

## DE-CIX INTERWIRE

### GLOBEPEER SPECIAL SERVICE LEVEL AGREEMENT

#### 1. Overview

- 1.1. This document contains the Special Service Level Agreement (Special SLA) for the GlobePEER product. The GlobePEER Special SLA is part of the DE-CIX INTERWIRE contractual framework.
- 1.2. This GlobePEER Special SLA shall apply only to the GlobePEER product, and – within its scope – its provisions shall override any contradicting or diverging provisions in the Master Service Level Agreement (Master SLA).
- 1.3. The technical specifications of the GlobePEER Service are detailed in the “DE-CIX INTERWIRE GlobePEER Technical Service Description” document, which is hereby included by reference.

#### 2. Scope of application of service levels

The provisions of the Master SLA shall apply.

#### 3. Measurements and incident reporting

- 3.1. Notwithstanding any incident reports by the customer under the provisions of the Master SLA, DE-CIX INTERWIRE operates equipment for the purpose of measuring the performance data relevant to this Special SLA in accordance with the following section **Fehler! Verweisquelle konnte nicht gefunden werden..**

#### 4. Dissemination of customer usage measurement data

- 4.1. Pursuant to the DE-CIX INTERWIRE Global Terms and Conditions, DE-CIX INTERWIRE may elect to make available customer usage measurement data in accordance with this section 4.
- 4.2. Disseminated information:
  - 4.2.1. customer’s company name,
  - 4.2.2. customer’s GlobePEER region,
  - 4.2.3. customer’s physical connection location,
  - 4.2.4. whether or not the traffic load on the customer’s GlobePEER connection exceeded 90 % of its agreed capacity at the time of the previous measurement, and
  - 4.2.5. the time of the previous measurement.

- 4.3. This information may be made electronically accessible (e.g. via a web-interface) to all DE-CIX INTERWIRE customers within the same GlobePEER region.
- 4.4. Dissemination of this information shall help DE-CIX INTERWIRE customers to recognize possible transmission bottlenecks, take measures to prevent transmission delays, and thereby optimize overall efficiency and performance of the GlobePEER service.

## **5. Service definition and service levels: availability**

- 5.1. GlobePEER is a distributed fabric for the exchange of domestic Internet traffic.
- 5.2. GlobePEER consists of the three integral features described below in sections **Fehler! Verweisquelle konnte nicht gefunden werden.** to 5.2.2. For as long as either of the features is unavailable, the GlobePEER service shall be deemed unavailable.
  - 5.2.1. Availability of route server feature:

The Route Server Feature consists of multiple route servers. The Route Server Feature is available as long one route server is available. A route server is available as long as there is a BGP session to at least one customer.
  - 5.2.2. Availability of the blackholing feature:

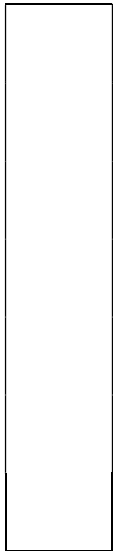
The blackholing feature is available as long as the appropriate ARP responder response to the pre-defined IP Address and the packets marked with the pre-defined blackholing MAC Address are filtered.
- 5.3. The service levels for availability of GlobePEER depend on the GlobePEER region and the physical location of the customer's connection. The service level for availability shall be calculated according to the Master SLA. The respective service level values are compiled in the table in section 7.

## **6. Service definition and service levels: performance**

- 6.1. The performance of GlobePEER depends on the GlobePEER region and the physical location of the customer's connection. The respective GlobePEER performance service levels are compiled in the table in section 7.
- 6.2. Frame loss, jitter and round trip delay on the DE-CIX INTERWIRE platform are calculated based on an hourly average.

## 7. Service levels for different GlobePEER regions

	<u>GlobePEER Region</u>	<u>Customer physical connection location</u>	<u>Availability service level</u>	<u>Performance: jitter (for 97.5% of frames)</u>	<u>Performance: round trip delay (for up to 97.5% of frames)</u>	<u>Performance: frame loss</u>
<b>Asia</b>	GlobePEER Region DE-CIX INTERWIRE (BOM)					
	BOM	BOM	99.8%	0.1ms	1.0 ms	0.05%



**8. Service definition and service level: DE-CIX INTERWIRE customer support service:**

The provisions of the Master SLA shall apply.