SERVICE LEVEL AGREEMENT (SLA)

IP Forwarding Services

Keep Your IP’s™ Secure IP Forwarding and other combined services are backed by specific service level guarantees.

Network Availability Guarantee - 100%

The Keep Your IP™ (“KYI”) network, as defined in this section, is guaranteed to be available and capable of forwarding IP packets 100% of the time, as averaged over a calendar month. The KYI IP network includes the customer’s server access and the KYI Secure IP Forwarding backbone network. The KYI IP backbone network includes Level 3, CenturyLink, and XO leased and controlled by KYI 24/7 managed Dual Cisco routers and circuits (including carrier transit connections). The Keep Your IP Network Availability Guarantee does not include the Internet access at the end user’s IP alarm Panel, Central Station Premise Equipment (Router, CPE, or Receivers) or Central Station Local Area Network (LAN), Central Station Internet Service connections, scheduled maintenance events, customer caused outages or disruptions, interconnections to or from and connectivity within other Internet Service Provider (ISP) networks, and force majeure events (as defined in the relevant service contract).

If the Network Availability Guarantee is not met in a calendar month, the customer will receive a credit of one (1) month of the monthly recurring charge (MRC) for that month for each full hour of outage in excess of the 100% guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Latency Guarantee (85 Milliseconds)

The KYI IP backbone network (as defined in the previous section) is guaranteed to have an average round trip packet transit time within the KYI network over a calendar month of 85ms or less within the continental United States. The average latency is measured as the average of 15-minute samples across the IP backbone network taken throughout the month. The Latency Guarantee does not include the local access circuit (e.g. local loop), CPE or Customer’s LAN, scheduled maintenance events, customer caused outages or disruptions, interconnections to or from and connectivity within other ISP networks, and force majeure events (as defined in the relevant service contract).

If the Latency guarantee is not met in a calendar month, the customer will receive a credit of 1/30th of the monthly recurring charge (MRC) for that month for each full 1ms above the 85ms average maximum guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

Packet Loss

Maximum average packet loss of 1 percent or less is guaranteed during any calendar month.
Credit Limits and Reporting Procedures

Total credits under this SLA are limited to the monthly recurring charge for the affected Secure IP Forwarding service or Combined Service for the month in which the service does not meet the guarantees.

Keep Your IP
14 Goodyear
STE 125
Irvine, CA 92618

www.keepyourip.com
866-444-7007
info@keepyourip.com