

# QoS/CoS

MEGAPATH WHOLESALE

## HIGHLIGHTS

**Five QoS/CoS Options**—Designed for flexibility based on your customers' needs

**Upgradable QoS/CoS**—Most MegaPath access services come preconfigured with a default QoS level, with the option to upgrade

**End-to-end Prioritization**—QoS/CoS provides intelligent access optimization from the end user circuit throughout the MegaPath Network

**Enhances Your Value**—Powers mission-critical business applications effectively

**Simplified VoIP Deployment**—Standard configuration and simplified support

**Easy Ordering**—Fully automated ordering and provisioning

**Service Level Agreements**—Aggressive latency and delivery targets mean you can deploy with confidence

## Enhance Your Solution Performance with MegaPath QoS/CoS

Value-added services help you differentiate yourself in the market. Applications such as software as a service (SaaS), VoIP, and video conferencing increase revenue and help promote customer loyalty. Effective delivery of these services requires a carrier-grade IP network with the intelligence to differentiate traffic between applications. MegaPath Quality of Service (QoS) and MegaPath Class of Service (CoS) help deliver the network performance your customers need.

MegaPath QoS/CoS levels are designed to support specific application requirements, balancing dedicated bandwidth, controlled latency, and managed packet loss to deliver the appropriate performance level for your value-added application. With MegaPath QoS/CoS, you can determine what priority a circuit is given over the MegaPath network. Five different network-based QoS combined with six configurable CoS levels allow you to choose the type of network attributes that are most compatible with the solution you are offering.

QoS LEVELS	DESCRIPTION	EXAMPLE USE
Level 5	Lowest latency	Dedicated real-time traffic, video conferencing
Level 4	Low latency	Voice/data on a single circuit
Level 3	High packet delivery	Business data applications such as storage area networking, application hosting
Level 2	Consistent data delivery	Business-class Internet, web hosting
Level 1	Best effort; no SLA	Consumer Internet

**DIFFERENTIATE YOUR OFFERING.** MegaPath allows you to differentiate not only on access technology and type of traffic, but how that technology is provisioned from the end-customer circuit across our network. You choose the access service and upgrade to the QoS/CoS option that works best with your value-added solution.

**PREDICTABLE RELIABILITY.** Increase customer satisfaction by offering superior network performance and SLAs that are backed by MegaPath, a nationwide provider with a carrier-grade network.

**DELIVER SCALABLE PRIORITY PERFORMANCE**

**SIMPLE TO UPGRADE.** All MegaPath access services come with a preconfigured default QoS level. You may upgrade to an available QoS/CoS level at the time services are ordered. Upgrades to higher QoS/CoS levels or downgrades to lower QoS/CoS levels on connected circuits, when your customers’ needs change, are done by placing change orders in Connect or xLink.

**SIMPLIFIED VoIP DEPLOYMENT.** One IP subnet is standard with T1 or DSL service, making it simpler to deploy and support. Circuits with voice traffic should be upgraded to a minimum of QoS level 4 with CoS.

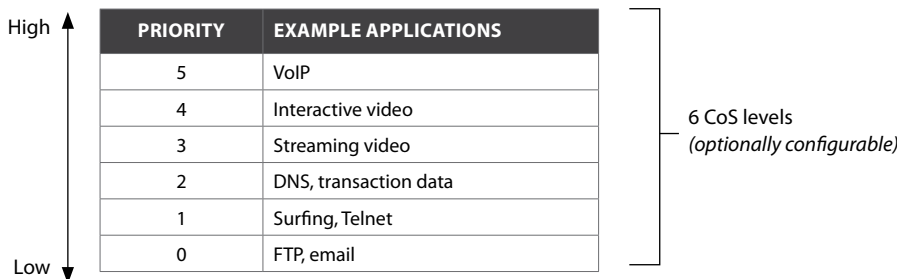
SERVICE LEVEL AGREEMENTS			
QUALITY OF SERVICE LEVEL	AVAILABILITY	LATENCY – NATIONAL	LATENCY – REGIONAL
QoS Level 1	None	None	None
QoS Level 2	99.9%	10 ms round-trip regional; 140 ms round-trip national	110 ms round-trip regional
QoS Level 3	99.9%	10 ms round-trip regional; 130 ms round-trip national	70 ms round-trip regional
QoS Level 4	99.9%	10 ms round-trip regional; 120 ms round-trip national	60 ms round-trip regional
QoS Level 5	99.9%	10 ms round-trip regional; 110 ms round-trip national	50 ms round-trip regional

\* No service level agreement is associated with CoS.

**DEFAULT QoS LEVELS.** Most MegaPath broadband services are provisioned with a default QoS level. You may upgrade to an available QoS/CoS level, as available, when the access services are ordered or by submitting a change order to an existing service.

SERVICE BRAND	TECHNOLOGY TYPE	QoS LEVEL 1	QoS LEVEL 2	QoS LEVEL 3	QoS LEVEL 4	QoS LEVEL 5
TeleSurfer	ADSL	Default	N/A	N/A	N/A	N/A
TeleSoho	ADSL/ADSL2+	N/A	Default	Upgrade	N/A	N/A
TeleSpeed	I/SDSL	N/A	Default	Upgrade	Upgrade	Upgrade
TeleXtend	T1	N/A	N/A	Default	Upgrade	Upgrade
Bonded TeleXtend	Bonded T1	N/A	N/A	Default	Upgrade	Upgrade

**IMPLEMENTATION OF CoS LEVELS.** To tune traffic to specific needs of the end user circuit, MegaPath uses industry best-practices offering six configurable levels for CoS tagging.



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