Service Level Agreement and Product Description

Storage Transport Services

I. Product Description

A. Storage Transport Services

Fibre Channel
Fibre Channel Storage Transport Service use the ANSI standardized protocol for interconnection of servers and storage systems. Fibre Channel Storage Transport is a point-to-point optical service capable of transporting FC100 (1.06 Gbps), FC200 (2.12 Gbps) and FC400 (4.24 Gpbs).

IBM® FICON®
FICON Storage Transport Service uses IBM's proprietary protocol over a Fibre Channel switch fabric to replicate Fibre Channel transmission rates. FICON Storage Transport is a point-to-point optical service capable of transporting FICON (1.06 Gbps) and FICON Express (2.12 Gbps).

IBM® ESCON®
ESCON Storage Transport Service use IBM's proprietary protocol for interconnecting IBM servers with storage devices. ESCON Storage Transport is a point-to-point optical service.

II. Service Level Agreement

A. Availability

Storage Transport Services will be available to Customer at least 99.99% of each calendar month ("Network Availability"). Network unavailability occurs during 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. Credits issued during any calendar month for any Storage Transport Service shall not exceed the MRC associated with the non-performing Service per site.

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
Over 24 hours	50% of the MRC

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