

# **Appendix 11**

## **(Name of Agency)**

### **Service Level Agreement (SLA)**

#### **Monthly Compliance Report**

**DRAFT**

**March 5, 2007**

**Revision XX**

Qwest Government Services, Inc.  
4250 North Fairfax Drive  
Arlington, VA 22203

## REVISION HISTORY

| Revision Number | Revision Date | Revision Description | Revised by |
|-----------------|---------------|----------------------|------------|
|                 |               |                      |            |
|                 |               |                      |            |
|                 |               |                      |            |

**(NAME OF AGENCY)**  
**SERVICE LEVEL AGREEMENT (SLA)**  
**MONTHLY COMPLIANCE REPORT**

**Qwest Government Services Inc.**

**Period Covered by Report: (MM/DD/YYYY): – MM/DD/YYYY)**

**Date of Report: (MM/DD/YYYY)**

| Key Performance Indicator (KPI)            | Service Level    | Target                         |  |  |  |
|--------------------------------------------|------------------|--------------------------------|--|--|--|
| <b>1. Voice Services SLA (C.2.2.1.4.1)</b> |                  |                                |  |  |  |
| Availability (POP-to-POP)                  | Routine          | 99.95%                         |  |  |  |
| Availability (SDP-to-SDP)                  | Routine          | 99.5%                          |  |  |  |
|                                            | Critical         | 99.95%                         |  |  |  |
| Time to Restore                            | With Dispatch    | 8 hours                        |  |  |  |
|                                            | Without Dispatch | 4 hours                        |  |  |  |
| Grade of Service (Call Blockage)           | Routine          | 0.07 (SDP-to-SDP)              |  |  |  |
|                                            |                  | 0.01 (POP-to-POP)              |  |  |  |
|                                            | Critical         | 0.01 (SDP-to-SDP & POP-to-POP) |  |  |  |

| Key Performance Indicator (KPI)                  | Service Level    | Target  |  |  |  |
|--------------------------------------------------|------------------|---------|--|--|--|
| <b>2. Toll-Free Service SLA (C.2.2.3.4.1)</b>    |                  |         |  |  |  |
| Availability (POP-to-POP)                        | Routine          | 99.95%  |  |  |  |
| Availability (POP-to-terminating SDP)            | Routine          | 99.5%   |  |  |  |
|                                                  | Critical         | 99.95%  |  |  |  |
| Grade of Service (Call Blockage)                 | Routine          | 0.07    |  |  |  |
|                                                  | Critical         | 0.01    |  |  |  |
| Time To Restore                                  | Without Dispatch | 4 hours |  |  |  |
|                                                  | With Dispatch    | 8 hours |  |  |  |
| <b>3. Private Line Service SLA (C.2.5.1.4.1)</b> |                  |         |  |  |  |
| Availability (POP-to-POP)                        | Routine          | 99.8%   |  |  |  |
|                                                  | Critical         | 99.98%  |  |  |  |
| Availability (SDP-to-SDP)                        | Routine          | 99.4%   |  |  |  |
|                                                  | Critical         | 99.98%  |  |  |  |
| Time to Restore                                  | With Dispatch    | 8 hours |  |  |  |
|                                                  | Without Dispatch | 4 hours |  |  |  |
| <b>4. Frame Relay Service SLA (C.2.3.1.4.1)</b>  |                  |         |  |  |  |
| GOS (Data Delivery Rate) (DDR)                   | Routine          | 99.90%  |  |  |  |
|                                                  | Critical         | 99.99%  |  |  |  |
| Latency (CONUS)                                  | Routine          | 120 ms  |  |  |  |
|                                                  | Critical         | 90 ms   |  |  |  |
| Availability (PVC)                               | Routine          | 99.925% |  |  |  |
| Time to Restore                                  | Without Dispatch | 4 hours |  |  |  |
|                                                  | With Dispatch    | 8 hours |  |  |  |

| Key Performance Indicator (KPI)                                |                              | Service Level | Target   |  |  |  |
|----------------------------------------------------------------|------------------------------|---------------|----------|--|--|--|
| <b>5. Asynchronous Transfer Mode Service SLA (C.2.3.2.4.1)</b> |                              |               |          |  |  |  |
| Availability (PVC)                                             |                              | Routine       | 99.925%  |  |  |  |
| GOS (Max Cell Transfer Delay) (CONUS)                          | CBR                          | Routine       | 50 ms    |  |  |  |
|                                                                | VBRrt                        | Routine       | 55 ms    |  |  |  |
|                                                                | VBRnrt                       | Routine       | 60 ms    |  |  |  |
| GOS (Max Cell Loss Ratio)                                      | CBR                          | Routine       | 1.00E-09 |  |  |  |
|                                                                | VBRnrt                       | Routine       | 1.00E-06 |  |  |  |
|                                                                | VBRrt                        | Routine       | 1.00E-07 |  |  |  |
| GOS (Max Cell Delay Variation)                                 | CBR                          | Routine       | 1 ms     |  |  |  |
|                                                                | VBRrt                        | Routine       | 1.5 ms   |  |  |  |
| Time to Restore                                                | Without Dispatch             |               | 4 hours  |  |  |  |
|                                                                | With Dispatch                |               | 8 hours  |  |  |  |
| <b>6. Ethernet Service SLA (C.2.7.1.4.1)</b>                   |                              |               |          |  |  |  |
| Availability (EthS)                                            | Routine (Single Connection)  |               | 99.5%    |  |  |  |
|                                                                | Critical (Double Connection) |               | 99.99%   |  |  |  |
| Latency (EthS)                                                 | CONUS                        |               | 100 ms   |  |  |  |
|                                                                | OCONUS                       |               | 200 ms   |  |  |  |
| Jitter (Packet)                                                | Routine                      |               | 10 ms    |  |  |  |
| Grade of Service (Packet Delivery Rate)                        | Routine                      |               | 99.95%   |  |  |  |
|                                                                | Critical                     |               | 99.99%   |  |  |  |
| Time To Restore (TTR)                                          | Without Dispatch             |               | 4 hours  |  |  |  |
|                                                                | With Dispatch                |               | 8 hours  |  |  |  |
| Grade of Service (Fail Over Time)                              | Routine                      |               | 1 minute |  |  |  |
|                                                                | Critical                     |               | 100 ms   |  |  |  |
| <b>7. Internet Protocol Service SLA (C.2.4.1.4.1)</b>          |                              |               |          |  |  |  |
| Availability (Port)                                            | Routine                      |               | 99.95%   |  |  |  |
|                                                                | Critical                     |               | 99.995%  |  |  |  |

| Key Performance Indicator (KPI)                                                               | Service Level    | Target  |  |  |  |
|-----------------------------------------------------------------------------------------------|------------------|---------|--|--|--|
| Latency (CONUS)                                                                               | Routine          | 60 ms   |  |  |  |
|                                                                                               | Critical         | 50 ms   |  |  |  |
| GOS (Data Delivery Rate)                                                                      | Routine          | 99.95%  |  |  |  |
|                                                                                               | Critical         | 99.995% |  |  |  |
| Time to Restore                                                                               | Without Dispatch | 4 hours |  |  |  |
|                                                                                               | With Dispatch    | 8 hours |  |  |  |
| <b>8. Premises-Based Internet Protocol Virtual Private Network Services SLA (C.2.7.2.4.1)</b> |                  |         |  |  |  |
| Availability (VPN)                                                                            | Routine          | 99.9%   |  |  |  |
| Latency (CONUS)                                                                               | Routine          | 120 ms  |  |  |  |
| Latency (OCONUS)                                                                              | Routine          | 300 ms  |  |  |  |
| Time to Restore                                                                               | Without Dispatch | 4 hours |  |  |  |
|                                                                                               | With Dispatch    | 8 hours |  |  |  |
| <b>9. Network-Based Internet Protocol Virtual Private Network Services SLA (C.2.7.3.4.1)</b>  |                  |         |  |  |  |
| Latency (CONUS)                                                                               | Routine          | 70 ms   |  |  |  |
| Latency (OCONUS)                                                                              | Routine          | 150 ms  |  |  |  |
| Availability (VPN) (with Dial Failover)                                                       | Routine          | 99.9%   |  |  |  |
|                                                                                               | Critical         | 99.99%  |  |  |  |
| Time to Restore                                                                               | Without Dispatch | 4 hours |  |  |  |
|                                                                                               | With Dispatch    | 8 hours |  |  |  |
| <b>10. Voice over IP Transport Services SLA (C.2.7.8.4.1)</b>                                 |                  |         |  |  |  |
| Latency                                                                                       | Routine          | 200 ms  |  |  |  |
| Grade of Service (Packet Loss)                                                                | Routine          | 0.4%    |  |  |  |
| Availability                                                                                  | Routine          | 99.6%   |  |  |  |
|                                                                                               | Critical         | 99.9%   |  |  |  |
| Jitter                                                                                        | Routine          | 10 ms   |  |  |  |
| Time to Restore                                                                               | Without Dispatch | 4 hours |  |  |  |
|                                                                                               | With Dispatch    | 8 hours |  |  |  |

| Key Performance Indicator (KPI)                                    | Service Level    | Target            |  |  |  |
|--------------------------------------------------------------------|------------------|-------------------|--|--|--|
| <b>11. IP Telephony Services SLA (C.2.7.10.4.1)</b>                |                  |                   |  |  |  |
| Latency                                                            | Routine          | 200 ms            |  |  |  |
| Grade of Service (Packet Loss)                                     | Routine          | 0.4%              |  |  |  |
| Availability                                                       | Routine          | 99.6%             |  |  |  |
|                                                                    | Critical         | 99.9%             |  |  |  |
| Jitter                                                             | Routine          | 10 ms             |  |  |  |
| Time to Restore                                                    | Without Dispatch | 4 hours           |  |  |  |
|                                                                    | With Dispatch    | 8 hours           |  |  |  |
| <b>12. SONET Services SLA (C.2.5.2.4.1)</b>                        |                  |                   |  |  |  |
| Availability (SONETS) (SDP-to-SDP)                                 | Routine          | 99.9%             |  |  |  |
|                                                                    | Critical         | 99.999%           |  |  |  |
| Time to Restore (TTR)                                              | Without Dispatch | 4 hours           |  |  |  |
|                                                                    | With Dispatch    | 8 hours           |  |  |  |
| BER                                                                | Routine          | 10 <sup>-12</sup> |  |  |  |
| <b>13. Optical Wavelength Service over WDM SLA (C.2.5.4.1.4.1)</b> |                  |                   |  |  |  |
| Availability (OWS over WDM)                                        | Routine          | 99.9%             |  |  |  |
|                                                                    | Critical         | 99.999%           |  |  |  |
| Time to Restore (TTR)                                              | Without Dispatch | 4 hours           |  |  |  |
|                                                                    | With Dispatch    | 8 hours           |  |  |  |
| Grade of Service (Restoration Time)                                | Routine          | 100 ms            |  |  |  |
|                                                                    | Critical         | 60 ms             |  |  |  |
| Bit Error Rate (BER)                                               | Routine          | 10 <sup>-12</sup> |  |  |  |
| <b>14. Dedicated Hosting Services SLA (C.2.4.2.4.1)</b>            |                  |                   |  |  |  |
| Availability (Internet Connection)                                 | All              | 99.99%            |  |  |  |
| Availability (Website)                                             | Routine          | 99.7%             |  |  |  |
| Time to Restore (TTR)                                              | Without Dispatch | 4 hours           |  |  |  |
|                                                                    | With Dispatch    | 8 hours           |  |  |  |

| Key Performance Indicator (KPI) | Service Level | Target     | [Redacted] | [Redacted] | [Redacted] |
|---------------------------------|---------------|------------|------------|------------|------------|
| [Redacted]                      |               |            | [Redacted] |            |            |
| [Redacted]                      | [Redacted]    |            |            |            |            |
| [Redacted]                      |               |            | [Redacted] |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      |               |            | [Redacted] |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |
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| [Redacted]                      | [Redacted]    | [Redacted] |            |            |            |





