



Performance Commitments

We built our metropolitan area network using industry leading Cisco electronics and Corning-glass based fibre optic cable. Our fixed and WiFi wireless are built with proven WiLAN, Western Multiplex, and Cisco equipment. We've built a fault tolerant network so that our customers could depend on it for their most critical applications.

Our high-speed “self healing” ATM, Ethernet, and IP based network is built with diverse paths and redundant electronics, enabling us to offer Service Level Agreements that are best in class.

Please review our performance commitments below:

Network Availability

The network availability commitments are as follows:

- Private Line and Transparent LAN Services – in our core network is 99.999% availability as calculated with the following formula: $\text{Availability} = (\text{Total Monthly Minutes} - \text{Mean Time to Restore (MTTR*)}) / \text{Total Monthly Minutes}$
- Internet Services – availability commitment is 99.95% as calculated with the following formula: $\text{Availability} = (\text{Total Monthly Minutes} - \text{Mean Time to Restore (MTTR*)}) / \text{Total Monthly Minutes}$

*Note that the network availability does not apply to the local access into the building, any scheduled maintenance windows or any Customer owned equipment problems. MTTR is the average downtime within a 30-day period.

Availability	Downtime Per Year (3651/4 x 24)
99.9999%	32 seconds
99.999%	5 minutes, 15 seconds
99.99%	52 minutes, 36 seconds
99.95%	4 Hours, 23 minutes
99.9%	8 Hours, 46 minutes
99.5%	1 day, 19 hours, 48 minutes
99%	3 days, 15 hours, 40 minutes

Error Free Seconds

Error Free Seconds is defined as a measure of the quality of the service during the time that the facility is available for use. The parameter is established by counting the number of errored seconds (“ES”) that occur within a given measurement period. This measurement period is 24 hours. The performance objective for this service is to be equal to or greater than 97.8% Error Free Seconds (“EFS”) or no more than 1900 errors in a 24 hour period.

Packet Loss

The packet loss commitment between the Network Operations Centre (NOC) and Utilities Kingston Points of Presence (Pops) is less than 1%.

Latency

The commitment for roundtrip latency between our NOC (Network Operations Centre) and all Utilities Kingston Points of Presence is less than 35ms (milliseconds) as averaged monthly.

Outage Notification Time

The commitment for the mean time between the service outage occurrence and notification of the trouble to the customer or Mean Time To Answer (MTTA) is less than 30 minutes after repair has been initiated. Further we also commit to a 4 hour Mean Time To Restore (MTTR) for most troubleshooting issues. Scheduled maintenance windows are not included.

Service Level Agreement

All Utilities Kingston customers are provided with Service Level Agreement. This agreement clearly outlines our responsibilities and commitment to you in writing. We stand behind our agreements and there is no fine print. We back this up our network operations supports as follows:

Network management functions are performed by Utilities Kingston 7-days a week, 24-hours a day, 365-days per year basis:

- (a) Network Surveillance;
- (b) Help Desk; and
- (c) Fault Management.