



# Global Performance Measures

Customer Service Response Statistics						
		3rd Quarter 2023	4th Quarter 2023	1st Quarter 2024	2nd Quarter 2024	Four Quarter Average
<b>Technical Support</b>	Average Answer Time for Inbound Customer Service Calls ( <i>seconds</i> ) – Global	31	20	17	14	21
	Mean Time to Repair ( <i>hours</i> ) – EU	1.4	2.0	1.9	1.3	1.7
	Mean Time to Repair ( <i>hours</i> ) – NA	2.0	2.0	1.3	2.2	1.9
<b>Billing Support</b>	Average Answer Time for Inbound Customer Billing Calls ( <i>seconds</i> )	16	17	17	18	17

IP Network Performance Statistics							
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	Cogent SLA
Packet Success Rate – EU	>99.9%	>99.9%	>99.9%	>99.9%	>99.9%	>99.9%	99.9%
Packet Success Rate – NA	>99.9%	>99.9%	>99.9%	>99.9%	>99.9%	>99.9%	99.9%
Average Backbone Latency ( <i>ms</i> ) – EU	28.0	28.0	28.0	28.0	27.2	27.0	<35.0
Average Backbone Latency ( <i>ms</i> ) – NA	39.4	39.7	40.3	39.1	39.1	37.6	<45.0
Average Backbone Latency ( <i>ms</i> ) – New York to London	66.6	66.6	66.6	66.6	66.6	66.9	<85.0
Average Backbone Latency ( <i>ms</i> ) – Los Angeles to Tokyo	125	122	109	106	106	106	<140.0

“EU” = Europe      “NA” = North America