

## Service Level Agreement Report 3<sup>rd</sup> Quarter, 2007-08

In December 2006, CENIC staff was directed to provide quarterly reports to the Board on the extent to which the Service Level Agreement is being met. This report is for the third quarter of 07-08.

Metric	SLA Target	Measurement
Trouble Ticket System Availability	99%	99.99%
DC Backbone Router Availability	No more than 2 unscheduled outages, not to exceed 15 minutes	1 unscheduled outage, duration 20 minutes*.
HPR Backbone Router Availability	No more than 4 unscheduled outages, not to exceed 30 minutes	No unscheduled outages.
Latency/jitter	Less than 80 ms	All backbone segments met SLA. Average latency/jitter was 5.92ms/5.85 ms.
Loss	Less than 0.1%	All backbone segments met SLA**. Average loss rounded to 0.01%.

\* A memory-related failure on LAX-DC1 necessitated an emergency reboot.

\*\*A measurement incident occurred on February 1 that artificially inflated the apparent loss on all backbone segments. This report reflects a manual correction of that loss by CENIC staff.