

MPLS VPN Service Level Agreements

NEW END TO END SERVICE LEVEL AGREEMENTS

Sprint stands by our MPLS VPN service with standard End to End Service Level Agreements and performance reporting - at no additional charge! By extending performance commitments all the way to the customer premise, Sprint ensures support of a customer's real-time applications such as VoIP and Video Conferencing. For detailed end to end commitments, service credits and eligibility, please contact your account manager.

End-to-End Delay SLA

Commitment is tailored to a pair of specific customer locations and the End-to-End Delay commitment is equal to the monthly average of the committed round trip delay (in milliseconds) between the Sprint nodes where the respective endpoints connect to the Sprint network (node-to-node delay), plus the committed local loop round trip delay for each endpoint (Local Loop Delay). Sprint guarantees a monthly average end to end delay of less than the committed metric or we will credit you 3 days service credit for monthly port and local loop (both ends).

End to End Packet Loss SLA

Sprint guarantees a monthly average end to end packet loss ranging from 0.1% to 0.55% depending on the locations of the eligible customer sites or we will credit you 3 days service credit for monthly port and local loop (both ends).

End to End Jitter SLA

Sprint guarantees a monthly average end to end jitter of ranging from 10 ms - 20 ms (1-way) depending on the locations of the eligible customer sites or we will credit you 3 days service credit for monthly port and local loop (both ends).

Site Availability SLA (applies to both End to End SLAs and Network SLAs)

Sprint guarantees up to 100% site availability for fully redundant access configurations with applicable service credits up to 100% of the monthly recurring charge for port and local loop.

Installation SLA (applies to both End to End SLAs and Network SLAs)

Sprint guarantees installation by circuit speed with applicable service credits up to 150% of the monthly recurring charge for port.

* See actual Service Level Agreement for other applicable terms, eligibility, conditions, exclusions, and maximum credits.

NETWORK SERVICE LEVEL AGREEMENTS

Measurement Region	Committed Network Round Trip Delay	Committed Network Packet Loss	Committed Network Jitter
INTRA-REGION			
North America	Less than or equal to 55 ms	0.1%	Less than 2 ms
Europe	Less than or equal to 45 ms	0.1%	Less than 2 ms
Asia	Less than or equal to 105 ms	0.1%	Less than 2 ms
South Pacific	Less than or equal to 70 ms	0.1%	Less than 2 ms
INTER-REGION			
Europe to North America	Less than or equal to 95 ms	0.1%	Less than 2 ms
Japan to North America	Less than or equal to 130 ms	0.1%	Less than 2 ms
Hong Kong to North America	Less than or equal to 190 ms	0.1%	Less than 2 ms
Korea to North America	Less than or equal to 190 ms	0.1%	Less than 2 ms
Singapore to North America	Less than or equal to 250 ms	0.1%	Less than 2 ms
India to North America	Less than or equal to 300 ms	0.3%	Less than 2 ms
South Pacific to North America	Less than or equal to 210 ms	0.1%	Less than 2 ms
Latin America to North America	Less than or equal to 135 ms	0.7%	Less than 2 ms
Chile to North America	Less than or equal to 135 ms	0.7%	Less than 2 ms
Colombia to North America	Less than or equal to 115 ms	0.7%	Less than 2 ms
Venezuela to North America	Less than or equal to 70 ms	0.7%	Less than 2 ms
Puerto Rico to Continental United States	Less than or equal to 60 ms	0.1%	Less than 2 ms
Hawaii to Continental United States	Less than or equal to 85 ms	0.1%	Less than 2 ms

Network Delay SLA

Sprint guarantees their monthly average backbone delays as detailed in the chart above or we will credit you 100% of monthly port charge.

[Click here to view the latest metrics.](#)

Network Packet Loss SLA

Sprint guarantees a monthly average backbone packet loss as detailed in the chart above or we will credit you 100% of monthly port charge.

[Click here to view the latest metrics.](#)

Network Jitter SLA

Sprint guarantees a monthly average backbone jitter as detailed in the chart above or we will credit you 100% of monthly port charge.

[Click here to view the latest metrics.](#)

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