

DE-CIX SERVICE LEVELS FOR DE-CIX LOCATIONS

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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% |
| BCN | 22,00 | 0,20 | 99,99% |
| ORD | 99,10 | 0,17 | 99,99% |
| RIC | 88,92 | 0,14 | 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% |
| 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 | 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% |
| BCN | 7,00 | 0,52 | 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% |
| ORD | 17,00 | 0,13 | 99,99% |
| RIC | 6,82 | 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% |

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 | 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

| 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 % |
| HAM | 104,10 | 0,14 | 99,99 % |
| PMO | 130,60 | 2,40 | 99,99 % |
| MUC | 104,70 | 0,14 | 99,99 % |
| MRS | 109,60 | 0,44 | 99,99 % |
| DUS | 100,40 | 0,10 | 99,99 % |
| LIS | 118,50 | 0,46 | 99,99 % |
| MAD | 116,60 | 0,14 | 99,99 % |
| IST | 129,40 | 0,72 | 99,99 % |
| BCN | 121,10 | 0,45 | 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