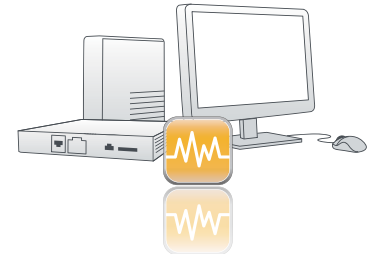


DS3 service delivers peak broadband speeds and unsurpassed reliability to put your business in front.



Product Summary

More and more businesses are seeking high-bandwidth Internet solutions for corporate data access, WAN connectivity, and performance-intensive applications. A DS3 (T3) connection provides maximum performance and service availability backed by superior service level agreements and an expert customer support team.

Mission-critical Internet Access

Achieve new levels of performance with four symmetrical speed options from 20 Mbps to 45 Mbps. DS3 service delivers the bandwidth capacity your business needs to grow, and we go the extra mile to ensure a great experience – from site surveys and installation to ongoing maintenance.

Service Level Agreements

We stand behind your DS3 service with an aggressive service agreement (SLA) that includes 4-hour time-to-repair, 99.99% monthly service availability, rapid installation timeframe, and data delivery targets.

Professional Installation

An expert technician conducts two appointments – a site survey to determine inside wiring needs and a return visit to your office to install your equipment and DS3 service.

24/7/365 Support

Our specialized team of DS3 support experts provides a fast response whenever you need it. We can even dispatch repair technicians after hours, on weekends, and on federal holidays to keep your business operating.

Benefits

Extreme Speed
Reliability
Expert Support
24/7/365 Support

Industry Leading SLA's

FEATURES	Details
Connection	Industry standard DS3 loop— not multiple T1 lines.
Speed	Full and Fractional DS3 up to 45 Mbps
Service Level Agreement	The following service level targets are financially backed by available invoice service credits: <ul style="list-style-type: none"> • 99.9% monthly service level availability • 4-hour time-to-repair • 99.9% data delivery; network delay of 110 ms • Installation within 30 calendar days for 20 Mbps to 45 Mbps
IP Addresses	Choose either network address translation (NAT) with one fixed public IP address and 253 usable private IP addresses, or five fixed public IP addresses. More IP addresses are available for an additional fee.
Equipment	Cisco 2821 ATM WAN router with 2 LAN ports and a single T3/E4 ATM port. A one-year warranty is included. Customers may provide their own Cisco 2821 router, provided it is provisioned with a like configuration.
Installation	Professional installation of DS3 service includes two technician visits: <ul style="list-style-type: none"> • Site survey appointment—Once an order has been booked and approved, a technician will visit the customer site to determine cabling requirements and where the CPE should be installed. • Installation appointment—A technician will perform needed inside wiring, install equipment, and verify the service quality.
Support	Expert DS3 support team available 24x7, even on weekends and holidays.
Account Management	The online management tool makes it easy to check your order status, update your account, and pay your bill at any time.
Availability	DS3 service is available in select areas throughout the country. Check with a sales representative for exact locations.

Advantages

End-to-End Nationwide Infrastructure

Our privately managed MPLS network provides exceptional performance, total redundancy, and the flexibility to deliver true voice Quality of Service.

Complete Service Portfolio

We offer a full range of business broadband, voice, MPLS, VPN, and security services.

Unbeatable Experience

We've been serving businesses with innovative communications services for 16 years.

Superior Customer Support

Our friendly technical experts respond quickly and efficiently 24/7/365.