

XO® MultiTransport Networking Service

XO® MultiTransport Networking Service (MTNS) is a data networking service that supports traditional private data networking services - like Frame Relay and Ethernet - over a MultiProtocol Label Switching (MPLS)-enabled IP backbone.

Network Availability Guarantee: 100%

The MTNS Network, as defined in this section, is guaranteed to be available and capable of forwarding Frame Relay and Ethernet frames 100% of the time, as averaged over a calendar month. The XO MTNS network includes the customer's Frame Relay or Ethernet access port (port on the XO aggregation router upon which the customer's circuit terminates) and the XO MultiProtocol Label Switching (MPLS)-enabled IP backbone. The XO MPLS-enabled IP backbone includes all XO-owned and -controlled routers and circuits used to transport MTNS traffic.

The XO MTNS Network Availability guarantee does not include the local access circuit (local loop), Customer Premise Equipment (router or CPE) or customer's Local Area Network (LAN), scheduled maintenance events, network events on redundant network elements, customer caused outages or disruptions, and force majeure events (defined in the relevant service contract).

If the Network Availability guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the monthly recurring charge (MRC) for that month for each full hour of outage in excess of the 100% guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Network Latency Guarantee (65 Milliseconds)

The XO MTNS Network (as defined in the previous section) is guaranteed to have an average round-trip packet transit time within the XO MTNS Network over a calendar month of 65ms or less. The average latency is measured as the average of five-minute samples across the XO MTNS Network taken throughout the month.

The XO MTNS Latency guarantee does not include the local access circuit (local loop), CPE or Customer's LAN, scheduled maintenance events, customer caused outages or disruptions, and force majeure events (defined in the relevant service contract).

If the Latency guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the monthly recurring charge (MRC) for that month for each full 1ms above the 65ms average maximum guaranteed under this SLA.

Limits on the credit and the reporting procedures are detailed below.

Packet Delivery Objective (99.8%)

The XO MTNS Network (as defined in the first section) is targeted to deliver 99.8% of either Frame Relay or Ethernet frames within the XO MTNS Network, averaged over a calendar month.

Mean Time to Repair (MTTR) Objective

The XO MTNS Network (as defined above) is targeted to meet a MTTR of four (4) hours.

Credit Limits

Total credits under this SLA are limited to the monthly recurring charge for the affected MTNS service port or MTNS + DIA port for the month in which the service does not meet the guarantees.

Reporting Procedures

Call XO Customer Care at **1.888.575.6398** and request an SLA credit.

Benefits

- SLA on the full port; not just the committed bandwidth or Committed Information Rate (CIR)
- SLA applies to all services that are provisioned on the customer access port
- 100% availability
- 65ms latency across the XO MPLS-enabled IP backbone
- 99.8% packet delivery
- Web-based reporting and monitoring tools

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