

## Service Level Agreement Report 3rd Quarter, 2006-2007

Metric	SLA Target	Measurement
Trouble Ticket System Availability	99%	100%
DC Backbone Router Availability	No more than 2 unscheduled outages, not to exceed 15 minutes, per month	1 unscheduled outage, 4 minutes in duration
HPR Backbone Router Availability	No more than 4 unscheduled outages, not to exceed 30 minutes, per month	0 unscheduled outages
Latency/jitter	Less than 80 ms	Measurement infrastructure not yet in place
Loss	Less than 0.1%	Measurement infrastructure not yet in place

The SLA calls for CENIC to install a southern California server for the purpose of measuring latency and loss across the backbone by the end of the fiscal year. This server is currently being tested and facilities are being prepared for its installation in the Los Angeles POP.