

## DE-CIX SERVICE LEVELS FOR DE-CIX LOCATIONS

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

1. [Access Site Frankfurt \(p. 2\)](#)
2. [Access Site Hamburg \(p. 3\)](#)
3. [Access Site Munich \(p. 4\)](#)
4. [Access Site Dusseldorf \(p. 5\)](#)
5. [Access Site Madrid \(p. 6\)](#)
6. [Access Site Lisbon \(p. 7\)](#)
7. [Access Site Palermo \(p. 8\)](#)
8. [Access Site Marseille \(p. 9\)](#)
9. [Access Site New York \(p. 10\)](#)
10. [Access Site Dallas \(p. 11\)](#)
11. [Access Site Istanbul \(p. 12\)](#)
12. [Access Site Johor Bahru \(p. 13\)](#)
13. [Access Site Kuala Lumpur \(p. 14\)](#)
14. [Access Site Singapore \(p. 15\)](#)
15. [Access Site Chicago \(p. 16\)](#)
16. [Access Site Richmond \(p. 17\)](#)
17. [Access Site Barcelona \(p. 18\)](#)
18. [Access Site Phoenix \(p. 19\)](#)
19. [Access Site Seattle \(p. 20\)](#)
20. [Access Site Copenhagen \(p. 21\)](#)
21. [Access Site Helsinki \(p. 22\)](#)
22. [Access Site Esbjerg \(p. 23\)](#)
23. [Access Site Kristiansand \(p. 24\)](#)
24. [Access Site Oslo \(p. 25\)](#)

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%
BCN	22,00	0,20	99,99%
ORD	99,10	0,17	99,99%
RIC	88,92	0,14	99,99%
LEJ	13,40	0,21	99,99%

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	Availability of Service Level

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	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%
CPH	8,7	0,08	99,99%

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	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 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%

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	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	10,20	0,06	99,99%
MAD	0,40	0,05	99,99%
IST	62,00	0,66	99,99%
BCN	9,00	0,21	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	48,20	0,07	99,99%
FRA	37,90	0,13	99,99%
PMO	58,90	1,37	99,99%
MUC	49,60	0,06	99,99%
MRS	15,40	0,05	99,99%
NYC	101,80	0,43	99,99%
DUS	43,40	0,06	99,99%
LIS	0,50	0,05	99,99%
MAD	10,20	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%

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	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%
BCN	7,00	0,52	99,99%

<b>Access Site</b>	Customer physical connection location
<b>Service Site</b>	Service location
<b>RTT</b>	Performance: round trip delay (for up to 97.5% of frames)
<b>Jitter</b>	Performance: Jitter (for up to 97.5% of frames)
<b>Availability</b>	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%
ORD	17,00	0,13	99,99%
RIC	9,72	0,12	99,99%
DFW	42,5	0,13	99,99%
PHX	66,7	0,12	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 Dallas			
Service Site	RTT in ms	Jitter in ms	Availability
DFW	0,20	0,04	99,99%
NYC	42,5	0,13	99,99%
ORD	41,2	0,12	99,99%
RIC	34,3	0,14	99,99%
PHX	24,2	0,12	99,99%
FRA	124,6	0,13	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	18	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	18	0,05	99,99%
SIN	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 Singapore			
Service Site	RTT in ms	Jitter in ms	Availability
JHB	0,20	0,05	99,99%
KUL	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 Chicago			
Service Site	RTT in ms	Jitter in ms	Availability
ORD	0,90	0,12	99,99 %
NYC	17,00	0,13	99,99 %
DFW	42,00	0,20	99,99 %
RIC	23,82	0,15	99,99 %
FRA	99,10	0,17	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 Richmond			
Service Site	RTT in ms	Jitter in ms	Availability
RIC	0,30	0,11	99,99 %
NYC	6,82	0,12	99,99 %
ORD	23,82	0,15	99,99 %
DFW	27,18	0,18	99,99 %
FRA	88,92	0,14	99,99 %
HAM	93,92	0,14	99,99 %
PMO	120,42	2,38	99,99 %
MUC	94,52	0,15	99,99 %
MRS	99,42	0,41	99,99 %
DUS	90,22	0,14	99,99 %
LIS	108,32	0,45	99,99 %
MAD	106,42	0,14	99,99 %
IST	119,22	0,70	99,99 %
BCN	110,92	0,22	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 Barcelona			
Service Site	RTT in ms	Jitter in ms	Availability
BCN	0,40	0,05	99,99 %
ORD	121,10	0,45	99,99 %
NYC	104,10	0,42	99,99 %
DFW	27,18	0,46	99,99 %
RIC	110,92	0,22	99,99 %
FRA	22,00	0,20	99,99 %
HAM	32,10	0,15	99,99 %
PMO	58,10	2,43	99,99 %
MUC	32,10	0,21	99,99 %
MRS	7,00	0,52	99,99 %
DUS	28,40	0,19	99,99 %
LIS	9,60	0,55	99,99 %
MAD	9,00	0,21	99,99 %
IST	59,20	3,10	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

Access Site Phoenix			
Service Site	RTT in ms	Jitter in ms	Availability
PHX	0,20	0,05	99,99 %
DFW	24,20	0,12	99,99 %
ORD	65,40	0,18	99,99 %
NYC	66,70	0,20	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 Seattle			
Service Site	RTT in ms	Jitter in ms	Availability
SEA	0,30	0,05	99,99 %
ORD	65,30	0,12	99,99 %
PHX	39,40	0,14	99,99 %
DFW	64,60	0,12	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 Copenhagen			
Service Site	RTT in ms	Jitter in ms	Availability
CPH	0,30	0,05	99,99 %
HAM	8,70	0,08	99,99 %
EBJ	5,10	0,10	99,99 %
OSL	14,70	0,12	99,99 %
HEL	15,80	0,12	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 Helsinki			
Service Site	RTT in ms	Jitter in ms	Availability
HEL	0,30	0,05	99,99 %
OSL	16,30	0,13	99,99 %
CPH	15,80	0,12	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 Esbjerg			
Service Site	RTT in ms	Jitter in ms	Availability
EBJ	0,30	0,05	99,99 %
HAM	6,90	0,12	99,99 %
CPH	5,10	0,10	99,99 %
KRS	6,30	0,12	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 Kristiansand			
Service Site	RTT in ms	Jitter in ms	Availability
KRS	0,30	0,05	99,99 %
OSL	6,70	0,12	99,99 %
EBJ	6,30	0,12	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 Oslo			
Service Site	RTT in ms	Jitter in ms	Availability
OSL	0,30	0,05	99,99 %
KRS	6,70	0,12	99,99 %
CPH	14,70	0,14	99,99 %
HEL	16,30	0,12	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