Ensuring optimum performance is essential to the success of any enterprise's global network. With BT Infonet's approach to Global Service Level Agreements (SLAs) and SLA management, clients will be provided with contractual commitments to service quality and service management that spans end-to-end network performance and process performance.

INTERNET SERVICES

BT Infonet's SLAs deliver the following key benefits to multinational clients:

›› Service provisioning commitments to help ensure accurate planning for installations and network changes

›› Clear network performance objectives by Class of Service, allowing clients to select the right service level for each of their applications

›› A wide range of Network Access Options to meet every organisation's specific needs for access resiliency

›› High service availability to help ensure minimal interruption in network operation and business processes

Critical service delivery success factors have been established and included in SLAs by subscribing to BT Infonet's SLAs. Clients will be able to validate compliance with BT Infonet's reporting services, PerspeXion® and SiteWise™.

BT Infonet's SLAs are available for:

›› VPN Services: Application Centric VPN, IP VPN Secure, IP VPN Internet, Dedicated Internet Access and Internet Gateway Services, Global Frame Relay, Global ATM and Global Private Network Service.

›› Mobility (Wireless and Remote Access), Security, and Multimedia (Voice, Video and Contact Centre) services.

The BT Infonet global SLAs define Key Performance Indicators (KPIs) together with performance objectives and credit thresholds. The SLAs and powerful online reporting and monitoring services, for example, PerspeXion and SiteWise, together provide enterprises with a comprehensive combination of quality of service commitments and service performance monitoring of their BT Infonet-provided global communications services. The BT Infonet-provided reports enable clients to easily compare the level of service quality committed against actual performance as well as providing network planning and management capabilities.

BT Infonet's SLAs provide a clear structure and common terminology across all services that promote clarity and logical ties where service integration is necessary. The SLAs are appropriately tailored to each service's transport technology as well as providing different service levels for each Class of Service.

High Service Availability and World-Class Service Management

BT Infonet's SLAs are available, end-to-end, for all connection-less or connection-oriented services. With in-country Help Desks in over 70 countries, BT Infonet delivers world-class service quality management to meet a multi-site enterprise's most stringent requirements.

BT Infonet's resilient backbone network delivers ultra high availability across all services and offers a variety of local access options to meet every multi-site organisation's specific needs. These Network Access Options include:

›› *Platinum*:   provides dual, diverse access from dual CPEs to two different nodes

›› *Gold*:   provides dual, diverse access from a single CPE to two different nodes or from dual CPE to a single node

›› *Silver*:   provides ISDN backup of a single access circuit connected to one CPE

›› *Bronze*:   provides single access without backup connected to one CPE

›› *Basic*:   provides access port only

World-Class Network Performance

SLAs define network delay, data delivery and jitter performance commitments per CoS for BT Infonet's global backbone, site-to-site and within a geographic region. Network delay objectives are extremely competitive both within and between regions, easily capable of supporting the most delay sensitive applications and voice and video. Data delivery is close to 100 percent between most locations. Jitter objectives given for each CoS are well within the recommendations set by major equipment suppliers for providing high quality voice channels and video conferencing quality. A range of additional KPIs apply to Mobility, Security and Messaging services.

On-Time Service Provisioning and Unmatched Customer Care

Winner of the prestigious Telemark "Best In Class" award for customer service

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In conjunction with SLAs, benefit from:

›› Reliable, world-class customer care including in-country Help Desks, immediate fault detection, proactive, electronic notification and resolution and electronic statusing

›› Full integration with BT Infonet's PerspeXion and SiteWise reporting and monitoring services, to deliver a complete solution for assuring network performance and operation

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BT Infonet
INSIGHT MATTERS™

for over three years, BT Infonet's service provisioning, including installation and changes, has proven to consistently deliver on-time to clients. Over 30 years of delivering global communications solutions to clients, effective global problem management processes that BT Infonet has improved continually, have all contributed to winning the Telemark awards.

BT Infonet provides proactive fault detection and problem management, alerting clients to service faults electronically within minutes, as well as automatically notifying clients of fault resolution progress and maintenance activities.

Complete SLA Reporting and Monitoring for the Enterprise

BT Infonet's powerful reporting and monitoring tools provide enterprises with a comprehensive view of the performance and operation of their BT Infonet services. For example, using PerspeXion and SiteWise reporting for VPN Services, clients can validate SLA performance in a multi-CoS environment, generate real-time statistics, and hourly, daily, weekly and monthly summaries for a range of service delivery metrics.

PerspeXion

PerspeXion service performance reporting offers a complete view of an enterprise's backbone transport network and ongoing service delivery quality, right to the desktop, using standard Web browsers. PerspeXion monitors BT Infonet-provided voice, video and data networking services providing crucial information and insight into both network and process performance. Tabular and graphical reports show a range of service delivery metrics, verification of KPIs for the BT Infonet SLAs, and much more.

SiteWise and SiteWise Gold

Complementing PerspeXion's capabilities, SiteWise provides a variety of in-depth, end-to-end real time and historical connectivity statistics. Tabular and graphical reports show utilisation and health statistics for BT Infonet-managed premises routers. In addition, for users who are taking advantage of BT Infonet's leading CoS features, SiteWise monitors and reports usage of CoS per CoS type, such as delay, jitter and data delivery, and fully supports the verification of end-to-end CoS SLAs. SiteWise Gold provides further true real time CPE statistics and diagnostics capability.

Both PerspeXion and SiteWise are accessed via my.infonet.com, BT Infonet's intuitive and secure, single sign-on Web portal.

The willingness and ability of a service provider to provide end-to-end service level commitments is a key selection criterion for many multi-site corporations. With BT Infonet's SLAs,

enterprises can establish the right network performance objectives and monitor the accomplishment of those objectives.

For more information about BT Infonet's SLA service or any of BT Infonet's network services and solutions, contact your local BT Infonet Representative or visit us at www.bt.infonet.com.

About BT Infonet

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, BT Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network®, accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at www.bt.infonet.com

BT Group plc is a public limited company registered in England and Wales under registration number 4190816 with listings on the London and New York stock exchanges. Additional information about the company is available at www.bt.com/aboutbt.

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