

services

Performance IP™: Every Second 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 IT 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?

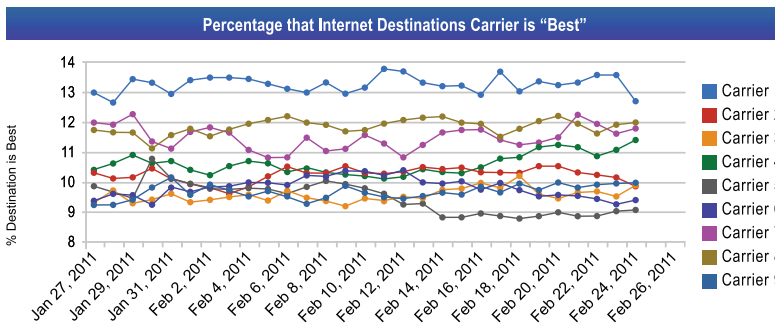
The Internap Solution

Our Performance IP, 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.

Every second of every minute we deliver the best possible network. All network carriers experiences outages. In fact, Internet traffic statistics show that any single carrier provides the best-performing network route only 18% of the time. If you connect to your customers, shareholders and employees over the Internet, this means that 88% of the time you serve up a suboptimal experience.* 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.



88% of the time - any one carrier represents a *less than optimal* path across the Internet.

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

*Performance measured by routes from Atlanta across major network carriers over the period of March 1, 2010 through March 31, 2010.

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.

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

| | Internap Performance IP | Typical ISP Service |
|---|----------------------------|----------------------------|
| Direct Access to Multiple ISP Backbones | Yes | No |
| Routing Protocol | Route-Control Technology | BGP |
| Service Level Agreement | Industry-Leading Proactive | Industry Average, Reactive |
| Redundancy | Ultimate Redundancy | Minimal Redundancy |
| Application Priority Level | Business-Critical | Best Effort |

877.THE.PNAP (877.843.7627)
contactsales@internap.com
www.internap.com



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.

| 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 available only in select international locations

Why Internap?

Since 1996, thousands of customers have trusted Internap to provide high-performance IT infrastructure services that enable them to focus on their core business, improve service levels and lower the cost of IT operations. Internap's colocation, connectivity, managed hosting and cloud solutions are differentiated by unparalleled levels of performance, availability and support.

For more information, visit www.internap.com.

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
- Integrated TCP acceleration with our Accelerated IP (XIP™) solution

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