

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.	South America		Pakistan
Germany	Greece	Argentina	Asia Pacific 2	Saudi Arabia
Ireland	Hungary	Brazil	China	UA Emirates
Italy	Poland	Chile	Indonesia	
Luxembourg	Romania	Colombia	Malaysia	Africa
Netherlands	Russia	Peru	New Zealand	Egypt
Norway	Slovakia	Venezuela	Philippines	Morocco
Portugal	Slovenia		South Korea	South Africa
Spain	Turkey	India	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)

BT Network Performance Jitter SLA Core SLA Region to SLA Region	One Way EF Jitter (ms)
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

Access Resiliency Option	Resiliency Repair-Time Target
Secure +	24 hours
Secure	24 hours
Access Backup II	24 hours
Access Backup I	24 hours