IP VPN SERVICES, CONVERGED SERVICES AND FLEXVOICE[sm]

I. Product Description

TWTC's IP VPN Service (Layer 3 Internet Protocol (IP) Virtual Private Network) provides the features and flexibility of an IP network while offloading the complexity of IP routing to TWTC. TWTC's IP VPN Service is fully compliant with the industry's RFC 4364 (formerly known as 2547) BGP/MPLS VPN recommendation. TWTC's IP VPN Service allows its customers to prioritize and to keep the data it is transmitting across TWTC's next generation network separate and private from other data traffic.

TWTC's Converged Services allow customers to fully integrate IP VPN, voice (lines, PRI & Digital trunks), Internet and managed services on a single IP connection. Converged Services dynamically share bandwidth, but voice traffic is always prioritized through Class of Service.

TWTC's FlexVoice[sm] provides the option to select digital channels and/or analog lines across a single IP access connection. PRI channels, digital trunks or business lines can be configured based upon the number of simultaneous call paths required. This makes FlexVoice flexible, scalable and customizable to meet customer unique needs and requirements for voice services.

Class of Service ("CoS") is available as a value add-on service to TWTC's IP VPN Service and to TWTC's Converged Service. CoS provides customers with the ability to prioritize multiple applications that are competing for the same network resources. CoS provides several levels or "classes" of differentiated service and essentially controls Network and system resources in order to achieve a more predictable flow of the customer's priority traffic across the Network. TWTC offers five levels of CoS priority (listed in descending order of priority): Realtime; Interactive; Mission Critical; Priority and Best Effort. Each CoS level represents traffic with similar network performance requirements for packet delay, jitter, latency and network availability.

TWTC will provide Customer with free access to a website portal named *My Service* that tracks Network performance between any two TWTC designated points of presence ("POPs") on TWTC's Network. *My Service* also provides average Network performance measurements that can be utilized for determining TWTC's performance in accordance with this Service Level Agreement ("SLA"). Network performance measurements between any two POPs on TWTC's Network may not correlate to the Network Average used to determine compliance with this SLA because measurements between POPs are used to calculate the Network Average.

II. Service Level Agreement - Domestic IP VPN Services, Converged Services and FlexVoice[sm]

Network Availability

TWTC's IP VPN Services, Converged Services and FlexVoice[sm] that are provisioned within the continental United States and Hawaii will be available to Customer at least 99.99% of the time during each calendar month. A Service is unavailable during any period of time that it experiences a Service Outage. Upon Customer's request, TWTC shall issue credits for each Service Outage, and such credits shall be calculated by multiplying the percentage specified in the table below by the MRC for the non-performing Service.

Duration of Service Outage	Percentage Credit
Less than 5 minutes (99.99% availability)	No Credit
5 minutes up to 4 hours	5% of the MRC
4 hours up to 8 hours	10% of the MRC
8 hours up to 12 hours	15% of the MRC
12 hours up to 16 hours	20% of the MRC
16 hours up to 24 hours	35% of the MRC
24 hours or greater	50% of the MRC

Network Average Latency

For IP VPN Services and Converged Services, TWTC measures network latency with respect to average round-trip transmission on its Network each month. Network latency calculations for IP VPN Services and Converged Services provided in the continental United States are made between designated points of presence ("POPs") within the continental United States and, for Hawaii, are made between its POPs in Hawaii and its POPs on the west coast of the continental United States (collectively "Network Latency"). Upon Customer's request, TWTC shall issue credits for TWTC's failure to meet the Network Latency metrics specified below for IP VPN Services and Converged Services, and such credits will be calculated by multiplying the percentage specified in the table below for the contracted CoS by the MRC for the non-performing Service. The credits specified below are not cumulative and, in any calendar month, Customer shall only be entitled to one credit specified in the table below based on the highest affected CoS level for the non-performing Service.

Network Average Latency						
		CoS Designation – Percentage Credits				
Network Latency (within continental United States)	Network Latency (from west coast U.S. to Hawaii)	Realtime	Interactive	Mission Critical	Priority	Best Effort & Basic IP VPN/Converged
0.00 to 45.00 ms	0.00 to 75.00 ms	No Credit	No Credit	No Credit	No Credit	No Credit
45.01 to 50.00 ms	75.01 to 80.00 ms	10%	5%	No Credit	No Credit	No Credit
50.01 to 60.00 ms	80.01 to 90.00 ms	15%	10%	No Credit	No Credit	No Credit
60.01 to 65.00 ms	90.01 to 95.00 ms	20%	15%	No Credit	No Credit	No Credit
65.01 to 70.00 ms	95.01 to 100.00 ms	30%	25%	20%	10%	No Credit
70.01 to 75.00 ms	100.01 to 105.00 ms	40%	35%	25%	15%	No Credit
75.01 ms or greater	105.01 ms or greater	50%	45%	30%	20%	10%

Average Packet Delivery (as measured between TWTC's Designated POPs)

, For TWTC's Domestic IP VPN Services and Converged Services average packet delivery metrics vary depending on the CoS designated by Customer and are specified in the table below. Upon Customer's request, TWTC shall issue credits for TWTC's failure to meet the applicable average packet delivery metric for Domestic IP VPN Services and Converged Services, and such credits will be calculated by multiplying the percentages specified in the table below for the contracted CoS by the MRCs associated with the non-performing Service. For Services provided within the continental United States, average packet delivery is

determined by averaging sample measurements taken each calendar month at TWTC's POPs in the continental United States; for Services provided in Hawaii, average packet delivery is determined by averaging sample measurements taken each calendar month between TWTC's POPs in Honolulu, HI and TWTC's POPs on the west coast of the continental United States. The credits specified below are not cumulative and, in any calendar month, Customer shall only be entitled to one credit specified in the table below based on the highest affected CoS level for the non-performing Service.

Average Packet Delivery					
	CoS Designation – Percentage Credits				
IP VPN and Converged Services (Average Packet Delivery)	**Realtime**	**Interactive**	**Mission Critical**	**Priority**	**Best Effort**
99.9	No Credit	No Credit	No Credit	No Credit	No Credit
99.5 – 99.8	10%	5%	No Credit	No Credit	No Credit
99 – 99.4	20%	15%	No Credit	No Credit	No Credit
98 – 99.9	30%	20%	15%	No Credit	No Credit
97 – 98.9	40%	25%	20%	15%	No Credit
Less than 97	50%	40%	25%	20%	10%

Network Jitter

TWTC's network jitter metric only applies to IP VPN Services and Converged Services for which the Customer has selected either the Realtime or Interactive CoS. "Network Jitter" means the average variation in delay for packet transfers between TWTC's designated POPs during each calendar month. For Services provided within the continental United States, measurements are taken at TWTC's POPs in the continental United States; for Services provided in Hawaii, between TWTC's POPs in Honolulu, HI and TWTC's POPs on the west coast of the continental United States. Upon Customer's request, TWTC will issue credits for TWTC's failure to meet the Network Jitter metrics specified in the table below, and such credits will be calculated by multiplying the percentage specified in the table by the MRC for the non-performing Service. The credits specified below are not cumulative and, in any calendar month, Customer shall only be entitled to one credit specified in the table below based on the highest affected CoS level for the non-performing Service.

Average Network Jitter (one way)						
		CoS Designation – Percentage Credits				
Continental United States	**Hawaii**	**Realtime**	**Interactive**	**Mission Critical**	**Priority**	**Best Effort**
1 ms or less	1 ms or less	No Credit	No Credit	No Credit	No Credit	No Credit
1.1 ms to 2.0 ms	1.1 ms to 2.0 ms	5%	No Credit	No Credit	No Credit	No Credit
2.1 ms to 4.0 ms	2.1 ms to 4.0 ms	10%	5%	No Credit	No Credit	No Credit
4.1 ms to 5.0 ms	4.1 ms to 5.0 ms	15%	10%	No Credit	No Credit	No Credit
5.1 ms to 6.5 ms	5.1 ms to 6.5 ms	20%	15%	10%	No Credit	No Credit
6.6 ms to 7.5 ms	6.6 ms to 7.5 ms	30%	20%	15%	No Credit	No Credit
7.6 ms to 10.0 ms	7.6 ms to 10.0 ms	40%	30%	25%	15%	No Credit
10.1 ms or greater	10.1 ms or greater	50%	40%	30%	20%	10%

III. Service Level Agreement - International IP VPN Services Only

Network Availability

TWTC's IP VPN Services that are not provided within the continental United States and Hawaii ("International IP VPN Services") will be available to Customer at least 99.99% of the time during a calendar month ("International Availability Standard"). An International IP VPN Service is unavailable during any period of time that it experiences a Service Outage. Upon Customer's request, TWTC shall issue credits for each Service Outage, and such credits shall be calculated by multiplying the percentage specified in the table below by the MRC for the non-performing International IP VPN Service.

Duration of Service Outage	Percentage Credit
Up to 5 minutes (99.99% availability)	No Credit
5 minutes up to 4 hours	5% of the MRC
4 hours up to 8 hours	10% of the MRC
8 hours up to 12 hours	15% of the MRC
12 hours up to 16 hours	20% of the MRC
16 hours up to 24 hours	35% of the MRC
24 hours or greater	50% of the MRC

Latency, Packet Delivery and Jitter

Latency, Packet Deliver and jitter metrics for TWTC's International IP VPN Services vary by route and CoS designated by Customer. Latency, packet delivery and jitter levels for TWTC's International IP VPN Services are measured and reported by TWTC's underlying provider and are available upon Customer's request. The resources, equipment and methodology used to measure latency, packet delivery and jitter metrics for TWTC's International IP VPN Services are determined solely by TWTC's underlying provider. If TWTC's International IP VPN Service fails to meet an applicable latency, packet delivery, and jitter metric, TWTC will pass through to

Customer any credits or monetary compensation that it receives from its underlying carrier for the non-performing International IP VPN Service.

Additional Provisions

Customer is responsible for marking all packets sent to the IP VPN correctly (DSCP), properly queuing/rate-shaping traffic to the IP VPN so that it does not exceed the contracted bandwidth for CoS, and ensuring that all of its communications to TWTC are in English.

IV. Service Level Agreement - Managed IP VPN Services, Managed Converged Services and FlexVoice℠ ("Managed Services")

Managed Services bundle a TWTC owned and managed router located at Customer's premises ("Managed CPE") with TWTC's IP VPN Services, Converged Services and FlexVoice℠. TWTC's NOC monitors the up/down status of the LAN and WAN ports of the Managed CPE. Upon detection of a problem with the Managed CPE, TWTC's NOC will begin trouble isolation and resolution steps and will notify Customer. If repair of Managed CPE requires hardware replacement, TWTC will dispatch a field technician to the service location to either repair or replace the Managed CPE.

TWTC's Managed Services will be available to Customer at least 99.99% of the time during each calendar month ("CPE Availability Standard"). The Managed Service is unavailable during any period of time that it experiences a Service Outage. If TWTC fails to meet the CPE Availability Standard during any calendar month, upon Customer's request, TWTC shall issue credits calculated by multiplying the percentage specified in the table below by the MRC for the non-performing Managed Service.

Cumulative Time of Unavailability During a Calendar Month	Percentage Credit
Up to 5 minutes (99.99% availability)	No Credit
5 minutes up to 4 hours	5% of the MRC
4 hours up to 8 hours	10% of the MRC
8 hours up to 12 hours	15% of the MRC
12 hours up to 16 hours	20% of the MRC
16 hours up to 24 hours	35% of the MRC
24 hours or greater	50% of the MRC

V. Domestic Managed Enhanced IP VPN Services and Domestic Managed Enhanced Converged IP VPN Services Reporting and SLA

Enhanced Management provides Customer with the ability to track the performance of IP VPN and Converged IP VPN services that are ordered with CoS through the "*My Service*" portion of TWTC's website portal. The portal provides Customer with visibility to Enhanced Latency, Enhanced Packet Delivery and Enhanced Jitter performance metrics between the service location and TWTC's nearest POP, and also between the two TWTC POPs associated with the services. Enhanced Management also includes interactive network performance management functionality (collectively "Thresholds and Alerts"). Thresholds and Alerts is accessible via MyService and allows Customer to select performance/utilization thresholds and notification parameters based on the reported data that can be utilized for purposes of network planning, resource optimization and

troubleshooting. THRESHOLDS AND ALERTS ARE PROVIDED "AS IS" WITH NO EXPRESS OR IMPLIED WARRANTY. The Service Order for such IP VPN or Converged IP VPN service (individually or collectively, "Enhanced IP VPN Service") will include a separate line item for the Enhanced Management feature if ordered by Customer. TWTC provides an Enhanced Management SLA that entitles Customer to credits if TWTC fails to meet the Enhanced Latency, Enhanced Packet Delivery and Enhanced Jitter metrics described below ("Enhanced Management SLA"), but is not available for all service locations. If the Enhanced IP VPN Service is being provided to a location where the Enhanced Management SLA is available, and Customer orders Enhanced Management, the Service Order will include a notation "Enhanced Management SLA" with respect to those service(s). Enhanced Management SLA credits are issued in addition to other credits that Customer may be eligible for under Section II above.

For the service level metrics set forth below, Enhanced IP VPN Service ordered without CoS is classified under the remedy tables as "Best Effort" services. TWTC's failure to meet any of the Enhanced Latency, Enhanced Packet Delivery and Enhanced Jitter standards contained in this Enhanced SLA shall not constitute a "Service Outage" for purposes of the applicable SLA or the Agreement. Credits are only issued if requested by Customer, and such requests must be submitted to TWTC within thirty (30) days of the end of the calendar month that TWTC failed to meet the applicable metric.

Enhanced Latency

TWTC measures Enhanced Latency with respect to average round-trip transmission each month between the Managed CPE at Customer's premises and TWTC's nearest POP ("Site to POP Latency") and with respect to average round-trip transmission between any two TWTC POPs associated with Customer's Enhanced IP VPN Services ("POP to POP Latency"). Upon Customer's request, TWTC shall issue credits for TWTC's failure to meet the Latency metrics specified in the tables below in any calendar month, and such credits will be equal to five percent (5%) of the applicable monthly recurring Service fee for the non-performing Enhanced IP VPN Service site.

Enhanced Site to POP Latency				
Enhanced Management: IP VPN Service Standard				
For Bandwidth from 0 Mbps to 15 Mbps (Round Trip)				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
20 ms	22 ms	23 ms	24 ms	25 ms
For Bandwidth from 16 Mbps and Above (Round Trip)				
9 ms	10 ms	11 ms	12 ms	13 ms

Enhanced POP to POP Latency (Round Trip)				
Enhanced Management: POP to POP Service Standard				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
Value in Table	Value in Table + 2 ms	Value in Table + 3 ms	Value in Table + 4 ms	Value in Table + 5 ms

"Table" refers to the POP to POP Latency Table contained in Appendix 1.

Enhanced Packet Delivery

TWTC measures Enhanced Packet Delivery as an average each month between the Managed CPE at Customer's premises and TWTC's nearest POP ("Site to POP Packet Delivery") and between any two TWTC POPs associated with Customer's Enhanced IP VPN Services ("POP to POP Packet Delivery"). Upon Customer's request, TWTC shall issue credits for TWTC's failure to meet such Packet Delivery metrics specified in the tables below in any calendar month, and such credits will be equal to five percent (5%) of the applicable monthly recurring Service fee at the non-performing Enhanced IP VPN Service site.

Enhanced Site to POP Packet Delivery				
Enhanced Management: IP VPN Service Standard				
For Bandwidth from 0 Mbps to 15 Mbps (Round Trip)				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
99.9%	99.8%	99.7%	99.6%	99.5%
For Bandwidth from 16 Mbps and Above (Round Trip)				
99.95%	99.85%	99.75%	99.65%	99.55%

Enhanced POP to POP Packet Delivery (Round Trip) *				
Enhanced Management: IP VPN Service Standard				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
99.95%	99.85%	99.75%	99.65%	99.55%

Enhanced Jitter

"Enhanced Jitter" means the average variation in delay for packet transfers during each calendar month between the Managed CPE at Customer's premises and TWTC's nearest POP ("Site to POP Jitter") and between any two TWTC POPs associated with Customer's Enhanced IP VPN Service ("POP to POP Jitter"). For Customers with CoS, Enhanced Jitter only applies to Realtime or Interactive CoS. For Customers without CoS, Enhanced Jitter only applies to Best Effort. Upon Customer's request, TWTC shall issue credits for TWTC's failure to meet the Jitter metrics specified in the tables below in any calendar month, and such credits will be equal to five percent (5%) of the applicable monthly recurring Service fee at the non-performing Enhanced IP VPN Service site.

Enhanced Site to POP Jitter				
Enhanced Management: IP VPN Service Standard				
For Bandwidth from 0 Mbps to 15 Mbps (One Way)				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
3 ms	4 ms	NA	NA	5 ms
For Bandwidth from 16 Mbps and Above (One Way)				
2 ms	3 ms	NA	NA	4 ms

Enhanced POP to POP Frame Delay Variation (Jitter) (One Way) *				
Enhanced Management: POP to POP Service Standard				
Realtime (Dedicated)	**Interactive**	**Mission Critical**	**Priority**	**Best Effort (no CoS)**
2 ms	3 ms	NA	NA	5 ms

Measurement of Enhanced Latency, Packet Delivery and Jitter

The measurement of Enhanced Latency, Enhanced Packet Delivery and Enhanced Jitter excludes the duration of Service Outages, or scheduled or emergency maintenance, outages of TWTC's data collection engine, performance issues caused by Customer's equipment or the acts or omissions of Customer or its end users, and fiber cuts caused by third-parties or Customer failures to release the applicable Enhanced IP VPN Service to TWTC for testing. For circuits with Bandwidths of 15 Mbps or lower, the measurement of any metric also excludes any time period that Customer's total bandwidth utilization or bandwidth utilization by CoS exceeds fifty percent (50%) of the applicable contracted bandwidth. For circuits with Bandwidths over 15 Mbps, the measurement of any metric also excludes any time period that Customer's total bandwidth utilization or bandwidth utilization by CoS exceeds seventy percent (70%) of the applicable contracted bandwidth. The Enhanced SLA shall not apply to any site for any calendar month if TWTC's measurement of Enhanced Latency, Enhanced Packet Delivery or Enhanced Jitter does not include at least twenty five percent (25%) of the duration of any calendar month. Credits provided for the applicable metric are not cumulative and, in any calendar month, Customer shall only be entitled to one credit per metric per Enhanced IP VPN Service site. All measurements are based on the average of the metrics for that calendar month.

Appendix 1
(to Service Level Agreement – Enhanced IP VPN Services - Domestic Only)

POP to POP Latency SLA Real-Time Values (ms)	Albany	Albuquerque	Atlanta	Austin	Baltimore	Binghamton	Birmingham	Boise	Charlotte	Chicago	Cincinnati	Colorado Springs	Columbia	Columbus	Columbus GA	Dallas	Dayton	Denver	El Paso	Fresno	Ft. Lauderdale	Ft. Worth	Greensboro	Greenville	Honolulu	Houston	Indianapolis	Inland Empire	Jacksonville	Kansas City	Lake Charles
Albany																															
Albuquerque	65																														
Atlanta	32	58																													
Austin	50	35	35																												
Baltimore	13	67	24	47																											
Binghamton	15	63	38	48	20																										
Birmingham	36	59	9	35	28	43																									
Boise	75	38	71	47	77	73	72																								
Charlotte	27	55	10	32	19	33	14	68																							
Chicago	24	44	27	30	26	22	31	53	32																						
Cincinnati	34	56	27	41	26	33	31	66	33	16																					
Colorado Springs	53	20	49	27	57	51	51	28	46	33	44																				
Columbia	30	59	12	36	23	37	16	72	9	33	34	50																			
Columbus	27	57	28	41	19	33	32	67	29	17	12	45	33																		
Columbus GA	35	56	9	29	28	42	13	69	14	30	31	47	15	32																	
Dallas	45	31	30	10	42	43	31	42	28	26	36	23	31	36	28																
Dayton	29	55	26	40	21	35	30	65	31	15	10	43	35	7	30	35															
Denver	51	18	47	25	53	49	48	26	44	31	42	7	48	43	45	21	41														
El Paso	60	25	44	23	57	58	45	34	41	39	52	37	45	51	41	19	50	35													
Fresno	83	37	73	50	86	81	74	33	70	62	74	35	75	75	71	45	73	33	33												
Ft. Lauderdale	49	71	21	43	40	56	25	84	26	43	44	62	28	44	24	42	42	60	57	86											
Ft. Worth	46	32	31	9	43	44	31	42	28	26	38	23	32	37	29	6	36	21	19	46	42										
Greensboro	28	58	13	34	20	34	17	71	8	36	35	49	11	30	16	30	32	47	44	73	28	30									
Greenville	41	68	14	44	33	48	18	81	19	35	36	59	20	37	17	39	35	57	54	83	30	40	22								
Honolulu	139	87	123	99	136	137	123	81	120	118	130	99	124	129	120	94	129	96	81	65	135	95	122	133							
Houston	48	36	31	12	39	49	34	48	26	31	42	28	29	42	23	11	41	26	24	51	36	11	28	40	100						
Indianapolis	29	50	22	35	26	27	25	59	27	10	11	38	28	12	25	31	10	36	45	68	37	31	29	30	123	36					
Inland Empire	83	31	67	43	79	81	67	27	64	61	74	42	68	73	64	38	73	40	27	13	79	39	66	77	58	44	67				
Jacksonville	41	68	14	41	33	48	18	81	19	35	36	59	20	37	17	39	35	57	54	83	20	39	21	23	133	34	30	76			
Kansas City	36	46	39	24	37	34	43	58	42	17	28	37	46	28	43	19	27	35	33	61	56	20	44	49	110	24	22	54	49		
Lake Charles	48	41	20	16	39	54	24	53	25	35	43	32	26	43	19	15	41	30	28	56	36	16	27	29	105	10	36	49	29	29	
Las Vegas	79	23	63	36	75	77	63	20	60	58	70	42	64	69	60	35	69	40	20	18	75	34	62	73	65	40	63	13	72	50	45
Lexington	34	56	26	34	26	34	27	64	31	15	15	44	32	12	29	30	14	42	44	72	41	30	33	34	122	35	9	66	34	27	39
Little Rock	48	44	20	21	39	44	20	56	25	26	25	36	27	26	24	18	24	33	31	59	36	17	28	29	108	23	20	52	29	31	27
Los Angeles	82	30	66	42	78	80	66	26	63	60	73	42	67	72	63	37	72	39	26	12	78	38	65	76	57	43	66	6	75	53	48
Louisville	31	54	24	32	28	32	26	62	29	13	13	42	30	14	27	28	12	38	41	70	39	28	31	33	120	33	8	64	33	24	37
Manhattan	9	69	28	52	10	15	32	79	23	27	30	57	27	23	32	46	25	55	62	87	45	50	24	37	143	44	30	87	37	39	44
Memphis	44	46	17	24	36	38	17	58	22	23	22	37	23	22	20	20	21	35	33	61	32	20	24	26	110	25	16	54	26	33	28
Milwaukee	26	47	29	33	28	24	33	56	35	8	19	33	36	19	33	28	18	33	42	62	46	29	39	38	120	33	13	64	38	20	37
Minneapolis	34	35	37	43	36	32	41	45	43	16	27	25	45	27	41	38	25	23	53	53	55	38	48	47	117	43	21	60	47	27	48
Mobile	42	49	14	23	33	49	18	62	20	36	36	40	21	37	11	22	36	38	35	64	29	23	22	23	113	17	31	57	23	36	13
Montgomery	37	53	11	27	30	44	14	66	16	32	33	44	17	33	7	26	32	42	39	68	26	27	18	19	117	21	27	62	19	40	17
Nashville	35	51	22	28	32	34	22	64	27	17	17	42	28	18	25	24	16	40	37	66	37	25	29	30	115	29	12	59	30	28	33
New Orleans	43	45	16	20	35	50	19	58	21	37	38	36	22	39	14	19	37	34	33	60	31	19	23	24	109	13	32	53	24	32	10
Oakland	78	41	76	51	81	76	77	29	73	57	70	31	77	70	73	48	68	29	36	9	89	46	76	86	69	54	63	16	86	63	58
Orange County	83	32	67	43	80	81	68	27	64	62	74	43	68	74	64	38	73	40	27	13	79	39	66	77	59	44	67	7	77	54	49
Orlando	41	66	14	38	33	49	18	78	19	36	36	57	21	37	18	37	35	55	52	81	12	37	22	23	130	31	31	74	15	49	29
Phoenix	72	17	56	30	69	70	56	26	53	50	63	45	57	62	53	29	62	43	14	24	68	28	55	66	72	34	56	19	65	43	38
Portland	85	49	82	58	88	83	83	15	79	64	77	37	83	77	79	54	75	36	44	23	95	53	82	92	84	59	70	29	92	69	64
Raleigh	25	61	16	37	18	31	19	74	10	34	35	52	14	28	19	33	29	50	47	76	31	33	8	24	126	31	32	69	24	47	30
Rochester	11	59	38	44	19	9	43	68	33	18	29	47	37	33	42	38	35	44	54	77	56	40	34	48	132	45	23	76	48	30	49
San Antonio	53	40	35	8	44	51	38	51	29	33	44	29	33	44	27	13	43	28	27	53	40	12	32	44	102	9	38	46	38	26	13
San Diego	86	33	70	46	82	83	70	30	67	64	77	44	71	76	67	41	76	42	28	15	82	42	69	80	60	47	70	8	79	57	52
San Francisco	79	39	76	52	81	77	78	29	73	58	70	32	77	71	74	48	69	30	35	10	89	49	76	86	68	53	63	15	86	64	58
San Luis Obispo	85	35	71	47	85	83	71	34	68	64	76	37	72	77	68	42	75	35	31	15	83	43	70	81	63	48	70	11	80	58	53
Santa Barbara	84	33	68	45	81	82	69	28	65	63	75	40	70	75	66	39	74	37	28	14	81	40	67	78	60	45	68	8	78	55	50
Seattle	89	53	86	62	91	87	86	18	83	68	80	41	87	81	83	57	79	39	48	28	98	57	85	96	90	63	74	34	95	73	68
Spokane	86	50	82	58	88	84	83	15	79	65	77	38	84	78	80	54	76	36	45	36	95	53	82	92	93	60	71	37	92	70	65
Tampa	45	62	18	35	36	52	22	75	22	39	39	53	25	40	21	34	38	51	48	78	13	34	25	27	127	29	33	71	13	49	33
Tucson	76	22	60	34	73	74	61	30	57	55	68	49	62	67	58	33	66	47	18	25	73	32	60	70	72	38	61	18	70	48	43
Tulsa	41	41	40	19	43	38	41	54	37	22	32	33	41	33	37	15	31	31	28	56	53	16	39	50	105	20	27	49	50	10	25
Washington DC	15	65	22	45	7	21	27	75	17	24	24	55	21	17	26	40	19	51	55	83	38	41	18	31	134	38	24	77	31	36	37

* Based on Average Calendar Monthly Metrics

POP to POP Latency SLA Real-Time Values (ms)	Las Vegas	Lexington	Little Rock	Los Angeles	Louisville	Manhattan	Memphis	Milwaukee	Minneapolis	Mobile	Montgomery	Nashville	New Orleans	Oakland	Orange County	Orlando	Phoenix	Portland	Raleigh	Rochester	San Antonio	San Diego	San Francisco	San Luis Obispo	Santa Barbara	Seattle	Spokane	Tampa	Tucson	Tulsa	Washington DC
Lexington	62																														
Little Rock	46	19																													
Los Angeles	12	65	51																												
Louisville	60	7	17	63																											
Manhattan	83	30	44	86	32																										
Memphis	50	16	9	53	14	40																									
Milwaukee	60	17	28	63	15	30	24																								
Minneapolis	60	25	35	60	23	38	32	13																							
Mobile	53	35	29	56	33	38	26	39	48																						
Montgomery	58	31	25	61	29	34	22	35	43	9																					
Nashville	55	11	13	58	9	36	10	19	27	31	27																				
New Orleans	49	36	31	52	34	39	27	40	51	9	13	32																			
Oakland	22	70	59	15	68	83	64	58	49	66	71	69	63																		
Orange County	13	66	52	6	64	87	55	64	61	57	62	60	53	16																	
Orlando	70	35	29	73	33	38	26	38	47	23	20	30	25	83	74																
Phoenix	11	55	39	18	53	76	43	53	63	46	51	49	42	28	19	63															
Portland	29	75	66	29	73	90	69	67	56	72	77	75	69	19	30	89	35														
Raleigh	65	34	30	68	34	21	27	36	45	25	21	32	26	79	69	24	58	85													
Rochester	72	31	38	75	26	15	34	21	29	49	44	30	50	72	76	48	65	79	31												
San Antonio	39	37	23	45	35	49	27	35	46	21	25	31	17	54	47	35	33	62	34	47											
San Diego	15	69	55	8	67	90	57	67	63	61	65	62	56	18	7	77	20	31	72	79	49										
San Francisco	21	71	62	14	68	83	64	58	49	67	71	69	63	6	15	83	27	19	79	73	55	18									
San Luis Obispo	16	70	56	10	68	89	58	64	55	62	66	63	57	11	11	78	22	25	73	79	50	13	11								
Santa Barbara	14	67	53	7	65	88	56	65	58	59	63	61	55	13	8	75	20	27	71	77	48	11	16	8							
Seattle	32	79	70	34	76	93	73	71	59	76	81	78	72	24	35	93	39	9	88	83	65	36	23	29	32						
Spokane	30	76	67	36	73	90	69	67	56	74	77	75	69	31	37	90	36	17	85	79	62	40	31	37	38	14					
Tampa	67	38	32	70	36	41	29	42	51	26	22	33	29	80	71	8	60	86	27	52	32	74	80	75	72	90	86				
Tucson	15	60	44	18	58	81	48	58	67	51	56	53	47	28	17	68	9	39	63	70	37	16	27	23	20	43	40	65			
Tulsa	45	31	27	48	30	45	29	24	32	32	36	33	28	58	49	47	38	64	43	35	22	52	59	53	50	68	65	44	43		
Washington DC	74	24	37	76	26	11	34	26	34	32	28	30	33	79	78	31	66	86	16	21	42	80	79	85	79	89	86	34	71	41	

* Based on Average Calendar Monthly Metrics