



**AMS-IX SLA Report  
“Month” “Year”**

**“Customer Name”  
“Link ID”**

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# SLA Report “Month” “Year”

## 1.0 Performance measurement

### 1.1 Summary

In the following table a summary of the performance measurement of the AMS-IX network can be seen. The values are the result of performance tests between the AMS-IX switch you are connected to and all other switches in the AMS-IX network.

“Link ID” is connected on

EDGE-SAR-010

	Delay $\mu$ s	Jitter $\mu$ s	Loss %
STUB-TEL-220	327.11	15.373	0.000000
EDGE-GLO-013	116.382	9.637	0.000000
EDGE-EUN-014	326.484	2.689	0.000000
STUB-EUN-215	188.811	2.332	0.000000
EDGE-IXN-016	330.960	9.017	0.000000
STUB-TEL-320	228.887	17.549	0.000000
STUB-GLO-219	103.824	14.877	0.000000
STUB-EUN-315	189.143	4.260	0.000000
EDGE-SAR-010	NA	NA	NA
STUB-SAR-222	125.518	9.245	0.000000
STUB-GLO-319	136.527	7.118	0.000000
STUB-SAR-322	177.542	7.624	0.000000
EDGE-TEL-012	323.376	9.655	0.013889
STUB-EQX-229	319.870	2.698	0.000000
EDGE-NIK-011	190.904	22.122	0.000000
STUB-TEL-225	323.057	18.088	0.000000
STUB-NIK-226	176.820	16.065	0.000000
STUB-EQX-329	231.908	7.675	0.000000

STUB-NIK-326	115.473	3.832	0.000000
STUB-TEL-325	320.063	11.298	0.000000
EDGE-EQX-015	237.600	5.436	0.013889
STUB-NIK-228	127.352	4.413	0.000000
STUB-NIK-328	123.231	11.748	0.000000
STUB-IXN-224	323.008	3.442	0.000000
STUB-IXN-324	323.231	4.183	0.000000

Values shows 95th percentile over monthly aggregated data and only one-way measurements

The shown performance values are all within SLA specifications.

## 1.2 General Network Performance

The following sections provide performance data over the month of November between the switch you are connected to and another switch in the network . This is an example to give a general indication of the total network performance as displaying all platform statistics in this report would make the report unclear.

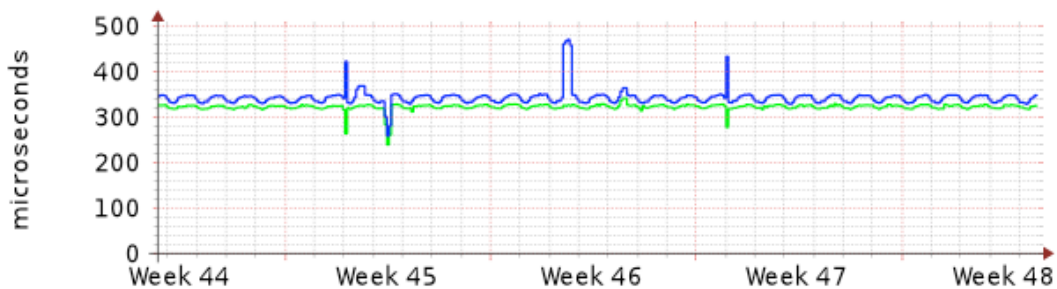
Please note that these graphs show the maximum and minimum values and not the 95<sup>th</sup> percentile.

More specific data and graphs can be found on the my.ams-ix portal as well as live graphs of the current performance.

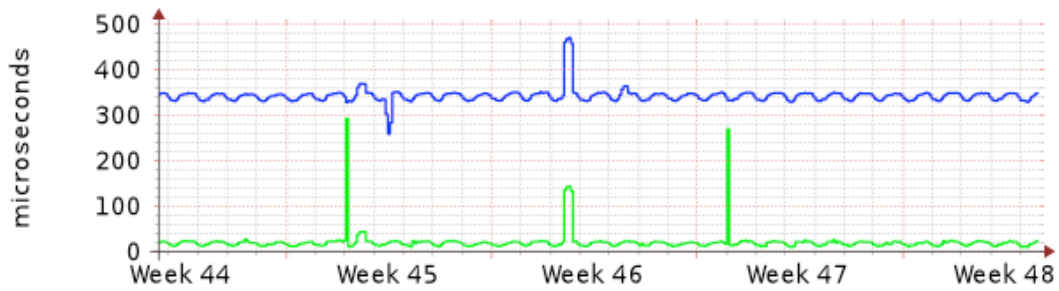
### 1.21 Delay

On the AMS-IX network delay is measured by measurement devices connected to access switches. Delay is defined by the time between sending and receiving an Ethernet frame.

Delay between EDGE-SAR-010 and STUB-TEL-220:



Delay between STUB-TEL-220 and EDGE-SAR-010 :

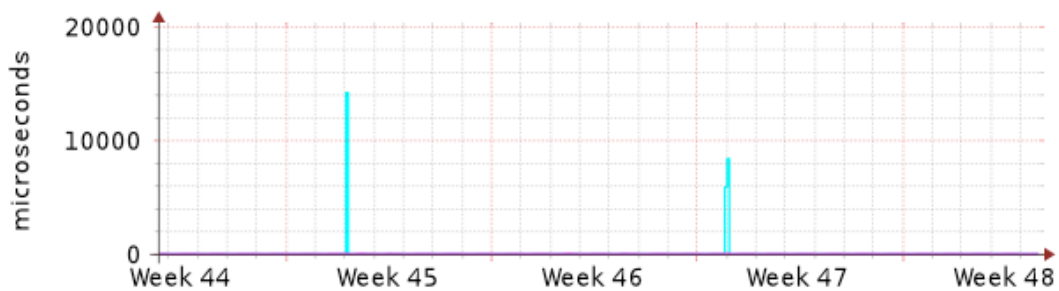


In the above graphs green is one way delay and blue is two way delay.

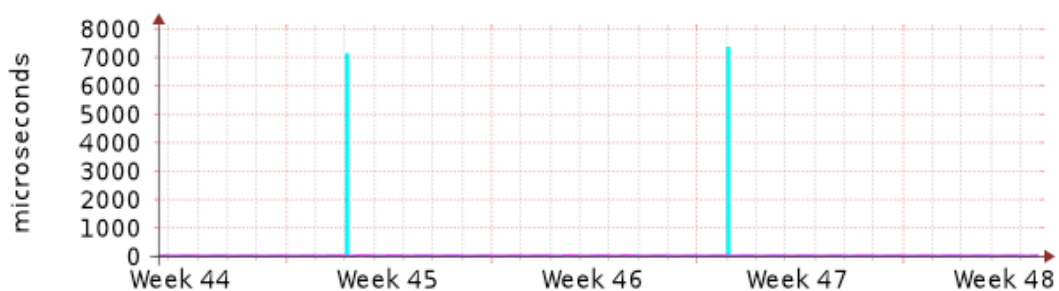
### 1.22 Jitter

On the AMS-IX network jitter is measured by measurement devices connected to access switches. Jitter is defined by the difference in delay between two sequentially received Ethernet frames.

Jitter between EDGE-SAR-010 and STUB-TEL-220 :



Jitter between EDGE-SAR-010 and STUB-TEL-220 :

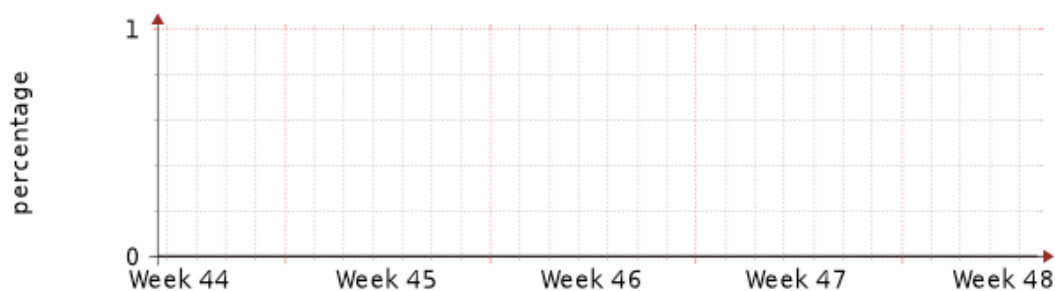


In the above graphs blue is one way jitter and pink is two way jitter.

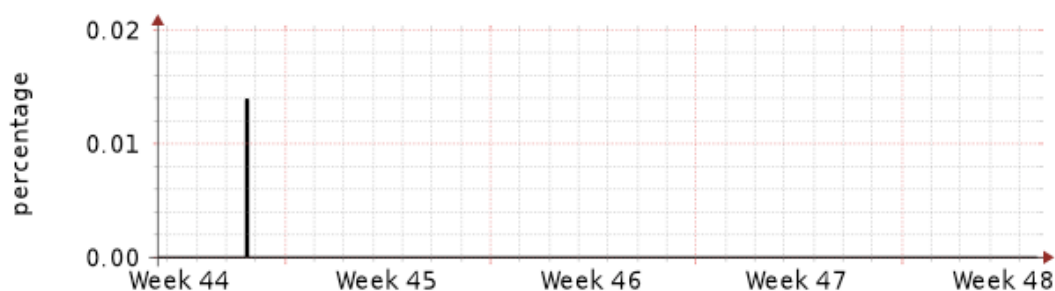
### 1.23 Frame loss

Frame loss is measured by the loss of Ethernet frames sent between the measurement devices connected to the AMS-IX platform.

Frame loss between EDGE-SAR-010 and STUB-TEL-220 :



Frame loss between STUB-TEL-220 and EDGE-SAR-010 :



## 2.0 Service availability

A service outage is started when an AMS-IX SLA ticket is opened, therefore it is vital that an issue is reported as soon as it is detected. If the outage is caused by an issue on the AMS-IX platform the ticket and outage time is shown in section 2.1

Any scheduled maintenance is excluded from the service availability. These maintenances are announced at least a week in advance. Scheduled maintenances that have impacted your AMS-IX connections are listed in section 2.2.

### 2.1 Service outage

Ticket ID	Summary	Status	Duration
NA		NA	

In November there were 0 tickets opened regarding an outage on your connection that was caused by AMS-IX. The total outage time on your connection was 0 minutes.

The aim of the service availability is 99.99% per month. AMS-IX defines availability as the amount of time per month that the AMS-IX Infrastructure and the connection under consideration to it are available to Customer

### 2.2 Scheduled maintenance

Ticket ID	Subject	Status	Description
NA		NA	

In November there were 0 tickets opened regarding service maintenances on your connection. The total outage time on your connection was 0 minutes.