

**SERVICE LEVEL AGREEMENT (SLA)
FOR INTERNET LEASED LINE SERVICE**

No	Term of Agreement	Parameter
1	Service Availability	99.99%
2	Reliability of connection	99,90%
3	Network Packet Delivery	99,50%
4	Network Latency	
	- Time to ping from customer's network to SPT Network	≤ 20ms
	- Time to ping from customer's network to HongKong	≤ 70ms
	- Time to ping from customer's network to Singapore	≤ 70ms
	- Time to ping from customer's network to Japan	≤ 130ms
	- Time to ping from customer's network to Taiwan	≤ 130ms
	- Time to ping from customer's network to Australia	≤ 250ms
	- Time to ping from customer's network to US	≤ 300ms
	- Time to ping from customer's network to EU	≤ 330ms
5	Any Internet service can be operated via this leased line connection	VPN, Voice over Internet, Video conference
6	Service Delivery Lead-Time Commitment	15 workdays (The paramater may be changed in special case)
7	Reason for Outage Report (The report will be provided to customer who has registered with SPT)	1 workday
8	Time-to-Repair (TTR)	
	- Failure occurred inside SPT Network	≤ 1 hour
	- Cable Failure	≤ 5 hours
9	Support over telephone	24/7
10	Onsite support:	
	Our technical staff will be present at customer site after receiving any urgent call.	From 30 minutes to 1 hour (The parameter only apply for customer located in HCM)

