



## Yipes Strengthens SLAs

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SAN FRANCISCO -- Yipes Enterprise Services, Inc. today introduced the most aggressive and comprehensive network Service Level Agreements (SLA) available in the enterprise network services marketplace. The SLA demonstrates the dramatic advancement in global Carrier Ethernet service reliability and the advantage of Ethernet-based networks over other network service options such as the Internet and frame relay. The Yipes performance guarantees also provide assurances to enterprise customers supporting voice over IP (VoIP), real-time videoconferencing, mission critical enterprise applications, business continuity, as well as next generation applications such as digital image sharing, electronic trading and on-demand applications.

The new Yipes network services SLA, available on all new service orders, includes industry-leading benchmarks for vital metrics such as network availability, latency, jitter and packet delivery. Additionally, Yipes guarantees mean time to repair (MTTR), on-time installations and on-demand bandwidth upgrades. The Company said the move comes in response to growing market demand for stronger network performance assurances and reflects significant advances in Yipes' network and systems capabilities. The new SLA is accompanied by the launch of Yipes HawkEye(SM), a unique network performance measurement system that permits customer access to detailed real-time traffic monitoring, management, analysis and reporting. Yipes HawkEye(SM) is the first system of its kind to measure performance across a multi-vendor, global Carrier Ethernet network. The system, developed by Yipes, is based on technology from its key technology partners.

Network availability is the percentage of time that a customer is able to transmit data across the Yipes network. Yipes' SLA provides for 100% network availability. In 2005, Yipes deployed Ethernet Automated Protection Switching (EAPS) to provide SONET-like network reliability and Virtual Private LAN Services (VPLS) for increased scalability.

Network latency is a key element of the new Yipes network services SLA and is a measurement of speed in packet transmission across a network. While most other providers only offer a U.S. network-wide average latency, Yipes is unique in offering route-specific guarantees within and between each of the metro areas it serves. For example, in each metro, Yipes guarantees an average of 5 milliseconds of latency.

Network jitter, the variation of latency, represents the recurring changes in the timing of a data stream. Excess jitter degrades voice quality, makes video appear jerky and significantly impacts network application performance. Controlling jitter has become increasingly important as more enterprises move to time-sensitive applications such as multiple-feed video conferencing and VoIP telephony.

Effective today, Yipes is offering customers a jitter SLA of just .25 milliseconds (250 microseconds) as measured across Yipes' global Ethernet network. Most industry SLAs guarantee a jitter metric of 1 millisecond (1000 microseconds) or higher. Yipes' jitter SLA is more aggressive than most SLAs because Ethernet is inherently less prone to the variability in performance associated with routed networks, such as the public Internet.