

**DE-CIX SERVICE LEVELS
FOR
DE-CIX LOCATIONS**

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

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Access Site Frankfurt			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	10,10	0,19	99,99%
FRA	3,60	0,31	99,99%
PMO	36,10	1,36	99,99%
MUC	10,10	0,19	99,99%
MRS	18,20	0,18	99,99%
NYC	82,10	0,27	99,99%
DUS	6,40	0,22	99,99%
LIS	27,70	0,19	99,99%
MAD	27,60	0,17	99,99%
IST	37,20	0,68	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)

Availability

Availability of Service Level

Access Site Hamburg			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	0,30	0,04	99,99%
FRA	9,40	0,13	99,99%
PMO	41,50	1,62	99,99%
MUC	15,10	0,05	99,99%
MRS	21,70	0,05	99,99%
NYC	87,10	0,09	99,99%
DUS	11,20	0,06	99,99%
LIS	30,70	0,06	99,99%
MAD	30,80	0,06	99,99%
IST	42,40	1,38	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)

Availability Availability of Service Level

Access Site Munich			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	15,10	0,04	99,99%
FRA	10,30	0,15	99,99%
PMO	41,50	1,15	99,99%
MUC	0,80	0,79	99,99%
MRS	20,30	0,04	99,99%
NYC	87,70	0,13	99,99%
DUS	11,20	0,03	99,99%
LIS	32,60	0,05	99,99%
MAD	32,60	0,05	99,99%
IST	42,60	1,93	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)

Availability Availability of Service Level

Access Site Dusseldorf			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	11,20	0,04	99,99%
FRA	6,80	0,13	99,99%
PMO	37,50	1,02	99,99%
MUC	11,90	0,07	99,99%
MRS	19,30	0,09	99,99%
NYC	83,60	0,37	99,99%
DUS	0,20	0,02	99,99%
LIS	28,50	0,14	99,99%
MAD	28,50	0,13	99,99%
IST	41,10	1,09	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)

Availability Availability of Service Level

Access Site Madrid			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	30,80	0,05	99,99%
FRA	27,80	0,17	99,99%
PMO	59,00	1,32	99,99%
MUC	32,60	0,07	99,99%
MRS	15,30	0,06	99,99%
NYC	99,90	0,11	99,99%
DUS	28,70	0,06	99,99%
LIS	0,60	0,06	99,99%
MAD	0,40	0,05	99,99%
IST	62,00	0,66	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)
Availability	Availability of Service Level

Access Site Lisbon			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	30,80	0,07	99,99%
FRA	27,70	0,13	99,99%
PMO	58,90	1,37	99,99%
MUC	32,60	0,06	99,99%
MRS	15,40	0,05	99,99%
NYC	101,80	0,43	99,99%
DUS	28,50	0,06	99,99%
LIS	0,50	0,05	99,99%
MAD	0,60	0,07	99,99%
IST	62,00	0,63	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)

Availability Availability of Service Level

Access Site Palermo			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	41,50	1,62	99,99%
FRA	36,10	1,37	99,99%
PMO	0,30	0,04	99,99%
MUC	41,40	1,16	99,99%
MRS	46,80	0,08	99,99%
NYC	113,60	2,35	99,99%
DUS	37,50	1,04	99,99%
LIS	58,90	1,36	99,99%
MAD	58,90	1,32	99,99%
IST	66,20	0,49	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)
Availability	Availability of Service Level

Access Site Marseille			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	21,70	0,04	99,99%
FRA	18,20	0,13	99,99%
PMO	46,80	0,07	99,99%
MUC	23,40	0,05	99,99%
MRS	0,20	0,02	99,99%
NYC	92,60	0,44	99,99%
DUS	19,30	0,03	99,99%
LIS	15,20	0,05	99,99%
MAD	15,20	0,05	99,99%
IST	51,80	3,71	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)
Availability	Availability of Service Level

Access Site New York			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	87,10	0,10	99,99%
FRA	82,10	0,14	99,99%
PMO	113,60	2,35	99,99%
MUC	87,70	0,09	99,99%
MRS	92,60	0,42	99,99%
NYC	0,90	0,08	99,99%
DUS	83,40	0,10	99,99%
LIS	101,50	0,42	99,99%
MAD	99,60	0,10	99,99%
IST	112,40	0,10	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)

Availability Availability of Service Level

**Where
networks
meet**

Access Site Dallas			
Service Site	RTT in ms	Jitter in ms	Availability
DFW	0,20	0,04	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)

Availability Availability of Service Level

Access Site Istanbul			
Service Site	RTT in ms	Jitter in ms	Availability
HAM	42,40	1,38	99,99%
FRA	37,20	0,66	99,99%
PMO	66,30	0,49	99,99%
MUC	43,90	1,93	99,99%
MRS	51,80	3,71	99,99%
NYC	112,40	0,12	99,99%
DUS	41,10	1,09	99,99%
LIS	62,00	0,63	99,99%
MAD	62,00	0,66	99,99%
IST	0,20	0,04	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)

Availability Availability of Service Level

Access Site Johor Bahru			
Service Site	RTT in ms	Jitter in ms	Availability
KUL	1,80	0,05	99,99%
SIN	0,20	0,05	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)

Availability Availability of Service Level

Access Site Kuala Lumpur			
Service Site	RTT in ms	Jitter in ms	Availability
JHB	1,80	0,05	99,99%
SIN	1,90	0,05	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)

Availability Availability of Service Level

Access Site Singapore			
Service Site	RTT in ms	Jitter in ms	Availability
JHB	0,20	0,05	99,99%
KUL	1,90	0,05	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)

Availability Availability of Service Level