

## Network Performance Targets for IP Connect Global and BT MPLS

The following targets apply to standard service and are measured between different POPs on BT's network.

### 1. Country regional table

The Table below identifies the Countries in each SLA region.

Europe 1	Europe 2	North America	Asia Pacific 1	Middle East
Austria	Estonia	Canada	Australia	Bahrain
Belgium	Bulgaria	Mexico	Hong Kong	Israel
Denmark	Croatia	USA	Japan	Kuwait
Finland	Cyprus		Singapore	Lebanon
France	Czech Rep.	<b>South America</b>		Pakistan
Germany	Greece	Argentina	<b>Asia Pacific 2</b>	Saudi Arabia
Ireland	Hungary	Brazil	China	UA Emirates
Italy	Poland	Chile	Indonesia	
Luxembourg	Romania	Colombia	Malaysia	<b>Africa</b>
Netherlands	Russia	Peru	New Zealand	Egypt
Norway	Slovakia	Venezuela	Philippines	Morocco
Portugal	Slovenia		South Korea	South Africa
Spain	Turkey	<b>India</b>	Thailand	
Sweden	Ukraine	India	Taiwan	
Switzerland			Vietnam	
UK (including Enhanced Access)			Kazakhstan	

If a Site is connected by an international private circuit to a POP in another country then the Site is considered to be in the POP country for the purpose of determining the network performance target. For example, a site in French Guiana connected to a POP in Paris is considered to be in "Europe 1" for regional SLAs.

## Network Performance Targets for IP Connect Global and BT MPLS

### 2. Network Performance

#### 2.1. RTD targets (all in ms)

Core SLA Region to SLA Region	EF RTD (in ms)	AF RTD (in ms)	DE RTD (in ms)
Within Europe Region 1	30	35	50
Europe Region 1 to Europe Region 2	45	50	65
Within Europe Region 2	70	80	95
Europe Region 1 to North America	140	145	155
Europe Region 2 to North America	165	175	190
Within North America	48	53	63
Asia Pac Region 1 to Europe Region 1	270	275	300
Asia Pac Region 2 to Europe Region 1	270	275	300
Asia Pac Region 1 to Europe Region 2	310	320	350
Asia Pac Region 2 to Europe Region 2	310	325	360
Asia Pac Region 1 to North America	225	230	255
Asia Pac Region 2 to North America	250	260	280
Within Asia Pac (Regions 1 and 2)	85	95	125
Within India	35	38	44
India Region to Europe Region 1	220	225	235
India Region to Europe Region 2	240	250	270
India Region to North America	310	320	340
India Region to Asia Pac Region 1	140	150	170
India Region to Asia Pac Region 2	145	160	185
Within Africa	TBA	TBA	TBA
Africa to Europe Region 1	250	260	270
Africa to Europe Region 2	290	305	315
Africa to North America	380	395	405
Africa to Asia Pac Region 1	215	230	240
Africa to Asia Pac Region 2	225	245	260
Africa to India	200	215	225
Within South America	100	110	125
South America to Europe Region 1	265	270	275
South America to Europe Region 2	290	300	310
South America to North America	175	185	195
South America to Asia Pac Region 1	390	400	410
South America to Asia Pac Region 2	415	430	440
South America to India	420	430	440
South America to Africa	500	515	525
Within Middle East	165	180	200
Middle East to Europe Region 1	140	150	165
Middle East to Europe Region 2	140	150	165
Middle East to North America	245	255	270
Middle East to South America	360	375	385
Middle East to Asia Pac Region 1	260	275	295
Middle East to Asia Pac Region 2	280	295	315
Middle East to India	235	250	270
Middle East to Africa	295	310	330

## Network Performance Targets for IP Connect Global and BT MPLS

### 2.2. Packet Delivery targets (all in %)

Core SLA Region to SLA Region	EF PD (%)	AF PD (%)	DE PD (%)
Within Europe (Regions 1 & 2)	99.90	99.90	99.60
Europe (Regions 1 and 2) to North America	99.90	99.90	99.60
Within North America	99.90	99.90	99.60
Asia Pac (Reg. 1 & 2) to Europe (Reg. 1 & 2)	99.80	99.80	99.40
Asia Pac (Regions 1 & 2) to North America	99.80	99.80	99.40
Within Asia Pac (Regions 1 & 2)	99.80	99.80	99.40
Within India	99.80	99.80	99.40
India to Europe (Regions 1 & 2)	99.80	99.80	99.40
India to North America	99.80	99.80	99.40
India to Asia Pac (Regions 1 & 2)	99.80	99.80	99.40
Within Africa	99.80	99.80	99.40
Africa to Europe (Regions 1 & 2)	99.80	99.80	99.40
Africa to North America	99.80	99.80	99.40
Africa to Asia Pac (Regions 1 & 2)	99.80	99.80	99.40
Africa to India	99.80	99.80	99.40
Within South America	99.80	99.80	99.40
South America to Europe (Regions 1 & 2)	99.80	99.80	99.40
South America to North America	99.80	99.80	99.40
South America to Asia Pac (Regions 1 & 2)	99.80	99.80	99.40
South America to India	99.80	99.80	99.40
South America to Africa	99.80	99.80	99.40
Within Middle East	99.80	99.80	99.40
Middle East to Europe Region 1	99.80	99.80	99.40
Middle East to Europe Region 2	99.80	99.80	99.40
Middle East to North America	99.80	99.80	99.40
Middle East to South America	99.80	99.80	99.40
Middle East to Asia Pac Region 1	99.80	99.80	99.40
Middle East to Asia Pac Region 2	99.80	99.80	99.40
Middle East to India	99.80	99.80	99.40
Middle East to Africa	99.80	99.80	99.40

## **Network Performance Targets for IP Connect Global and BT MPLS**

### **2.3. Jitter performance Targets (all in ms)**

<b>BT Network Performance Jitter SLA Core SLA Region to SLA Region</b>	<b>One Way EF Jitter (ms)</b>
Within Europe (Regions 1&2)	3.0
Europe (Regions 1&2) to North America	3.5
Within North America	3.0
Asia Pac (Regions 1&2) to Europe (Regions 1&2)	5.0
Asia Pac (Regions 1&2) to North America	4.5
Within Asia Pac (Regions 1&2)	3.5
Within India	2.5
India to Europe (Regions 1&2)	4.0
India to North America	4.5
India to Asia Pac (Regions 1&2)	3.5
Within Africa	3.5
Africa to Europe (Regions 1&2)	4.0
Africa to North America	4.5
Africa to Asia Pac (Regions 1 & 2)	4.5
Africa to India	4.5
Within South America	3.5
South America to Europe (Regions 1 & 2)	4.5
South America to North America	4.0
South America to Asia Pac (Regions 1 & 2)	4.5
South America to India	4.5
South America to Africa	4.5
Within Middle East	3.5
Middle East to Europe Region 1	3.5
Middle East to Europe Region 2	4.0
Middle East to North America	4.0
Middle East to South America	4.5
Middle East to Asia Pac Region 1	4.5
Middle East to Asia Pac Region 2	4.5
Middle East to India	4.5
Middle East to Africa	5.0

### **3. Access Resiliency Target**

<b>Access Resiliency Option</b>	<b>Resiliency Repair-Time Target</b>
Secure +	24 hours
Secure	24 hours
Access Backup II	24 hours
Access Backup I	24 hours