



## **Internet, Data Transport & VPN – Service Level Agreement (SLA)**

### **99% Network Uptime**

We guaranty that our network will be available 99% of the time in a given month, excluding scheduled maintenance, or weather related issues.

### **Network Uptime Isn't Wishful Thinking**

We know that every minute your connectivity is down you're losing opportunities, revenue and the confidence of your users and visitors. So with that in mind, we designed and built our network to focus on uptime, and created aggressive Service Level Agreements (SLAs) to show just how much we believe in our network.

### **Our Network:**

- We use the network only for our customers' bandwidth needs, never sharing it with telecom services or cable TV services that would negatively affect your service.
- The only bandwidth we use is high performance bandwidth, which usually isn't the case with some other cheaper providers.
- To provide multiple redundancies in the flow of information to and from our data centers, we partner with at least two bandwidth providers.
- Every fiber carrier must enter our data centers at separate points. This is to protect you from complete service failures caused by an unlikely network cut.
- You get fast and reliable network connections because our monitoring systems checks for MPLS to route efficiency and end-user performance, automatically improving the network's topology and configuration in real-time.
- The network's configuration, guards against any single points of failure at the shared network level.

**Autophone of Laredo Guarantee:** We will credit your account 2% of the monthly fee for each 60 minutes of network downtime, up to 100% of your monthly fee for the affected service, excluding scheduled maintenance, or weather related issues.

### **Credit Requests**

To receive an SLA credit, Rackspace customers must contact their account manager.