

MPLS VPN Service Level Agreements

NETWORK SERVICE LEVEL AGREEMENTS

Measurement Region	Network Delay Commitment (in milliseconds)	Network Packet Loss Commitment	Network Jitter Commitment (in milliseconds)
INTRA-REGION			
North America	Less than or equal to 40ms	0.05%	Less than 1ms
Europe	Less than or equal to 30ms	0.05%	Less than 1ms
Asia	Less than or equal to 80ms	0.05%	Less than 1ms
South Pacific ¹	Less than or equal to 30ms	0.05%	Less than 1ms
INTER-REGION		0.05%	
Europe to Asia	Less than or equal to 165ms	0.05%	Less than 1ms
Europe to North America	Less than or equal to 85ms	0.05%	Less than 1ms
Japan to North America	Less than or equal to 105ms	0.05%	Less than 1ms
Hong Kong to North America	Less than or equal to 170ms	0.05%	Less than 1ms
Korea to North America	Less than or equal to 145ms	0.05%	Less than 1ms
Singapore to North America	Less than or equal to 200ms	0.05%	Less than 1ms
India to North America	Less than or equal to 240ms	0.1%	Less than 1ms
South Pacific to North America	Less than or equal to 165ms	0.05%	Less than 1ms
Latin America to North America	Less than or equal to 105ms	0.1%	Less than 1ms
Chile to North America	Less than or equal to 120ms	0.1%	Less than 1ms
Colombia to North America	Less than or equal to 70ms	0.1%	Less than 1ms
Brazil to North America	Less than or equal to 120ms	0.1%	Less than 1ms
Puerto Rico to Domestic US	Less than or equal to 20ms	0.05%	Less than 1ms
Hawaii to Domestic	Less than or equal to 60ms	0.05%	Less than 1ms
Mexico to Domestic	Less than or equal to 45ms	0.05%	Less than 1ms

⁽¹⁾ South Pacific Network Performance Commitments are available for MPLS VPN Service only and not Dedicated IP.

Network Performance Commitments

Sprint guarantees their monthly average backbone delays as detailed in the chart above or we will credit you 10% 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 10% of monthly port charge.

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[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 10% of monthly port charge.

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

Port Availability SLA

Sprint guarantees up to 100% port 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

Sprint guarantees installation by circuit speed with applicable service credits up to 50% of the monthly recurring charge for port and local loop.

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