

	Features	Benefits
Scalability	<ul style="list-style-type: none"> • Bandwidth scalable on demand in 1 Mb increments • Bursting only limited by physical port size (10 Mb, 100 Mb and GigE) • Automatic provisioning to new eXpress members 	<ul style="list-style-type: none"> • 1Mb granularity allows customers to match their bandwidth purchase closely with their needs • Ability to meet unpredictable traffic levels
Connection	<ul style="list-style-type: none"> • One Ethernet port • One VLAN • Managed BGP to redundant BGP servers 	<ul style="list-style-type: none"> • Cost effective to install • Redundant BGP connection allows sessions to be reset without affecting traffic
Network Availability	<ul style="list-style-type: none"> • 100% network availability • < 1% packet loss • Latency <20ms pan European and <50ms transatlantic • Very low jitter 	<ul style="list-style-type: none"> • Connectivity is reliable and always available • Run time-delay sensitive applications with confidence • Ideal for VoIP and streaming
Geographic Reach	<ul style="list-style-type: none"> • North – Stockholm • South – Madrid/Dallas • East – Vienna/Berlin • West – Seattle/San Francisco 	<ul style="list-style-type: none"> • Automatically peer across US and Europe with any peering partner on the PacketExchange network
SLA	<ul style="list-style-type: none"> • Measurable & enforceable • Published technical standards that are continuously monitored 	<ul style="list-style-type: none"> • Customers know the expected performance and it is easy to track • Stops traffic that is detrimental to other users
Costs	<ul style="list-style-type: none"> • Low installation cost • Charge per Mb for committed data rate and for burst traffic • Charges independent of route or distance 	<ul style="list-style-type: none"> • Low capital outlay and easy to track expenditure
Customer Service	<ul style="list-style-type: none"> • Pro-active and supportive account management. • 24/7 technical support. • On-line network performance reporting via customer web portal • Communications between customers managed online 	<ul style="list-style-type: none"> • Help when and how it is needed. • Easy and secure access to service management information • Ability to talk directly to other users

PacketExchange is a fully funded company providing global network services to the Internet and Data Communications markets. Customers benefit from optimal internet traffic routing providing flexible, cost efficient connectivity in order to develop their business activities.