

STANDARD SERVICE LEVEL AGREEMENT of "BALKAN INTERNET EXCHANGE" for 2017

Parameters of quality of services provided under Article 39 of the General requirements for provision of public electronic communication			
Parameter	Measurement	Unit	Value
1. Time for initial connection to the service Peer Exchange	The time for which 95% and 99% of requests are met the fastest	days	2 days
	Percentage of applications which are met to date, agreed with the client, and when the percentage is below 80% - average number of days delay after agreed date	% days	99.00%
2. Guaranteed level of accessibility of the service	Best effort accessibility is the total time in a month in which the customer has the opportunity to use the service	% days	99.95%
3. Percentage of complaints correctness of accounts in service Peer Exchange	Ratio of bills and complaints which are submitted against general number of bills issued	%	0,00002%
4. Potential methods to connect to the service (possibly combined for greater capacity)	10G link – data transmission speed	Gbit/s	10Gbit/s
	1G link – data transmission speed	Gbit/s	1Gbit/s
	Combined link - average and standard deviation speed data transmission	Mbit/s – Gbit/s	100/1000 Mbit/s 1/10Gbit/s
5. Coefficient of failure to data transmission	The failure rate attempts to transmit data	%	0.01%
6. Delayed data transmission (unidirectional)	Average delay in data transmission	ms	1
	Standard deviation delay	ms	+/-1ms

7. Reaction time for restoring the service – outages	The time for which 80% and 95% of the valid issues are fixed the fastest	hours	95% - 5 hours 80% - 1,5 hours
	Percentage of issues fixed within the maximum period specified in the contract with customer	%	98,5%
8. Technical Support Service	24 hours monitoring and reporting of issues	days	24 hours a day, 365 days
9. Planned maintenance windows	Routine maintenance once a month (maximum 2 hours); send a notification to the customer at least 48 hours before	hours	Between 2.00 – 6.00 hr