

AT&T Service Level Agreements

Redefining Performance-Driven Service Level Agreements

Critical. In today's global business environment that's the word many companies use to describe their network. Critical business processes, applications, data, work centers and revenue are all tied to the performance and reliability of their network. Maintaining connections to customers, suppliers and even to your own employees has never been more important to running a successful business.

Companies today rely on on-line processes, continuous global access to volatile markets, compliance with ever-changing regulatory requirements and an infallible defense against a growing variety of threats to security and survivability.

AT&T understands, and this is why AT&T is raising the bar and establishing a new standard for Service Level Agreements (SLAs) that encompass our entire suite of Internet-based services, delivering unsurpassed performance metrics and challenging the way you traditionally view service provider SLAs.

New Standards for SLAs

SLAs have long been the way for enterprises to set performance expectations with their service provider – though most of you, unfortunately, found them meaningless and driven by the service provider agendas. Today, SLAs share a common purpose to define the services to be rendered, outline roles and responsibilities of all parties and articulate the consequences and boundaries of unacceptable service performance. And while the core purpose of SLAs has not changed, AT&T has taken a significant step to redefine and simplify them. By creating industry-leading, customer-driven SLA standards, you will now view these realistic and measurable guarantees as a tool to improve their service experience.

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Availability and Performance

Network performance and availability play a considerable role in determining application performance. Applications such as voice and video that are particularly sensitive to network latency and jitter can be rendered virtually useless when the network

Dedicated Internet Access	AT&T
Latency (Within Region)	
U.S.	39 ms
Europe	30 ms
AP	90 ms
Latency (Between Regions)	
U.S.-AP	155 ms
AP-EMEA	245 ms
U.S.-CaLA	130 ms
U.S.-Canada	39 ms
Data Delivery (Within Region)	
U.S.	99.9%
Europe	99.8%
AP	99.8%
Data Delivery (Between Regions)	
U.S.-Europe	99.8%
U.S.-AP	99.8%
U.S.-CaLA	99.8%
U.S.-Canada	99.8%
Service Availability (end-to-end)	99.999% (U.S.)
Provisioning (U.S.)	T1 - 30 days
	T3 - 42 days
	OC3 - 63 days
Time To Repair	≤ 3 hours (U.S.)
	≤ 4 hours (Intl)
Jitter	
	VoIP
	R-Factor
	70 @ 95%

experiences delay. AT&T addresses this by significantly lowering its latency metric. For example, on our Internet Access Service the latency measure dropped from 60 ms to 39 ms in the U.S., from 450 ms to 90 ms in the Asia Pacific region and from 450 ms to 245 ms between the Asia Pacific and EMEA regions. These latency guarantees put us 'head and shoulders' above the nearest competitor:

Our overarching mission is to assure total network availability by creating enterprise networks that deliver your applications 24x7x365. AT&T takes this pledge a step further than most competitors by committing to service availability on an end-to-end basis. In the U.S., AT&T's End-to-End Service Availability guarantee went from 99.99% to 99.999%. Your applications don't stop in the backbone so why should your SLA?

If your network does go down, the time it takes to restore availability is crucial. Because when your network is down, it's down. To better address your issue, AT&T is changing the metric's focus from the 'Mean Time To Repair' to the actual 'Time to Repair.' By doing so AT&T will deliver an absolute time commitment for each specific outage, rather than everyone else's "Mean Time to Repair."

These gains are the result of sustained network investments in AT&T's Concept of One and Concept of Zero initiatives to streamline processes and provide system enhancements.

Now Back It Up

Our plan to challenge the way you view SLAs isn't focused solely on improved performance metrics – it includes establishing trust and confidence that only comes from backing the metrics with meaningful financial credits. And AT&T has delivered by creating credits based on realistic thresholds – all built on clearly defined and measurable terms.

For example, if you experience more than 1 minute of outage on an Internet-based service you will be compensated a full days' credit. The closest competitor only offers a one-hour credit for an outage of more than 10 minutes, which is based on 100% availability guarantee. It's no wonder you don't have confidence or trust in service provider SLAs.

Also, AT&T customers using Internet Protect will receive one free month of Internet Protect service if they notify us of a Denial of Service (DOS) attack before we do. In other words, AT&T will notify you of a DOS attack before you even know about it, in addition to providing you with a DOS remediation plan. By comparison, one of our major competitors states that they will respond to a customer report of a DOS attack in 15 minutes – though it doesn't say what action will come from their response – if they don't, the customer receives only one free day of service. Analysts agree that AT&T is taking the lead on SLAs as well. "AT&T is really raising the bar with these SLAs. This is a comprehensive

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and aggressive move to challenge the industry's traditional methods of measuring performance in a way that is meaningful to customers and meeting their business objectives," said Kate Gerwig, Principal Analyst for Business Network Services at Current Analysis. "It will be harder for competitors to be vague about their SLA commitments when AT&T's are out there in bold print."

The tools and standards used to measure SLAs are important for you to validate the performance of your network. AT&T utilizes systems and tools that offer customers easy access to the information as well as delivering statistically valid, IETF industry standard compliant (RFC 2330, 3432) measurements. Our public Internet site alone reports latency stats to over 100 U.S. city pairs, which are done as a continuous measurement (avg. ~ 3 seconds) capturing degradations of 10 seconds or more. By focusing on industry-standard, publicly-available measurements – delivered on customer-friendly reporting tools – you will have a clearly articulated, trusted set of metrics to monitor your network and make sure it is running as it should.

Your View and Our View

AT&T views networking from the same perspective as you do: critical. As the world's number-one IP network operator, we have a compelling need to keep our network up and running because, just like your enterprise, our business depends on being able to serve our customers every minute of every day - guaranteed. That's why AT&T has invested more than any other network provider to achieve world-class network reliability, availability and performance. Keeping your network and your business running smoothly.

