

Performance IPTM



Every Millisecond Counts

Business moves fast but business on the Internet moves at hyper-speed. Whether your business is processing millions of transactions, delivering business-critical software or servicing a massive gaming community, you need your data transit to be as fast as the speed of light and as dependable as the sunrise. Every impacted second causes loss of revenue and damage to your brand. Where do you go from here?

The Internap Solution

Performance IPTM, based on our patented Managed Internet Route Optimizer™ (MIRO) technology service, uses a multi-provider approach delivering the strength of up to 11 major Internet backbones. We route traffic over redundant, high-speed connections and dynamically connect you to the best performing route across the Internet. We insulate your traffic from the risk of network outages, providing reliable, stable and consistent connectivity.

The Internap Difference

You can count on us for robust delivery of your content, applications and communications throughout the world over a fail-safe network that features end-to-end N+1 redundancy, beginning with the customer handoff and running all the way to our core routers and carriers. We back our service with an industry-leading SLA, exclusive Private Network Access Point (P-NAP®) architecture, patented MIRO technology and our award-winning Network Operations Center. All network carriers experience outages. Our route optimization technology always selects the best-performing, most available path. The result: the best possible experience for your end users. 100% of the time.

Performance IP Benefits

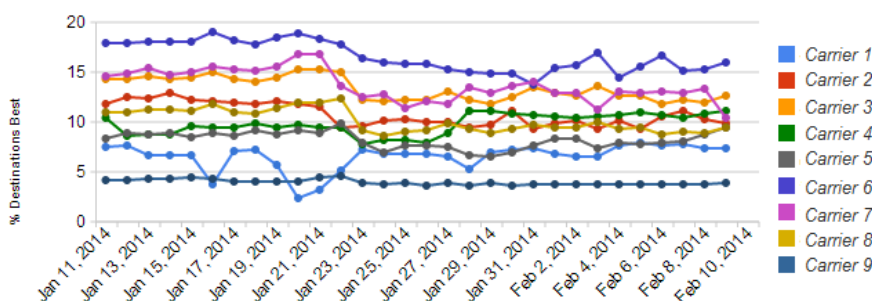
Redundant, high-speed connections to major Internet backbones offer unmatched reliability, resulting in a stable end-user Internet experience and increased revenue opportunities.

Industry-leading Service Level Agreement (SLA) supports 100% uptime, resulting in fewer abandoned sessions.

Intelligent route-optimizing technology dynamically identifies the best path for your Internet applications.

World-class 24/7 Network Operations Center (NOC) frees you from managing connectivity, complexity and Network Service Provider relationships.

Percentage of Internet Destinations Carrier is Best



Performance IP Features

Redundant P-NAP: Rather than relying on access to a single ISP, our Performance IP service intelligently routes traffic across major Internet backbones via our P-NAP facilities. This intelligent routing insulates your traffic from the risk of network outages, providing reliable, stable and consistent connectivity.

Proactive Service Level Guarantee: We approach customer service and support proactively, constantly monitoring and managing your network issues to quickly and efficiently correct them. Our industry-leading SLA supports:

- 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 24/7 direct access to certified engineers. Our experts have visibility into all major Internet backbones so they understand and resolve issues quickly and effectively from our Network Operations Centers.

Performance IP Port and Access Options: Our Performance IP service offers flexible access alternatives that provide options based on your proximity, platform and bandwidth needs. Options include leased lines, Metropolitan Access Networks and data center cross-connects.

Internap Performance IP vs. Typical Internet Service Provider (ISP) Service

	Internap	Typical ISP Service
Direct Access to Multiple ISP Backbones	Yes	No
Routing Protocol	Route-Control Technology	BGP
Service Level Agreement	Proactive	Reactive
Redundancy	Ultimate	Minimal

Service Options

Primary DNS or secondary DNS management

Allocation of IP addresses in compliance with the American Registry for Internet Numbers policy

Secure, online access to usage graphs, as well as request forms and service guides

Managed router service

Router rental options

Router configuration service

Managed security (firewall, IPS/IDS, Anti-DDoS)

Internet performance metrics

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

1 Gbps

10 Gbps

*Port availability may vary by service point. E1/E3