

RUHR-CIX SERVICE LEVELS

This document contains the respective service values for the following Access Sites:

Access Site Dortmund			
Service Site	RTT in ms	Jitter in ms	Availability
DUS	4	0,5	99,99%
FRA	10	0,6	99,99%
HAM	20	1	99,99%
MUC	20	1	99,99%

Access Site Customer physical connection location

Service Site Service location

RTT Performance: round trip delay (for up to 97.5% of frames)

Jitter Performance: Jitter (for up to 97.5% of frames)

Access Site Herne			
Service Site	RTT in ms	Jitter in ms	Availability
DUS	4	0,5	99,99%
FRA	10	0,6	99,99%
HAM	20	1	99,99%
MUC	20	1	99,99%

Availability Availability of Service Level

Access Site Gelsenkirchen			
Service Site	RTT in ms	Jitter in ms	Availability
DUS	4	0,5	99,99%
FRA	10	0,6	99,99%
HAM	20	1	99,99%
MUC	20	1	99,99%