

DE-CIX CLOSED USER GROUPS SPECIAL SERVICE LEVEL AGREEMENT

1. Overview

- 1.1 This document contains the Special Service Level Agreement (Special SLA) for Closed User Groups (CUG) Services. The CUG Special SLA is part of the DE-CIX contractual framework.
- 1.2 This CUG Special SLA shall apply only to the CUG Services, 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 CUG Services are stated detailed in the “DE-CIX Closed User Groups 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 operates equipment for the purpose of measuring the performance and availability relevant to this Special SLA in accordance with the following section.
- 3.2 Measurement boxes are connected to nodes which are configured in the same way as customer interfaces. Pursuant to the Master SLA, only the measurement created by these measurement boxes shall be authoritative to indicate actual performance and availability. The values gained from the measuring equipment are made available to customers online for four weeks.

4. Dissemination of customer usage measurement data

- 4.1 Pursuant to the DE-CIX Global Terms and Conditions, DE-CIX may elect to make available customer usage measurement data in accordance with this section 5.
- 4.2 Disseminated information:
 - 4.2.1 customer’s company name,
 - 4.2.2 customer’s CUG Service region,
 - 4.2.3 customer’s physical connection location,
 - 4.2.4 whether or not the traffic load on the customer’s CUG Service 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 The customer may object to the dissemination of this information by email at any time.

5. Service definition and service levels: availability

5.1 CUG Services are layer 2 point to multipoint services for the exchange of (layer 2) frames between a specific CUG partner and customers of the specific service to enable connectivity and gain privileged access to the specific services offered by the partner.

5.2 To offer CUG Services two integral components described below in sections 5.2.1 to 6.2.2 are essential. For as long as either of the components is unavailable, the CUG Services shall be deemed unavailable.

5.2.1 Availability of the reachability component:

CUG Service reachability component is available as long as more than 50% of DE-CIX measurement boxes (one per edge node) can reach each other on the DE-CIX Apollon platform.

5.2.2 Availability of Route Reflector:

The Route Reflector component consists of multiple route reflector. The Route Reflector component is available as long as one route reflector is available. A route reflector is available as long as there is a BGP session to at least one customer.

5.3 The service levels for availability of CUG Services depend on the CUG Service 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 CUG Services depend on the CUG Service region and the physical location of the customer's connection. The respective CUG Service performance service levels are compiled in the table in section 7.

6.2 The values compiled in the table in section 7 refer only to the connection within the DE-CIX platform. DE-CIX may further publish additional information referring to the connection between the egress of the DE-CIX platform and the network ingress of the partner of CUG Services.

6.3 Frame loss, jitter and round trip delay on the DE-CIX platform are calculated based on an hourly average.

7. Service levels for different CUG Group Service regions

Service Side											
	FRA	HAM	MUC	DUS	BER	MRS	MAD	PMO	IST	NYC	DFW
FRA	99.99% 0.05% 1ms 0.1ms	99.99% 0.5% 14ms 3ms	99.99% 0.5% 9ms 3ms	99.99% 0.5% 8ms 3ms	99.99% 0.5% 14ms 3ms	99.99% 0.5% 20ms 3ms			99.99% 0.5% 80ms 8ms	99.99% 0.5% 140ms 10ms	
HAM	99.99% 0.5% 14ms 3ms	99.99% 0.05% 1ms 0.1ms	99.99% 0.5% 23ms 3ms	99.99% 0.5% 22ms 3ms	99.99% 0.5% 28ms 3ms	99.99% 0.5% 34ms 3ms			99.99% 0.5% 94ms 8ms	99.99% 0.5% 154ms 10ms	
MUC	99.99% 0.5% 9ms 3ms	99.99% 0.5% 23ms 3ms	99.99% 0.05% 1ms 0.1ms	99.99% 0.5% 17ms 3ms	99.99% 0.5% 23ms 3ms	99.99% 0.5% 29ms 3ms			99.99% 0.5% 89ms 8ms	99.99% 0.5% 149ms 10ms	
DUS	99.99% 0.5% 8ms 3ms	99.99% 0.5% 22ms 3ms	99.99% 0.5% 17ms 3ms	99.99% 0.05% 1ms 0.1ms	99.99% 0.5% 22ms 3ms	99.99% 0.5% 28ms 3ms			99.99% 0.5% 88ms 8ms	99.99% 0.5% 148ms 10ms	
BER	99.99% 0.5% 14ms 3ms	99.99% 0.5% 28ms 3ms	99.99% 0.5% 23ms 3ms	99.99% 0.5% 22ms 3ms	99.99% 0.05% 1ms 0,1ms	99.99% 0.5% 34ms 3ms			99.99% 0.5% 94ms 8ms	99.99% 0.5% 154ms 10ms	
MRS	99.99% 0.5% 20ms 3ms	99.99% 0.5% 34ms 3ms	99.99% 0.5% 29ms 3ms	99.99% 0.5% 28ms 3ms	99.99% 0.5% 34ms 3ms	99.99% 0.05% 1ms 0.1ms			99.99% 0.5% 100ms 3ms	99.99% 0.5% 160ms 3ms	
MAD							99.99% 0.05% 1ms 0.1ms				
PMO								99.99% 0.05% 1ms 0.1ms			
IST*1	99.99% 0.5% 80ms 8ms								99.99% 0.05% 1ms 0.1ms		
NYC*2	99.99% 0.5% 140ms 10ms									99.99% 0.05% 1ms 0.1ms	
DFW*2											99.99% 0.05% 1ms 0.1ms

Legende:	Availability = Availability of Service Level	
	Frame Loss =Performance: frame loss	
	RTT = Performance: round trip delay (for up to 97.5% of frames)	
	Jitter = Performance: Jitter (for up to 97.5% of frames)	
	Access Side = Customer physical connection location	Service Side = CUG Service Side
*1	Customers connected from outside Istanbul city SLA is reduced to 99.70%. Performance and availability +0.1% (Packet Loss) +5ms (Jitter) +100ms (Latency) (according to the list of DE- CIX Istanbul on net locations)	
*2	Customer connected from outside MetroRegion SLA is reduced to 99,90%. Performance and availability is 0.1% (Packet Loss), 2ms (Jitter), +100ms (Latency)	

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

The provisions of the Master SLA shall apply.

9. Breach of service level, credit system:

The provisions of the Master SLA shall apply.

10. Credit amounts:

10.1 The following credit amounts shall apply to breaches of service levels for the CUG Service.

10.2 Availability (per calendar month):

The provisions of the Master SLA shall apply.

10.3 Performance (per day):

Breach of performance level for a time period of up to 4 hours: 3% credit

Breach of performance level for a time period of more than 4 hours: 6% credit

10.4 Credit percentages are in relation to the monthly recurring fee payable to DE-CIX for use of the CUG Service.

11. Credit claim procedure and dispute resolution:

The provisions of the Master SLA shall apply.