

Service Level Agreement Report 4th 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 fourth quarter of 07-08.

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	2 unscheduled outages, one 14 minutes and one ~13 hours. No loss of customer connectivity.
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 6.27ms/13.01 ms.
Loss	Less than 0.1%	All backbone segments met SLA. Average loss rounded to 0.04%.