip Delay	Committed Network Packet Loss	Committed Network Jitter
INTRA-REGION			
North America	Less than or equal to 55 ms	0.1%	Less than 2 ms
Europe	Less than or equal to 45 ms	0.1%	Less than 2 ms
Asia	Less than or equal to 105 ms	0.1%	Less than 2 ms
South Pacific	Less than or equal to 70 ms	0.1%	Less than 2 ms
INTER-REGION			
Europe to North America	Less than or equal to 95 ms	0.1%	Less than 2 ms
Japan to North America	Less than or equal to 130 ms	0.1%	Less than 2 ms
Hong Kong to North America	Less than or equal to 190 ms	0.1%	Less than 2 ms
Korea to North America	Less than or equal to 190 ms	0.1%	Less than 2 ms
Singapore to North America	Less than or equal to 250 ms	0.1%	Less than 2 ms
India to North America	Less than or equal to 300 ms	0.3%	Less than 2 ms
South Pacific to North America	Less than or equal to 210 ms	0.1%	Less than 2 ms
Latin America to North America	Less than or equal to 135 ms	0.7%	Less than 2 ms
Chile to North America	Less than or equal to 135 ms	0.7%	Less than 2 ms
Colombia to North America	Less than or equal to 115 ms	0.7%	Less than 2 ms
Venezuela to North America	Less than or equal to 70 ms	0.7%	Less than 2 ms
Puerto Rico to Continental United States	Less than or equal to 60 ms	0.1%	Less than 2 ms
Hawaii to Continental United States	Less than or equal to 85 ms	0.1%	Less than 2 ms

Network Delay SLA

Sprint guarantees their monthly average backbone delays as detailed in the chart above or we will credit you 100% 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 100% of monthly port charge.

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 100% 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 150% of the monthly recurring charge for port.

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