

# reliability

*Ensure superior performance of your applications through a unique network architecture combined with patented route-control technology, providing stable, predictable, Internet performance.*

*From e-commerce and online trading to video conferencing and customer relationship management (CRM), the Internet has become the avenue for a broad array of business-critical applications. Today's businesses require solutions that ensure optimal performance of applications by improving network efficiency and traffic control. With the Internap® Performance IP™ service, companies can now have a stable, predictable, high-performance Internet solution.*

As the technology leader in intelligent route control, Internap offers a Network-Based Route Optimization service, Performance IP, which delivers unflinching reliability, dominant network performance and superior client support to companies that depend on delivering business-critical applications across the Internet.

### Predictable Reliability

*Online trading. Video and Voice over IP. E-commerce. CRM.* Your vital business applications have become critical to the way you do business. Using patented technology, Internap is the only company to offer you redundant, high-speed connections to all the major Internet backbones, ensuring operational continuity by routing around network congestion, poor performing links or disabled providers. The result is a network that consistently runs at peak efficiency for you and your customers.

### Proven Performance

The Internap Network-Based Route Optimization service provides you with a superior Internet experience. Featuring guaranteed 100 percent operational uptime, and the lowest packet loss and latency in the industry, Internap provides you with a proactive industry-leading Service Level Agreement (SLA) that covers the entire Internet — not just one single network. Its proactive SLA notification and credit program is proof positive of the Internap commitment to providing the very best network performance available.

### World-Class Client Support

There is no substitute for accountability. The Internap client support team is distinctive in its steadfast commitment to providing direct access to certified IP engineers at its best-of-breed Network Operations Center (NOC). Technology professionals are on call with a global view and information to resolve your issues quickly and effectively, and to your complete satisfaction. Direct access to our expert technical staff is only part of the Internap advantage; you also save money by minimizing troubleshooting and downtime.

### Features

- Redundant, high-speed connections to all major Internet backbones offering unmatched reliability
- Intelligent route-control technology dynamically identifies the optimal path for your business-critical applications
- Proactive industry-leading Service Level Agreement (SLA) with 100 percent uptime guarantee
- Direct access to certified network engineers
- World-class 24x7x365 Network Operations Center (NOC)

### Benefits

- Operational continuity for your business-critical applications
- Increased revenue opportunities enabled by a seamless customer Internet experience
- Reduced internal costs associated with network management
- Freedom from managing connectivity complexity and Network Service Provider (NSP) relationships

	Internap Performance IP	Typical ISP
Number of NSP Backbone(s)	Up to 8	1
Routing Protocol	Route-Control Technology	BGP
Service Level Agreement	Industry Leading, Proactive	Industry Average, Reactive
Redundancy	Utmost Redundancy	Some Redundancy
Application Priority Level	Business-Critical	Best Effort



With the Internap Performance IP service, you can take advantage of the convenience, flexibility and reach of the Internet, seamlessly connecting to customers, suppliers, employees and business partners. By routing over redundant, high-speed connections to all major Internet backbones, the Internap Performance IP service provides highly reliable robust delivery of your content, applications and communications throughout the Internet.

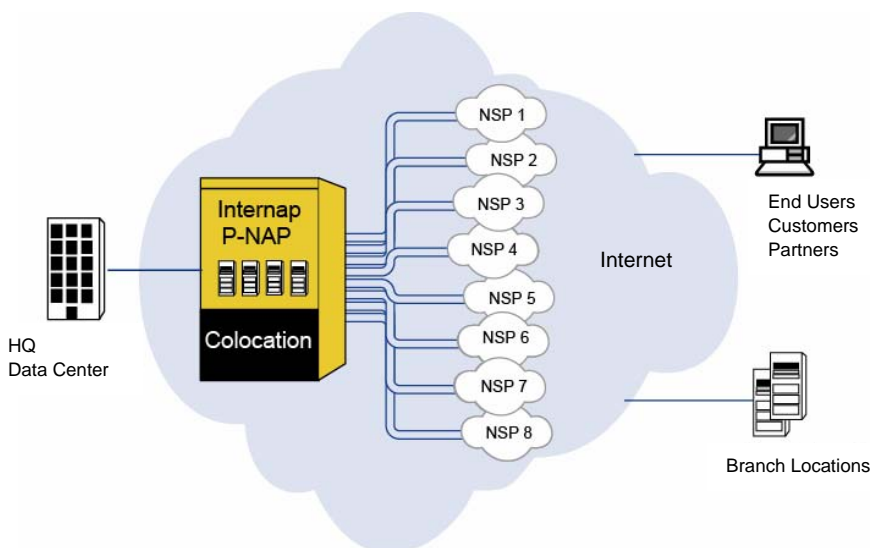
### Performance IP Service Components

#### **Redundant Private Network Access Point (P-NAP®) Architecture**

Using its patented technology and the existing Internet network infrastructure, Internap created an innovative way to route data and avoid the Internet's points of congestion. Rather than provisioning traditional single ISP network access, the Performance IP service intelligently routes across up to 8 integrated NSP networks in its Private Network Access Points (P-NAPs). This insulates your traffic from the risk of network outages, providing reliable, stable and predictable connectivity.

#### **Intelligent Route-Control Technology**

Internap has developed proprietary route-control technology, its ASsimilator platform, which overcomes the limitations of Border Gateway Protocol (BGP). This technology monitors the performance of each backbone, routing your traffic across the best path, providing fast and more reliable data delivery than traditional routing methods. The Internap route-control technology considers path characteristics like latency, packet loss, route stability and congestion when making routing decisions. Decisions are made dynamically and automatically to account for network performance changes, without the need for manual intervention.



### Performance IP Port and Access Options

#### **Remote Connectivity\***

- T1 (1.54 Mbps) / E1 (2 Mbps)
- Fractional DS3 (3 Mbps to 21 Mbps)
- DS3 (45 Mbps) / E3 (45 Mbps)
- OC3 (155 Mbps)
- OC12 (622 Mbps)

#### **Ethernet Connectivity\***

- 10 Mbps
- 100 Mbps
- 1000 Mbps (Gigabit)

*\* Port availability may vary by service point. E1/E3 available only in select international locations.*

### Service Options

- Primary DNS or Secondary DNS management
- Allocation of IP addresses in compliance with the American Registry for Internet Numbers (ARIN) policy
- Optional NNTP News Feed
- Secure, online access to usage graphs, request forms and service guides

## Performance IP Service Components (cont'd.)

### Proactive Service Level Guarantee

Internap approaches customer service and support proactively. Through constant monitoring and management, we are able to alert our customers to network issues and correct them efficiently. Internap has purposefully defined our Service Level Agreements (SLAs) to lead the industry, so customers get reliable performance supported with proactive service. Guaranteed North American performance metrics include:

- 100% network availability
- Less than 45 milliseconds latency
- Less than 0.3% packet loss
- Less than 0.5 millisecond jitter

### Direct Access to Certified Network Engineers

Internap provides 24x7x365 direct access to certified network engineers in its Network Operations Centers (NOCs), who have the expertise and visibility into all major Internet backbones to understand and resolve issues quickly and effectively.

### Performance IP Port and Access Options

The Internap Performance IP service offers flexible access alternatives providing options based on your proximity, platform and bandwidth needs. Options include leased lines, Metropolitan Access Networks (MANs) and data center cross-connects.

### Supplementary Internap Services

- Managed Router Service — with Internap Managed Router Service, Internap will be responsible for configuration, maintenance and troubleshooting of the equipment supporting the Internap connection
- Router Configuration Service
- Firewall Configuration Service (Standard IP Packet Filter, Cisco routers only)
- Internet Performance Metrics Monitoring



## Primary Service Points

### North America

- |               |                    |
|---------------|--------------------|
| ▪ Atlanta     | ▪ New York         |
| ▪ Boston      | ▪ Philadelphia     |
| ▪ Chicago     | ▪ Phoenix          |
| ▪ Dallas      | ▪ San Diego        |
| ▪ Denver      | ▪ San Francisco    |
| ▪ Houston     | ▪ San Jose         |
| ▪ Los Angeles | ▪ Seattle          |
| ▪ Miami       | ▪ Washington, D.C. |

### International

- |             |          |
|-------------|----------|
| ▪ Hong Kong | ▪ Sydney |
| ▪ London    | ▪ Tokyo  |
| ▪ Singapore |          |



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