

Get More.  
Give Less.  
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## Scalable Internet Access for Business

### Standard Internet Service Includes:

- Local loop from local exchange carrier (LEC) provisioned up to the network interface unit (NIU) at your location
- Multiple CPE options
- Standard configuration guides provided, based on your specified hardware selection
- Service quality assurance through proactive availability and continuous usage monitoring
- High-quality, Web-based network monitoring and management tools that allow customers to review service usage and track trouble tickets
- Redundant platform with multi-homed, multi-carrier access to the Internet

### Optional Internet Services

- Upgrade your standard Internet service to include these optional services:
- Premium wiring: Extension of the demarc for a flat fee (certain restrictions apply)
- Managed router services: Comprehensive router management solutions, with UPS, modem and dial-up backup service included
- Configuration: We configure, test and ship
- Installation: Complete onsite installation available
- Maintenance: Extended warranties for term of contract

### Connect to the Public Internet

Access to the public Internet is an essential function for most businesses—providing instant access to the information needed for research, e-mail, instant messaging, e-commerce, procurement, competitive analysis and extranet applications. LightEdge Solutions offers high-speed, high-performance dedicated access to the public Internet, with additional services and features that can be tailored to meet the needs of your business.

### Flexible Internet Connectivity Solutions

LightEdge Internet solutions connect your Local Area Networks (LANs) to the public Internet, and are designed to offer your business high-performance, reliable access.

### High-performance Access

Your Internet services are provided through our state-of-the-art multi-homed, multi-carrier Internet access platform. While many carriers offer only a single path to the public Internet, the LightEdge network is engineered to choose from multiple carrier access points to provide an optimized user experience. While an outage in a single-carrier network may mean no customer access to the Internet until the problem is resolved, the LightEdge network provides multiple paths to ensure that, in the event of a carrier outage or line congestion, customer traffic can be routed through another path with no disruption to the end-user service.

### Bandwidth on Demand

LightEdge Internet services provide a future-proof solution that grows with your business. Select an appropriate committed information rate (CIR) for daily business requirements, with speeds from 256 Kbps up to multiple T1 or DS3 solutions.

### Industry-leading Reliability

LightEdge offers industry-leading SLAs defining service, quality, availability and response times. And with LightEdge, you receive 24/7/365 proactive monitoring, automated alerts and escalation from our network operations center.

### Value-added Services

With Internet services from LightEdge, you are connected to the Internet via our IP network facilities and data center. It's easy to add value to your Internet services with other LightEdge voice, data and IT services.

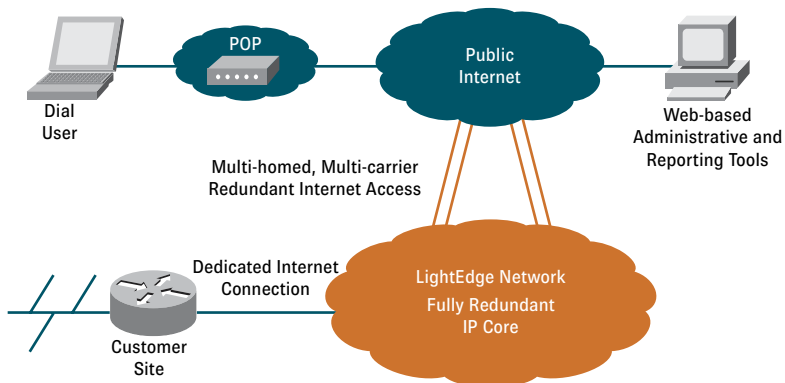


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## Product Features

Features	Advantages
Optimized Internet Access	Multi-carrier access and advanced route optimization technologies employed to deliver the shortest and best performance routing for Internet data
Reliable Network Architecture	Multi-homed, multi-carrier access to the Internet provides reliable access, even if a Tier 1 network is experiencing congestion or network outages
Scalable Bandwidth	Bandwidth options from 256 Kbps to 1000 Mbps with easy upgrades to support future growth
Superior Customer Service	One single, internal point of contact for all customer needs
Service Accountability	Industry-leading SLAs defining service, quality, availability and response rate
Monitoring and Notifications	24/7/365 monitoring and proactive notifications of any network outage, via e-mail to pager
Web-based Portal	Web-based monitoring and reporting tools provide custom reports and connection information
Customized Options	Hosting services available for a variety of applications, including Web sites, data-driven Web sites, mail servers, business application servers, databases, e-commerce, off-site storage, disaster recovery and more

## Internet Platform



## Performance

Committed information rate (CIR)	100% of port speed
Packet loss	4% or less
Mean time to response	15 minutes (automated)

## Reliability

- Carrier-grade hardware platform
- Fully-redundant IP core network
- Multiple diverse SONET transport paths
- Distributed routing and switching
- 24/7/365 proactive monitoring within multiple layers

## Flexibility and Scalability

### Scalable Bandwidth

- Port speeds 56 Kbps to 155 Mbps

### Access Alternatives

- T1, NxT1, DS3, OC-3, xDSL, 10/100/1000 Metro Ethernet (select markets only)

## Redundancy and High Availability

Available design options include redundant hardware with HSRP/VRRP\* failover mechanisms, BGP4 services including geographically divergent peering and divergent local loop (where available)

\* requires multiple routers and multiple access links



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