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Edward Shakin
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January 15, 2003

Ex Parte

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: *Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers, CC Docket No. 01-338; Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98; Deployment of Wireline Services Offering Advanced Telecommunications Capability, CC Docket No. 98-147; Appropriate Framework for Broadband Access to the Internet over Wireline Facilities, CC Docket No. 02-33; Review of Regulatory Requirements for Incumbent LEC Broadband Telecommunications Services, CC Docket No. 01-337.*

Dear Ms. Dortch:

This letter briefly addresses the competitive broadband alternatives that are available to small business customers.

As is true of other segments of the broadband market, the small business segment is a still a developing market (indeed, more so even than other segments of the broadband market). As is also true of other segments of the broadband market, however, the small business segment clearly is contestable, and is, in fact, being contested, as a number of competing platform providers move to serve this segment of the market. Under these circumstances, and again as is true of the broadband market generally, imposing an unbundling obligation on one (and only one) service provider would be affirmatively counter-productive and, by handicapping one potential competitor, would jeopardize the continued development of this market segment on a competitive basis.

1. As an initial matter, the small-business segment of the broadband market is still developing, and is even less developed than the broadband services market generally.

a) Broadband providers initially focused either on providing broadband services to residential customers or on providing different broadband services to large business customers. Consequently, small businesses account for less than 5 percent of the total subscribers to mass-market broadband services.¹ However, a number of broadband providers have now tailored services specifically to meet the needs of smaller business customers and are moving aggressively to serve this customer segment. As discussed in more detail below, cable companies – which already dominate the provision of broadband services to residential customers – have been moving particularly aggressively to provide cable modem services to small business customers. In addition, DBS providers have introduced two-way broadband services designed specifically for small businesses, and fixed wireless and other emerging technologies such as Wi-Fi are potential alternatives in many areas as well.

b) Verizon and most other incumbent local exchange carriers are at a disadvantage in this market segment because they provide an asymmetrical DSL service, whereas business users typically desire symmetrical services (and, as described below, other providers have now introduced services with high-speed upstream capabilities). Consequently, small businesses represent a small fraction (about 9 percent) of Verizon's total ADSL subscribers.² And business customers of all sizes make up less than a fifth of the DSL subscribers served by ILECs as a whole.³ As these facts make clear, the provision of broadband to small business is still a nascent market segment, and is in no way dominated by the ILECs.

2. Cable companies are moving aggressively to serve small business customers.

a) Six of the seven largest cable system operators (which collectively represent over 90 percent of consumer cable modem subscribers) already offer broadband services to small businesses.⁴ Each of these cable operators has developed a separately branded service for

¹ See R. Greenspan, *Big Boosts in Broadband*, Cyberatlas.com (May 20, 2002), available at http://cyberatlas.internet.com/markets/broadband/article/0,1323,10099_1141701,00.html (citing estimate by In-Stat/MDR that a third of total business subscribers that use either DSL or cable modem service are small businesses); Yankee Group, *2002 Broadband Subscriber Forecast* at Exh. 5 (Aug. 23, 2002) (“August 2002 Yankee Group Report”) (10,607,000 cable modem subscribers as of year-end 2002, of which 675,000 are business subscribers; 5,120,000 DSL subscribers as of year-end 2002, of which 1,000,000 are business subscribers).

² See Reply Comments of Verizon at 20, *Review of Regulatory Requirements for Incumbent LEC Broadband Telecommunications Services*, CC Docket No. 01-337 (FCC filed Apr. 22, 2002).

³ xDSL.com, *Telechoice 1Q02 DSL Deployment Summary*, available at http://www.xdsl.com/content/resources/deployment_info.asp (18 percent of ILEC's DSL lines are provided to businesses.)

⁴ M. Lauricella, *et al.*, Yankee Group, *Cable MSOs: Ready to Take Off in the Small and Medium Business Market* at 4 (Mar. 2002).

business customers (e.g., Time Warner's "Road Runner Business Class" and Comcast's "Commercial Internet Service 2.0" and "Commercial Internet Service Lite"), and several have formed separate business units dedicated to the provision of broadband to business customers (e.g., Comcast Business Communications, Cox Business Services, and Charter Business Networks). See Table and Attachment A. They have designed their services to provide the features that small businesses desire, such as high upstream bandwidth (anywhere from 256 Kbps to 3 Mbps) and the ability to use a single connection for multiple computers and e-mail accounts. See Table and Attachment A.

b) Cable operators have already been very successful in attracting small business subscribers. According to analysts, cable operators were providing cable modem service to between 600,000 and 700,000 business subscribers as of year-end 2002.⁵ This figure is projected to as much as triple to 2.2 million within the next three years.⁶ By the same token, small businesses spent just over \$330 million on cable modem service in 2001, and were expected to spend roughly \$800 million in 2002.⁷

c) Cable operators can readily reach most small business customers from their existing infrastructure. While it is difficult to obtain figures limited to just small businesses, Credit Lyonnais estimates that "six million small- to medium-sized businesses (SMB) are located within a few hundred feet of the local hybrid fiber/coaxial network ... [w]ith the current cable infrastructure passing nearly 2.5 million SMBs today."⁸ By comparison, there are an estimated 10.5 million small and medium businesses nationwide (2.2 million with 5-99 employees, 85,000 with 100-999 employees, and 8.2 million characterized as small office/home office).⁹ And, of course, because smaller businesses tend to be concentrated in areas that cable passes already, the percentage of small businesses passed by cable today is even higher than for small and medium-sized businesses combined.

⁵ *August 2002 Yankee Group Report* at Exh. 5 (675,000 business cable modem subscribers as of year-end 2002); E. Bergstrom & M. Paxton, In-Stat/MDR, *Broadband 2002: DSL & Cable Modem Services Fuel Worldwide Subscriber Growth* at 21 (June 2002) ("*In-Stat/MDR Report*") (613,000 business cable modem subscribers as of year-end 2002).

⁶ *In-Stat/MDR Report* at 21 (estimating 2.2 million business cable modem subscribers by 2006); A. Harris & B. Baldwin, IDC, *Worldwide Cable Modem Equipment and Services Forecast and Analysis, 2002-2006* at 25 (July 2002) (estimating 1.9 million business cable modem subscribers by 2006); *August 2002 Yankee Group Report* at Exh. 5 (estimating 1.2 million business cable modem subscribers by 2006).

⁷ R. Greenspan, *Big Boosts in Broadband*, Cyberatlas.com (May 20, 2002), available at http://cyberatlas.internet.com/markets/broadband/article/0,,10099_1141701,00.html (citing In-Stat/MDR).

⁸ J. Shim & R. Read, Credit Lyonnais Securities, *The U.S. Cable Industry – Act I* at 196 (Nov. 20, 2002).

⁹ Kneko Burney, In-Stat/MDR, *The Big Comeback? Excerpts from 'Business Broadband in a Changed Economy* at 2, 4 & Fig. 2 (May 2002).

Cable operators themselves have acknowledged that there are many businesses that lie on or in close proximity to their networks, and that it makes sense to serve them.¹⁰ Time Warner Cable has recently stated that “[w]e’ve got an infrastructure there that is just ripe for commercial services . . . We pass 1.2 million businesses.”¹¹ According to the company, “[c]able is not incredibly difficult to get to the business,” and “[m]ost RBOCs, CLECs and ILECs have ignored that space.”¹² Comcast’s business unit has stated that “businesses of every size can get the broadband capacity and high-speed services they need.”¹³ Charter’s business unit has said that its Small Business Internet Service “is designed specifically for small, growing businesses.”¹⁴ Moreover, while the overwhelming majority of small businesses already are within close proximity to their networks, cable companies – both incumbents and overbuilders – also have chosen to build out their networks to commercial-only areas because of the high revenue-generating potential of customers located in those areas.¹⁵

¹⁰ See, e.g., A. Figler, *Turning Businesses into Customers*, CableWorld (Dec. 9, 2002) (Charter spokesman David Andersen said the operator is focused on offering high-speed Internet services to small- and medium-sized businesses through Charter Business Networks. “With over 600,000 small- and medium-sized businesses located within reach of our networks, this opportunity is just too good to pass up.”); M. Stump, *Road Runner Gears Up ‘Business Class’ Offer*, Multichannel News (Feb. 25, 2002) (Road Runner “is reaching beyond the residential cable-modem market and setting its sights on providing data services to small- and medium-sized businesses.” They are “now mapping their territories, overlaying maps of cable plant with those that show where SMBs are located.”); G. Lawyer and C. Wolter, *The Cable Giant Stirs*, Sounding Board Magazine (Dec. 1, 2001), <http://www.soundingboardmag.com/articles/1c1vox.html> (quoting Geoff Tudor, president and CEO, Advent Networks: “Cox realized there were 300,000 small businesses within 50 feet of their coaxial drops, easily reachable. . . That could greatly expand the network’s revenue-generation potential.”).

¹¹ A. Figler, *Turning Businesses into Customers*, CableWorld (Dec. 9, 2002) (quoting Ken Fitzpatrick, senior vice president of commercial services for Time Warner Cable).

¹² M. Stump, *Road Runner Gears Up ‘Business Class’ Offer*, Multichannel News (Feb. 25, 2002) (quoting Jason Welz, vice president of commercial services for Road Runner).

¹³ Comcast Business Communications, <http://www.comcastbusiness.com/>.

¹⁴ Charter Business Networks, *Small Business Internet Service*, <http://www.charterbusinessnetworks.com/resources/pdfs/sbi.pdf>.

¹⁵ See, e.g., Andrew Afflerbach & David Randolph, Columbia Telecommunications Corporation, *The Impact of Cable Modem Service on the Public Right of Way* at 6 (June 2002) (“in Anne Arundel County, Maryland, Comcast is constructing cable in a number of commercial-only areas, presumably for advanced two-way services”); Everest, *Everest for Your Business*, available at <http://www.everestgt.com/business.php> (describing overbuilder Everest’s high-speed Internet access offerings for small business customers); see also RCN Business, *Business Network*, <http://www.rcn.com/business/network.php> (describing overbuilder RCN’s high-speed networks to serve business customers in several major metropolitan areas).

3. Satellite providers now offer two-way services (that do not rely on a telephone uplink) designed specifically for small businesses, and fixed wireless and other emerging services are alternatives in many areas as well.

a) Two satellite providers – Hughes and StarBand – have begun providing two-way broadband services designed specifically for small business customers. See Table and Attachment B. Hughes offers “Direcway Business Edition . . . for owners of small and medium-size businesses who want the rich experience and benefits of fast Internet access.”¹⁶ Compared to its two-way residential service, Hughes’ business service offers “increased download capacity, larger data volume, and support for multiple users.”¹⁷ And while Hughes recently announced that they would terminate their resale of DSL services through DirecTV Broadband, it made clear that it will continue to provide two-way broadband via satellite to business customers.¹⁸ Hughes also announced that it was proceeding on schedule with its plans to deploy a new satellite-based service – the \$1.8 billion Spaceway project – that is designed to provide broadband to small and large business customers.¹⁹ A second satellite provider, StarBand, offers a “StarBand Small Office” package, which offers businesses “world-class, high-speed, two-way Internet access” and includes support for multiple users and Web hosting capabilities.²⁰

b) Fixed wireless also continues to be a viable alternative for high-speed Internet access for many small businesses. Both Teligent and WinStar have emerged from bankruptcy and are offering fixed wireless broadband services in a large number of markets.²¹ Other emerging technologies provide potential alternatives as well. For example, one company has recently developed the capability to use Wi-Fi technology – which many small businesses already are using for their internal networks – to provide last-mile high-speed Internet access.²² Another alternative is Very Small Aperture Terminal (VSAT), which small businesses have been using for years to perform tasks such as credit card verification and data transfer. New VSAT services have recently become available using new satellite technology (Connexstar) from GE Spacenet

¹⁶ Direcway Business Edition, <http://be.direcway.com>.

¹⁷ *Id.*

¹⁸ Hughes Press Release, *Hughes Subsidiary to Close Terrestrial Broadband Operation* (Dec. 13, 2002); DirecWAY, DirecWAY News Update (“The decision to close DirecTV Broadband (a.k.a. DirecTV DSL) does not affect DirecWAY broadband by satellite.”).

¹⁹ A. Pasztor, *Hughes Expects to Pull Plug on Web-Offering Initiatives*, Wall Street Journal (Dec. 12, 2002).

²⁰ StarBand, *Starband Small Office*, <http://www.starband.com/whatis/so1.htm>.

²¹ Teligent News Release, *Teligent Announces Lender Support for Fixed Wireless Successor Company* (Jan. 22, 2002); IDT Press Release, *IDT Corporation Announces That Winstar Will Become IDT Solutions* (Dec. 12, 2002).

²² See, e.g., Peter Cohen, *Vivato’s ‘Wi-Fi Switch’ Provides Large Scale Coverage*, MacCentral, <http://maccentral.macworld.com/news/0211/04.vivato.php> (Nov. 4, 2002).

that enables business in any part of the country to obtain Internet access at speeds that rival DSL and cable modem.²³

4. Small business customers in central business districts also have competitive broadband alternatives provided by the carriers serving larger business customers in those areas.

a) There is now extensive competition for large business customers in virtually all of the major central business districts in the United States. As the Commission has recognized, local competition first began developing in central business districts more than 15 years ago.²⁴ Today, competitive local carriers serve tens of thousands of large office buildings with their own facilities, plus hundreds of thousands more using facilities they lease from third parties.²⁵ Many of the customers in these locations (ranging from the offices of large companies to major accounting and law firms and the like) also are part of the enterprise segment of the long-distance market that is dominated by the big three incumbent carriers, AT&T, WorldCom, and Sprint. And to the extent these enterprise customers purchase broadband services, they tend to purchase ATM and Frame Relay services, which likewise are dominated by the incumbent long distance carriers. For example, AT&T, WorldCom, and Sprint control more than two-thirds of the nationwide market for ATM and Frame Relay services.²⁶

b) The competitive carriers that provide broadband services to large buildings in central business districts can readily provide those services to small businesses within those same buildings. For example, to the extent that a carrier is providing high-speed Frame Relay service to a large business customer within a given building, it also could provide lower-speed versions of that service to smaller business customers within that same building. Indeed, approximately

²³ Satellite Solutions, *Skystar 360E*, <http://www.no-dsl.com/index.html> (Resource Associates International provides the Skystar 360E system, a two-way satellite Internet service where the "speed of the service rivals DSL." Skystar costs \$149 a month, with installation fees of about \$600 and equipment fees of about \$1700. With this system, up to five businesses can use the service, thereby reducing the cost to less than \$30 per month per business.).

²⁴ See, e.g., *Expanded Interconnection with Local Telephone Company Facilities, Amendment of the Part 69 Allocation of General Support Facility Costs*, Report And Order And Notice Of Proposed Rulemaking, 7 FCC Rcd 7369, ¶ 4 (1992).

²⁵ See *Competition for Special Access Services* at 13-14, attached to Comments of Verizon in RM 10593 (FCC filed Dec. 2, 2002).

²⁶ See R. Kaplan, IDC, *U.S. Frame Relay Services Forecast and Analysis, 2001-2006* at Figure 4 (Apr. 2002) ("*Frame Relay Report*") (AT&T, WorldCom, and Sprint accounted for 75% of the nationwide frame relay market in 2001.); R. Kaplan, IDC, *U.S. ATM Services Forecast and Analysis, 2001-2006* at Figure 4 (June 2002) (AT&T, WorldCom, and Sprint accounted for approximately 60% of the nationwide ATM market in 2001.) (AT&T, WorldCom, and Sprint accounted for 72.5% of the combined nationwide ATM/frame relay market in 2001 based on revenue.).

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one-third of all Frame Relay ports sold are for fractional T-1/DS-1 speeds.²⁷ Analysts estimate that small businesses are now spending more than \$55 million annually on Frame Relay services.²⁸

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward Shakin', written in a cursive style.

Edward Shakin

Attachments

²⁷ *Frame Relay Report* at 9, Table 3.

²⁸ *Id.* at 24, Figure 12.

Competitive Broadband Services Provided to Small Business Customers		
Operator	Business Service or Division	Service Description
Time Warner	Road Runner Business Class	2M downstream/384k upstream; \$80/month. 3M downstream/768k upstream; \$250/month. 1.5M symmetrical; \$400/month.
Charter	Charter Business Networks	<i>Small Business Internet</i> : up to 1.5M symmetrical; multiple users
Cox	Cox Business Services	Offerings from 256k symmetrical to 3M upstream/384k downstream; up to 125 simultaneous connections
AT&T Broadband	AT&T Broadband Internet for Business	<i>SOHO</i> : up to 512k downstream; 5 e-mail accounts; \$80/month <i>Standard</i> : up to 1.5M downstream; 15 e-mail accounts; \$120/month <i>Professional</i> : up to 3M downstream and 512k upstream; 25 e-mail accounts; \$190/month
Comcast	Comcast Business Communications	<i>Commercial Lite</i> : 2.5M downstream/256k upstream to 3.5M downstream/384k upstream; 1-25 PCs; \$155-\$225/month <i>Commercial 2.0</i> : 2.5M downstream/256k upstream to 3.5M downstream/384k upstream; 1-100 PCs; \$225-\$295/month
Cablevision Lightpath	Business Class Optimum Online	Up to 10M downstream and 1M upstream; starting at \$110/month
Hughes	DirecWAY	<i>Business Edition Internet Access</i> : 400k downstream; multiple users
Starband	Starband Small Office	Up to 1M downstream, with 150k targeted minimum download speed; multiple users
RAI Inc. (VSAT)	Skystar 360E	640k downstream; 128k upstream; \$150 - \$200/month
<p><i>Sources.</i> AT&T. AT&T Broadband Business Services, <i>Pricing</i>, https://securebb.att.com/java/bbs/get-pricing-action.do. Cablevision Lightpath. Cablevision Lightpath, <i>Business Class Optimum Online</i>, http://www.lightpath.net/solutions/internet/business/index.html; Conversation with Cablevision Lightpath Customer Service Representative (Jan. 10, 2003). Charter. Charter Business Networks, <i>Small Business Internet</i>, http://www.charterbusinessnetworks.com/smbusinternet.html; Comcast. Comcast Business Communications, <i>Quick Compare of CSIS Services Chart</i>, http://www.comcastbusiness.com/frames.asp?section=products_and_services&page=quick_compare&border=1; Conversation with Comcast Business Communications Customer Service Representative (Jan. 13, 2003); Cox. Cox Press Release, <i>Cox Business Services Expands Tiers on Business Internet Product Suite</i> (June 26, 2002); Time Warner. Road Runner, <i>Business Class Packages</i>, http://www.roadrunnerbiz.com/packages.shtml; M. Stump, <i>Road Runner Gears Up 'Business Class' Offer</i>, Multichannel News (Feb. 25, 2002); Hughes. DirecWAY, <i>Compare BE</i>, http://be.direcway.com/compare.html; RAI. RAI, <i>Skystar 360E</i>, http://www.no-dsl.com/index.html; Starband. Starband, <i>Starband Small Office: Service Highlights</i>, http://www.starband.com/whatis/so1.htm.</p>		

Index of Attachments

A. Cable Companies Servicing Small Business Customers

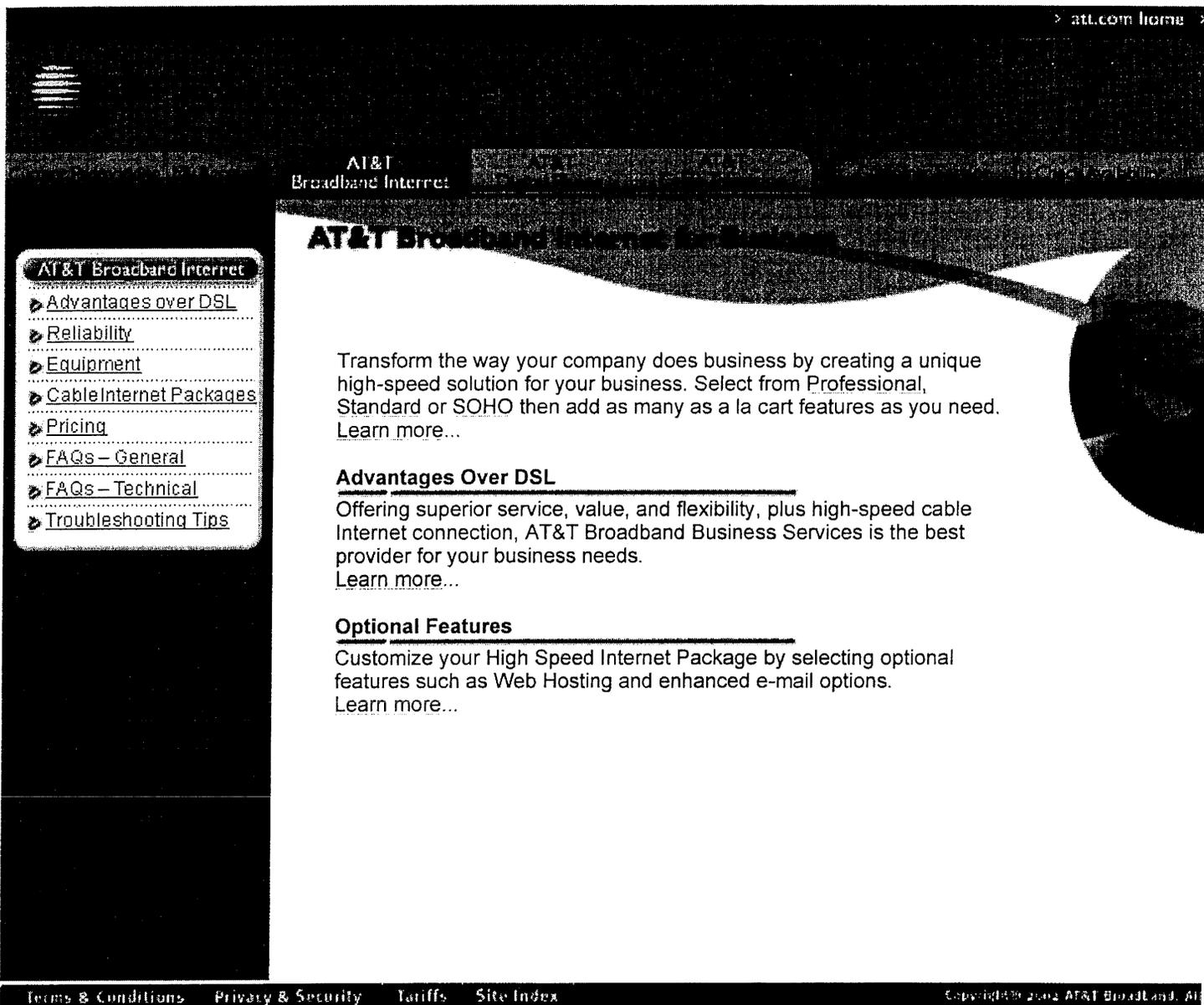
1. AT&T Broadband Business Services
2. Lightpath Business Powerful Solutions
3. Charter Business Networks
4. Comcast Business Communications
5. Cox Business Services
6. Road Runner Business Class

B. Satellite Providers Servicing Small Business Customers

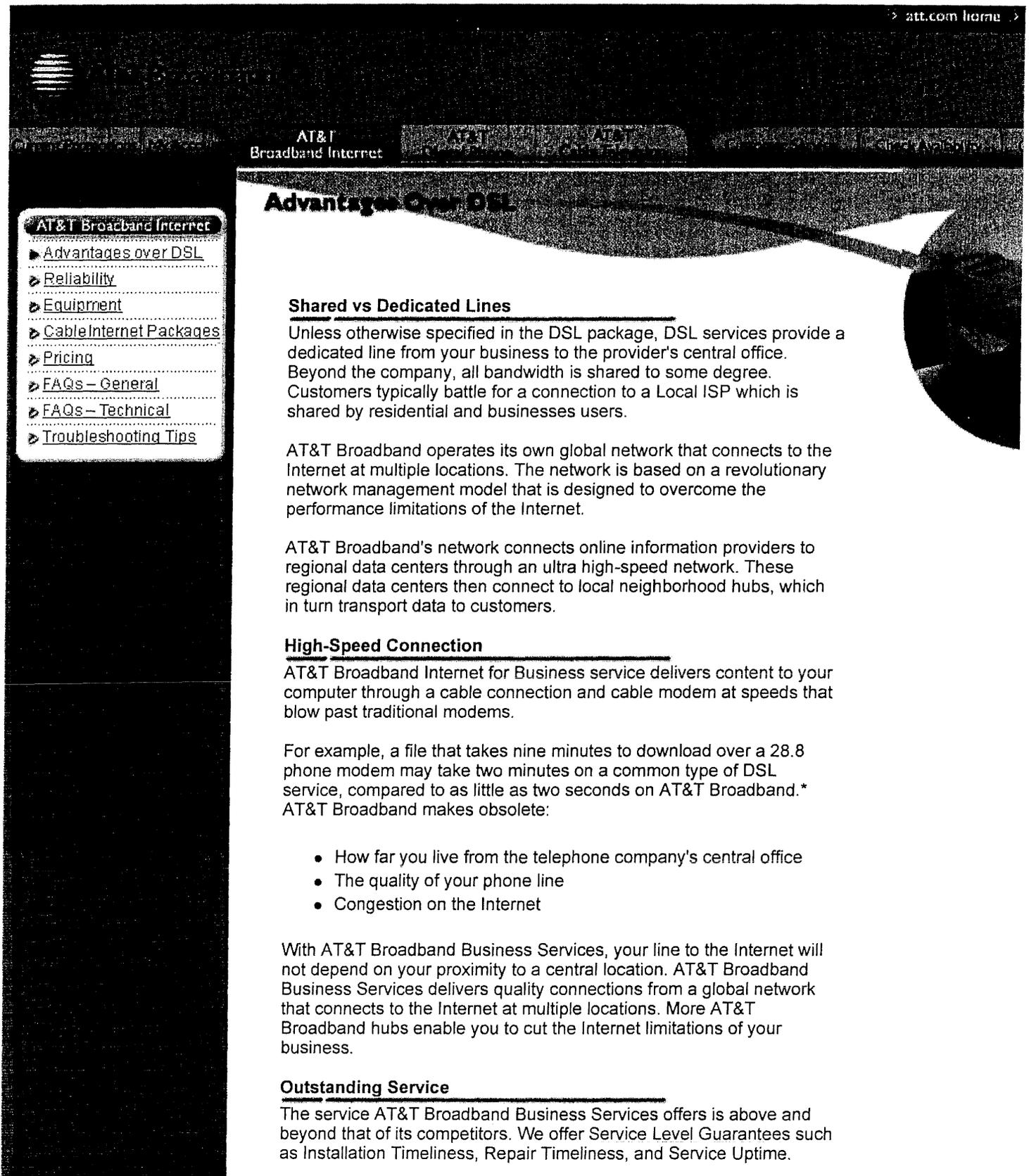
1. DIRECWAY for Small Business
2. StarBand Small Office Service
3. Satellite Solutions

A. Cable Companies Servicing Small Business Customers

1. AT&T Broadband Business Services



The screenshot shows a web browser window with the AT&T logo and "Broadband Internet" text. A navigation menu on the left lists: AT&T Broadband Internet, Advantages over DSL, Reliability, Equipment, Cable Internet Packages, Pricing, FAQs - General, FAQs - Technical, and Troubleshooting Tips. The main content area features a large graphic of a globe and a fiber optic cable. The text reads: "Transform the way your company does business by creating a unique high-speed solution for your business. Select from Professional, Standard or SOHO then add as many as a la cart features as you need. Learn more..." Below this are sections for "Advantages Over DSL" and "Optional Features", each with a "Learn more..." link. The footer contains links for Terms & Conditions, Privacy & Security, Tariffs, Site Index, and Copyright © 2002 AT&T Broadband.



AT&T
Broadband Internet

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Advantages Over DSL

AT&T Broadband Internet

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Shared vs Dedicated Lines

Unless otherwise specified in the DSL package, DSL services provide a dedicated line from your business to the provider's central office. Beyond the company, all bandwidth is shared to some degree. Customers typically battle for a connection to a Local ISP which is shared by residential and businesses users.

AT&T Broadband operates its own global network that connects to the Internet at multiple locations. The network is based on a revolutionary network management model that is designed to overcome the performance limitations of the Internet.

AT&T Broadband's network connects online information providers to regional data centers through an ultra high-speed network. These regional data centers then connect to local neighborhood hubs, which in turn transport data to customers.

High-Speed Connection

AT&T Broadband Internet for Business service delivers content to your computer through a cable connection and cable modem at speeds that blow past traditional modems.

For example, a file that takes nine minutes to download over a 28.8 phone modem may take two minutes on a common type of DSL service, compared to as little as two seconds on AT&T Broadband.* AT&T Broadband makes obsolete:

- How far you live from the telephone company's central office
- The quality of your phone line
- Congestion on the Internet

With AT&T Broadband Business Services, your line to the Internet will not depend on your proximity to a central location. AT&T Broadband Business Services delivers quality connections from a global network that connects to the Internet at multiple locations. More AT&T Broadband hubs enable you to cut the Internet limitations of your business.

Outstanding Service

The service AT&T Broadband Business Services offers is above and beyond that of its competitors. We offer Service Level Guarantees such as Installation Timeliness, Repair Timeliness, and Service Uptime.

As a facilities-based provider, AT&T Broadband Business Services takes responsibility for all potential problems, from customer location to Internet operation. The support staff is timely, efficient, and trained to

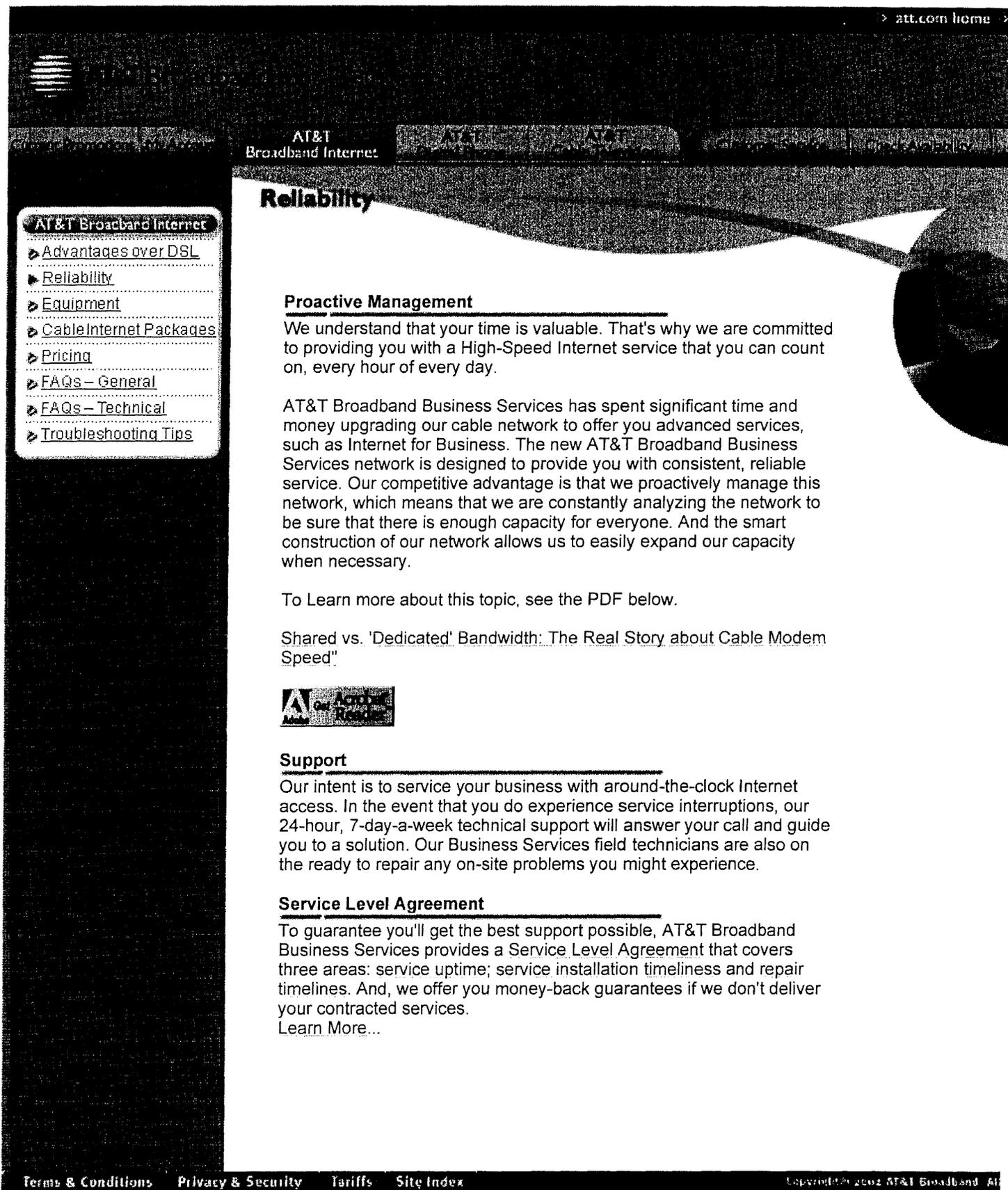
respond to the special needs of businesses.

Superior Value and Remarkable Flexibility

Even AT&T Broadband's most basic connection offers unbeatable speeds plus a host of other valuable features not offered by competitors. Only AT&T Broadband Internet for Business offers the flexibility to custom tailor a package with exactly the features your business needs. Combine aspects that will benefit your business, and leave out those that won't. It's your plan.

Please [check availability](#) to look up prices for your service area.

* Actual speeds may vary. New customer responsible for installation of software and connection of computer to the AT&T network demarcation point. Network adapter may be required for service. For complete details about the service and prices, call 1-888-824-8599. Not available in all areas. Certain restrictions apply. See Terms and Conditions.



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Reliability

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Proactive Management

We understand that your time is valuable. That's why we are committed to providing you with a High-Speed Internet service that you can count on, every hour of every day.

AT&T Broadband Business Services has spent significant time and money upgrading our cable network to offer you advanced services, such as Internet for Business. The new AT&T Broadband Business Services network is designed to provide you with consistent, reliable service. Our competitive advantage is that we proactively manage this network, which means that we are constantly analyzing the network to be sure that there is enough capacity for everyone. And the smart construction of our network allows us to easily expand our capacity when necessary.

To Learn more about this topic, see the PDF below.

[Shared vs. 'Dedicated' Bandwidth: The Real Story about Cable Modem Speed"](#)



Support

Our intent is to service your business with around-the-clock Internet access. In the event that you do experience service interruptions, our 24-hour, 7-day-a-week technical support will answer your call and guide you to a solution. Our Business Services field technicians are also on the ready to repair any on-site problems you might experience.

Service Level Agreement

To guarantee you'll get the best support possible, AT&T Broadband Business Services provides a Service Level Agreement that covers three areas: service uptime; service installation timeliness and repair timeliness. And, we offer you money-back guarantees if we don't deliver your contracted services.
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AT&T Broadband Business Services lets you design the plan that works best for you. It's a simple, 2 step process:

1. Choose a speed that meets your needs and budget.
2. Enhance your package with a variety of optional features.

Speed****

Professional
Maximum Speed of 3.0M downstream and 512K upstream.
Review [pricing](#) for your area.

Standard
Maximum Speed of 1.5M downstream and 384K upstream.
Review [pricing](#) for your area.

SOHO
Maximum Speed of 512k downstream and 256K upstream.
Review [pricing](#) for your area.

Features

Web Hosting
Domain Name Hosting
Enhanced E-Mail

Professional* (Not Available in all areas)

- Up to 3.0M downstream and 512K upstream
- 25 E-mail accounts
- Simultaneous Internet access for up to 253 users

Review [pricing](#) for your area.

Standard

- Up to 1.5M downstream. Upstream varies by region.
- 15 E-mail accounts

- Simultaneous Internet access for up to 253 users

Review [pricing](#) for your area.

SOHO

- Up to 512k downstream. Upstream varies by region.
- 5 E-mail accounts
- Simultaneous Internet access for up to 253 users

Review [pricing](#) for your area.

Optional Features

Unlike other high-speed Internet services, AT&T Broadband does not have pre-set product bundles. All features are sold as optional to give you the greatest flexibility in designing your own system.

[Web Hosting](#)

[Domain Name Hosting](#)

[Enhanced E-Mail](#)

[AT&T Managed Router***](#)

Web Hosting

More and more businesses are realizing the advantage of 24-7 visibility that a company website provides them. When you've decided that it's time to put your business on the web for all to see, AT&T Broadband Business Services can make the move a simple and affordable one. With Web Hosting you can create a strong web presence to attract new customers and to keep the ones that you already have.

AT&T offers three levels of web hosting, prices at \$24.95, \$49.95, \$74.95. One difference between the offerings is disk space. Disk space is the amount of space on the host server that is used for a customer's Web site. Example: A disk capacity of 40MB is equivalent to 1200 Web site (8 1/2 x 11) pages of text only assuming that an average page size is 30 kb. However, when graphics or photos are added, disk capacity will be reduced depending on the size of graphics or photos added.

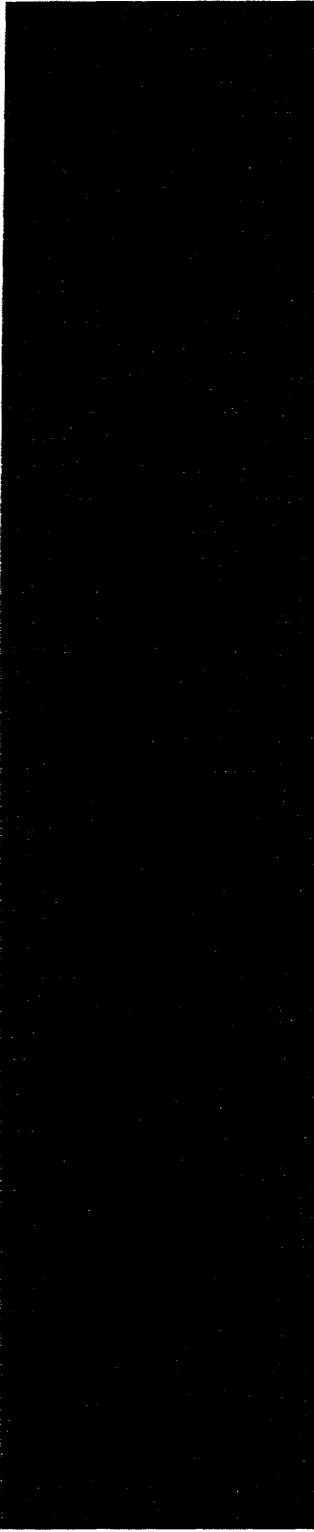
Domain Name Hosting

One of the first steps in creating an Internet identity is to ensure your company name is clearly associated with all of your e-mail correspondence. AT&T Broadband Business Services can register your company's name as a domain name, a unique Internet identifier assigned only to you, so you can start sending e-mail that people immediately associate with your business. If you've already created a domain name, we can easily transfer it to your personalized AT&T Broadband High Speed Cable Internet service.

Enhanced e-mail

For many companies, daily operations depend on their e-mail capability. AT&T Broadband Business Services can fully accommodate your specific e-mail needs when they surpass the e-mail service offered with our standard packages.

For example, you can add as many additional standard e-mail accounts



as you need. Or if your e-mail transactions tend to involve large volumes of messages or tend to contain large file attachments (such as graphics and multimedia files), we can increase the size of your mailbox and/ or give you increased space for large attachments.

Additionally, AT&T Broadband Business Services can provide an instant virus check on all inbound e-mail so that you don't have to worry about the contamination of your entire network from just one infected e-mail message.

AT&T Managed Router***

Would you like to connect multiple computers to your High Speed Internet connection, but don't have the equipment to do so? If you choose this option, AT&T Broadband Business Services will install a Cayman 2E-H router, which will simplify the process of connecting all of your computers to the Internet (You will need to provide Ethernet cards for your computers, as well as Ethernet cables to connect your computers to the AT&T Broadband Router.)

E-Commerce

The power of your Web presence increases even further once you gain the ability to sell products directly from your company's website. At&T Broadband's E-Commerce feature enables you to provide a variety of services to your customers, all depending on the functions you determine your business needs to offer. However you decide to make sales through your website, AT&T Broadband makes set-up and maintenance of your E-Commerce service easy.

*Services not available in all areas.

**Amount taken off the total cost of services purchased.

***Pricing and equipment varies by market. Please check availability to determine the price in your service area, or call toll-free 1-888-824-8105 to speak with a customer service representative; we're available 24 hours a day, seven days a week!

****Services subject to availability and AT&T Broadband High Speed Cable Internet for Business is not available in all areas. Restrictions, additional monthly charges, franchise fees, taxes and other fees may apply, depending on location and services ordered. Cable Modem based Internet Access is a shared network medium and does not provide guaranteed minimum speeds. Actual speeds may vary. Factors that may affect actual speeds include, but are not limited to: the user's computer performance and configuration, number of customers, and overall traffic on the AT&T Broadband (or partner) network, overall Internet traffic, and the performance characteristics of each component of the data network. AT&T Broadband does not guarantee that the service will be free from error and/or interruption. AT&T Broadband will install and provision one cable modem at each Customer location. Customer is responsible for connection of customer-supplied equipment to the cable modem, and installation of any software. Installations over 150 ft from outside cable system and custom wiring may be available for additional charges. Call AT&T Broadband for an installation price estimate and further details on pricing and availability. Subscription to AT&T Broadband High Speed Cable Internet for Business is conditioned upon customer review and agreement to be bound by the AT&T Broadband High Speed Data Subscriber Agreement.



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- [FAQs - Technical](#)
- [Troubleshooting Tips](#)

AT&T Broadband Business Services lets you design the plan that works best for you. It's a simple, 2 step process:

1. Choose a speed that meets your needs and price
2. Customize your package by choosing only those features you use

To order call 1-888-824-8105

Pricing For Dallas Area

Features	Speed/Package		
	Soho	Standard	Professional
	512Kbps Down / 256Kbps Up Includes 5 Email Accounts \$199.99 Installation Charge \$79.99 Per Month	1.5Mbps Down / 384Kbps Up Includes 15 Email Accounts Includes Parking For 1 Domain Our Mid Level Package \$199.99 Installation Charge \$119.99 Per Month	3.0Mbps Down / 512Kbps Up Includes 25 Email Accounts Includes Parking For 1 Domain Our Best Package \$199.99 Installation Charge \$189.99 Per Month
Equipment	\$3.00 - \$10.00 per month	\$3.00 - \$10.00 per month	\$3.00 - \$10.00 per month
Domain Parking	\$7.00 per domain/month	\$7.00 per domain/month 1 domain included	\$7.00 per domain/month 1 domain included
Domain Registration	\$19.99 per domain/year	\$19.99 per domain/year	\$19.99 per domain/year
Web Hosting	\$24.95 - \$74.95 per month \$50.00 setup fee	\$24.95 - \$74.95 per month \$50.00 setup fee	\$24.95 - \$74.95 per month \$50.00 setup fee
Ecommerce	\$49.95 - \$149.95 per month \$50.00 - \$199.95 setup fee	\$49.95 - \$149.95 per month \$50.00 - \$199.95 setup fee	\$49.95 - \$149.95 per month \$50.00 - \$199.95 setup fee
Additional Email	\$3.00 per account/month	\$3.00 per account/month	\$3.00 per account/month
Virus Scanning	\$1.25 per account/month on all accounts	\$1.25 per account/month on all accounts	\$1.25 per account/month on all accounts

To see details about a speed or feature, move your mouse over the

Larger Attachments	🔗 \$1.00 per account/month on all accounts	\$1.00 per account/month on all accounts	\$1.00 per account/month on all accounts
5 MB Extra Storage	🔗 \$2.50 per email/month	\$2.50 per email/month	\$2.50 per email/month
10 MB Extra Storage	🔗 \$4.50 per email/month	\$4.50 per email/month	\$4.50 per email/month
20 MB Extra Storage	🔗 \$5.50 per email/month	\$5.50 per email/month	\$5.50 per email/month
50 MB Extra Storage	🔗 \$7.00 per email/month	\$7.00 per email/month	\$7.00 per email/month
75 MB Extra Storage	🔗 \$10.50 per email/month	\$10.50 per email/month	\$10.50 per email/month
90 MB Extra Storage	🔗 \$15.00 per email/month	\$15.00 per email/month	\$15.00 per email/month

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- A. Cable Companies Servicing Small Business Customers**
 - 2. Lightpath Business Powerful Solutions**



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The Communications of Tomorrow. Today

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OUR TECHNOLOGY

CUSTOMERS @ LIGHTPATH

POWERFUL SOLUTIONS

Internet

Business Class Optimum Online

For smaller businesses requiring high-speed Internet access for four or few users, Lightpath offers Business Class Optimum Online, an alternative that 100 times faster than dial-up access and four times faster than DSL.

Business Class Optimum Online is delivered via the hybrid fiber coax (HFC) network owned and operated by Cablevision. Because it is delivered by cable, you get uninterrupted, high-speed Internet access that will not tie up valuable phone line.

Bandwidth

The service allocates an average sustainable speed of 256kbps with peak burst capabilities of 10Mbps downstream and 1Mbps upstream per modem.

Hardware

The Business Class Optimum Online service requires a DOCSIS cable modem. The modem can be purchased from Lightpath during the Sales ord process. Customers also have the option to purchase a modem on their ow. The modem must be DOCSIS compliant.

Computers connecting to the service require an Ethernet card or a USB adapter and/or a PCI/ISA card or PCMCIA card depending on the type of computer being used. A Business Class Optimum Online Sales Representative can help determine the appropriate equipment to be used.

Multiple Users

More than one user on a modem, requires the purchase of the Business Class Optimum Online "Multiuser Option".

The Multiuser License Option allows gives the customer the right to legally connect a network to modem. Additional hardware, installation and support network more than one computer to a modem is the sole responsibility of th customer. At this time, Lightpath does not sell, recommend, install or servic routing or network equipment for the Business Class Optimum Online Service.

Installation

For quality assurance purposes, Installation is performed professionally by Business Class Optimum Online Technician.

E-mail

Business Class Optimum Online provides up to 5 Email accounts for each business. This is regardless of the number of services / network options or modems purchased. Email address syntax is yourname@Optonline.net . Each Email account comes with 15 MB server of storage space.

IP (Internet Protocol) Addresses

Voice

Data

Internet

Industry Solutions

- | Lightpath.net
- | Business Optimum Online
- | VPN

Business Class Optimum Online provides one dynamic IP address. A dynamic IP address is more secure than a static IP address due to the fact that a different IP address is automatically assigned each time a user connects to the service. However, a static IP address is required for Web hosting. Static IP addresses are not available via the Business Class Optimum Online service at this time. However, static IP addresses and Web hosting set-up and configuration services are offered via Lightpath's dedicated internet offer, Lightpath.net service.

Not for Profit Organizations

The Business Class Optimum Online service is offered to not-for-profit organizations at a discount. To be eligible for the discount the organization must Business Class Optimum Online Sales representative with a copy of their tax-exempt form at the time of order.

Coverage Area

Business Class Optimum Online is available wherever Optimum Online's residential service is available. Contact a Business Class Optimum Online Sales Representative at 866-575-8000 between 8:30am-6:30pm to determine where the service is currently available or visit www.optimumonline.com.

Customer Service

Business Class Optimum Online's Customer Care Center is available 24/7 877-461-4232. Customers are provided with immediate and personal attention.

- A. Cable Companies Servicing Small Business Customers**
 - 3. Charter Business Networks**

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Services

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"Our value proposition is simple and direct. We offer reliable, high-capacity network solutions at a fair price that are 100% guaranteed."

*Jim Rice
Vice President*

(Select your state to view services available in your area)

Charter Business Networks is your one source for advanced, high-speed communications services. Whether you are a small organization seeking a cost effective, reliable connection to the Internet, or a large organization with intensive networking requirements between dispersed locations, We can help.

Our network services provide the ultimate in flexibility to organizations with wide area network (WAN) needs. Using a single fiber connection for data, Internet, video and internal voice communications, Charter provides data transmission speeds that are defined by your needs rather than the size and cost limitations of T1 and DS-3 circuits. Today our network services deliver speeds from 5 Mbps up to 1 Gigabit per second, including local access!

Our affordable high speed Internet solutions enable even the smallest business organizations to participate in the e-commerce world. Available in a multitude of options, our connections grow with your organization.

All of our services are delivered over our next-generation, packet-switched network. Our advance network design maintains the security of your traffic while providing you with the reliability you require. Additionally, all of our services come complete with end-to-end management, including 24 x 7 remote monitoring. Best of all, our services are backed by our team of network professionals. We worry about your network so you don't have to.

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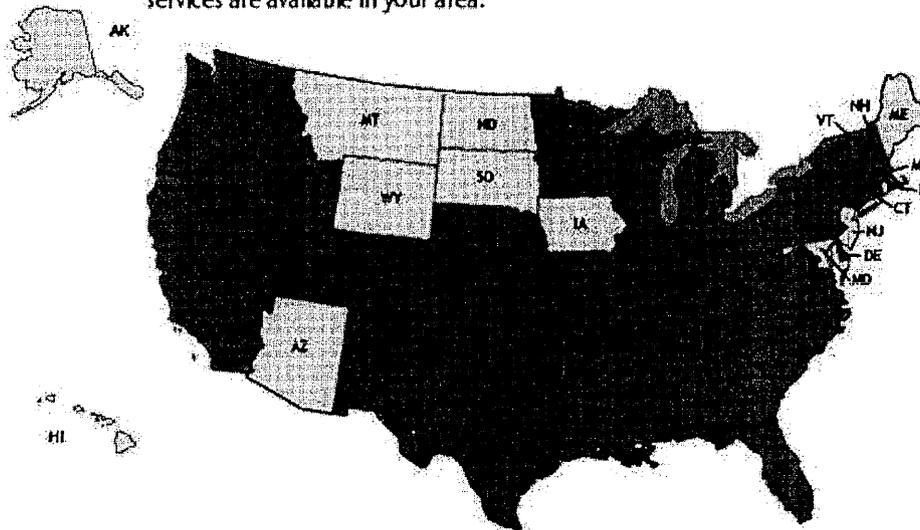
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Charter Business Networks is your one source for advanced, high-speed data, voice, video and Internet services. Whether you are a small organization seeking a cost effective, reliable connection to the Internet, or a large organization with intensive networking requirements between dispersed locations, Charter can help.

Where does your world begin? Select a state to find out which Charter services are available in your area.

 Rules and Policies



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Small Business Internet

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Are you a small or medium-sized business or organization seeking a cost effective alternative for high-speed Internet access? If so, Charter Small Business Internet Service is an ideal solution for you. Available in a number of speed configurations up to T1 (1.5 Mbps) and beyond, our service saves your employees valuable time, increasing their productivity and effectiveness.

Whether you are connecting one or multiple PCs to the Internet, we can give you the high-speed access you require, all at speeds much faster than dial-up options and more affordable than dedicated T1 costs. Always on, our service eliminates the wasted time and hassle of establishing a dial-up connection every time you or your colleagues want to connect to the Internet.

[click here to print a complete product sheet](#)



Furthermore, like all Charter services, we offer you scaleable bandwidth. With a simple phone call to our dedicated customer support staff, your Internet access can grow as your business grows without time-consuming and costly physical installations. Small Business Internet from Charter also offers a variety of serving options, allowing you to host a web site or server.

Contact us today to learn how Small Business Internet Service from Charter Business Networks can save your organization time and money.

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Small Business Internet Service



Charter Business Networks



Your Challenge

Fast, reliable Internet access is necessary to remain competitive in today's rapidly changing world. After all, you don't have time to wait on a slow Internet connection. Neither do your employees.

You want an economical Internet solution that is fast, reliable and simple to use. You want a solution that helps you succeed—one that you don't have to worry about. Your wait is over.

Your Solution

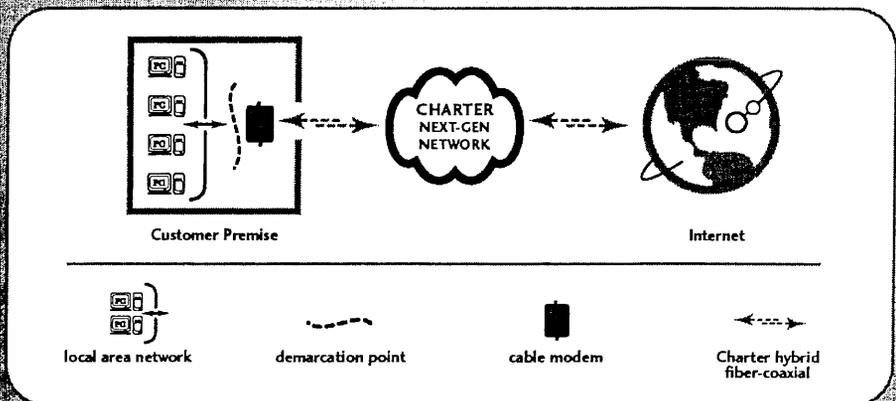
Small Business Internet Service from Charter Business Networks is designed specifically for small, growing businesses. Delivered over Charter's next generation network, Small Business Internet Service provides you with business-class service that is consistent with your expectations.

- **Speed:** By giving you fast access to the Internet, you and your team can focus on what you do best—grow your business.
- **Constant Connection:** Connected around the clock, our service gives you immediate access to the Internet, ending your days of busy signals and waiting patiently for dial-up connections.
- **Scalable:** As your business grows, so does our service, providing you with the bandwidth you need, when you need it.
- **Affordable:** Our service connects you to the Internet at speeds that your budget can afford.

Our Small Business Internet Service is backed by our knowledgeable and friendly customer service team available twenty-four hours a day, seven days a week. With Charter Business Networks, you'll have access to some of the finest technical resources around—people committed to keeping you satisfied and on-line.

So, whether you are downloading files from the Internet, doing research on the web or exchanging email with your customers, Small Business Internet Service from Charter Business Networks provides you with the tools you need to be successful.

Contact us today to learn more about how Charter Business Networks can help make your world more manageable.



- A. Cable Companies Servicing Small Business Customers**
 - 4. Comcast Business Communications**



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Internet Services

Comcast Business Communications Online helps you harness the power of the Internet. You can transmit and receive data at lightning-fast speeds. And since our Internet connections are "always on," there's no waiting to dial up to the Internet. Most importantly, our coaxial/optical network lets you increase bandwidth as your business grows - often with a single phone call.

- **Managed High-Speed Internet Solutions**
 - [Comcast Commercial Internet Service 2.0](#)
 - [Comcast Commercial Internet Service - Lite](#)
 - [Quick Compare of CCIS Services Chart](#)
- **Enhanced Internet Services**
 - [Enhanced Messaging](#)
 - [Shared Web Hosting](#)
 - [Content Filtering](#)
 - [Message Filtering](#)
- **Broadband CommuterSM Service**

[Acceptable Use Policy](#)

Now, there's a turnkey, high-speed business Internet solution. Comcast Commercial Internet Service 2.0 (CCIS 2.0) is perfect for growing businesses, organizations and educational institutions with 1 to 100+ workstations. It's simple. We provide and install much of the communications network you need to get started, including a customer-premise cable modem, router and server. This on-site equipment gives you added firewall protection, web caching, virtually unlimited email, cross-platform file and print sharing, DHCP, and DNS, and much more. Check for service in [your area](#).

Our high-speed network offers business-grade Internet performance.

With CCIS 2.0, you have access to a state-of-the-art service that's monitored and managed by experienced technicians. Data travels over a broadband network, which enables your applications to operate at lightning-fast speeds. Plus, you receive space on a centrally located web server to host your web site for added speed and value. [View Schematics Diagram](#).

Get the bandwidth you need, with the service and benefits you want.

Our managed broadband Internet services offer you a full-range of business Internet solutions. Here are a few of the benefits you'll receive with CCIS 2.0:

Business Benefits

- **"Always On"** – Communicate with customers and suppliers, get information, and download new tools and software over a high-speed Internet connection, without waiting for dial-up service.
- **Turnkey Solution** – You focus on your core business. We manage your Internet connection. It's that simple.
- **Highly Scalable** – CCIS 2.0 allows seamless bandwidth upgrades to support additional users. There's no need for us to interrupt your staff with an on-site visit – we can increase speed remotely through software.
- **Increased Protection** – Many businesses and organizations are concerned about their networks, and although no solution is completely infallible, we can help protect your network by using a Network Address Translation (NAT)-based firewall device.
- **Priority Support** – CCIS 2.0 has been engineered to allow for remote management. In most cases, we can check the status of your service without visiting your location. We also monitor your connection 24/7 and can respond with highly qualified technicians if needed.

Product Features

- **High-Speed** – Data travels over the network at downstream speeds ranging from 2.5Mbps to 3.5Mbps. You won't have to wait for slow dial-up access again.
- **On-Site Router** – Offers added protection through a NAT-based firewall device.
- **On-Site Cache Server** – Dramatically increases access speeds for frequently requested web pages and related content - your connection actually "feels" faster.
- **On-Site Email Server** – CCIS 2.0 includes a SMTP/POP3/IMAP4/LDAP server which lets you add and delete email accounts (user@companyname.com) through an easy-to-use web interface. Plus, our service works with most versions of Outlook®, Outlook Express® and Netscape Communicator®.
- **LAN File & Print Sharing** – Lets Windows® and Mac®OS users exchange and share information using Windows® and Apple® File Sharing. Enables workgroups to share files with workstations running Windows® 95 or higher and Mac®OS 7.6.1 or higher. CCIS 2.0 can also act as a local print server for many Ethernet-based printers, allowing connected workstations to share a printer.
- **DHCP Server** – Lets you automatically configure individual workstations on an internal local area network (LAN) using TCP/IP addressing.

- **Web Hosting** – Since our web server is hosted in a central data center, a simple web interface lets you create password-protected content areas, download visitor log files and much more. You can even use CGI, ASP and FrontPage® server applications.
- **LocalAdmin** – Allows local administrators to use a web browser to add users and set-up email accounts quickly and easily from virtually any computer. The LocalAdmin account is password protected – and intended for authorized users only.
- **Domain Name Services (DNS)** – Domain name hosting on our domain name servers is included with CCIS 2.0. If you don't have a domain name, we can help you register one.
- **WebMail** – Gives users access to email through a standard web browser including most versions of Microsoft® Internet Explorer and Netscape Communicator®.

Optional Enhancements (subject to availability)

- **CCIS OpenPort™** - Enables you to create semi-public openings in the firewall, to make additional service on the LAN available over the Internet.
- **Content Filtering** – Lets you filter certain content and monitor activity to restrict access to potentially inappropriate material.
- **Message Filtering** – Helps protect your business or organization from email-borne computer viruses, unsolicited "spam" and inappropriate email.
- **Additional Web Hosting Options** – In addition to standard CCIS 2.0 web hosting, there are a variety of web hosting upgrade packages available.

Related Links

- [Key Product Features of Comcast Commercial Internet Service \(CCIS\)](#)
- [Comcast Commercial Internet Service \(CCIS\) Installation Process](#)
- [Quick Compare of CCIS Services](#)
- [CCIS Product Feature Comparison](#)

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Literature



CCIS Product Sheet

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With high-speed, scalable Internet solutions from Comcast Business Communications Online, your small business or organization can have "big business" functionality without the hassle of owning lots of equipment or maintaining a large information technology staff.

The high-speed scalable Internet solution that **grows with you.**

Comcast Commercial Internet Service-Lite (CCIS-Lite) is designed for small businesses or organizations. CCIS-Lite offers high-speed Internet connectivity and email accounts right from the start. Then, when you need more features like web hosting, greater speed or branded email, your CCIS service can be quickly and easily upgraded.

High-speed service only a broadband network can deliver.

With CCIS-Lite, data travels over a broadband network allowing your applications to operate at lightning-fast speeds. And with our competitive pricing, CCIS-Lite offers you proven value.

Business Benefits

- **"Always On"** – Communicate with customers and suppliers, get information, and download new tools and software over a high-speed Internet connection, without waiting for dial-up service.
- **Turnkey Solution** – You focus on your core business. We manage your Internet connection. It's that simple.
- **Highly Scalable** – CCIS-Lite allows seamless bandwidth upgrades to support additional users. There's no need for us to interrupt your staff with an on-site visit – we can increase speed remotely through software.
- **Increased Protection** – Many businesses and organizations are concerned about their networks, and although no solution is completely infallible, we can help protect your network by using a Network Address Translation (NAT)-based firewall device.
- **Priority Support** – CCIS-Lite has been engineered to allow for remote management. In most instances, we can check the status of your service without visiting your location. We also monitor your connection 24/7 and can respond with highly qualified technicians if needed.

Product Features

- **High-Speed** – Data travels over the network at downstream speeds ranging from 2.5Mbps to 3.5Mbps. You won't have to wait for slow dial-up access again.
- **On-Site Router** – Offers added protection through a NAT-based firewall device.
- **Email Accounts** – Eight (8) email accounts are included (user@mycomcast.com).
- **Email Access via the Web** – With CCIS-Lite, you can access email from any location.

Optional Enhancements (subject to availability)

- **CCIS OpenPort™** – Enables you to create semi-public openings in the firewall, to make additional service on the LAN available over the Internet.
- **Domain Name Services (DNS)** – We can host your company's domain name with our web hosting and email services.
- **Web Hosting** – We offer a variety of shared web hosting packages to meet your individual requirements. Choose from our Windows® or UNIX®-based packages and select the features that you need.

- **Enhanced Messaging** – Upgrade your service with email at your own domain (user@companyname.com). Our feature-rich email solution will allow you to access your email worldwide.
- **Message Filtering** – Helps protect your business or organization from email-borne computer viruses, unsolicited "spam" and inappropriate email.

Related Links

- [Key Product Features of Comcast Commercial Internet Service \(CCIS\)](#)
- [Comcast Commercial Internet Service \(CCIS\) Installation Process](#)
- [Quick Compare of CCIS Services](#)
- [CCIS Product Feature Comparison](#)

Literature



CCIS - Lite Product Sheet

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COMMUNICATIONS |

Comcast Commercial Internet Service 2.0

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Intelligent bandwidth
for your business.

More than just lightning-fast
connections, you also get
responsive service and
tremendous functionality.

Now, there's a turnkey, high-speed business Internet solution. Comcast Commercial Internet Service 2.0 (CCIS 2.0) is perfect for growing businesses, organizations and educational institutions with 1 to 100+ workstations. It's simple. We provide and install much of the communications network you need to get started, including a customer-premise cable modem, router and server. This on-site equipment gives you added firewall protection, web caching, virtually unlimited email, cross-platform file and print sharing, DHCP, and DNS, and much more.

Our high-speed network offers business-grade Internet performance.

With CCIS 2.0, you have access to a state-of-the-art service that's monitored and managed by experienced technicians. Data travels over a broadband network, which enables your applications to operate at lightning-fast speeds. Plus, you receive space on a centrally located web server to host your web site for added speed and value.

Get the **bandwidth** you need, with the **service** and **benefits** you want.

Our managed broadband Internet services offer you a full-range of business Internet solutions. Here are a few of the benefits you'll receive with CCIS 2.0:

Business Benefits

- **"Always On"** – Communicate with customers and suppliers, get information, and download new tools and software over a high-speed Internet connection, without waiting for dial-up service.
- **Turnkey Solution** – You focus on your core business. We manage your Internet connection. It's that simple.
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Discover the advantages of Comcast Business Communications Online.

To learn more, contact us today at **1-888-205-5000**

or **comcastbusiness.com**.

Comcast Commercial Internet Service 2.0

internet.data.voice.



Product Features

- **High-Speed** – Data travels over the network at downstream speeds ranging from 2.5Mbps to 3.5Mbps. You won't have to wait for slow dial-up access again.
- **On-Site Router** – Offers added protection through a NAT-based firewall device.
- **On-Site Cache Server** – Dramatically increases access speeds for frequently requested web pages and related content - your connection actually "feels" faster.
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- **LAN File & Print Sharing** – Lets Windows® and Mac®OS users exchange and share information using Windows® and Apple® File Sharing. Enables workgroups to share files with workstations running Windows® 95 or higher and Mac®OS 7.6.1 or higher. CCIS 2.0 can also act as a local print server for many Ethernet-based printers, allowing connected workstations to share a printer.
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Optional Enhancements

- **CCIS OpenPort™** - Enables you to create semi-public openings in the firewall, to make additional service on the LAN available over the Internet.
- **Content Filtering** – Lets you filter certain content and monitor activity to restrict access to potentially inappropriate material.
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- **Additional Web Hosting Options** – In addition to standard CCIS 2.0 web hosting, there are a variety of web hosting upgrade packages available.

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Discover the advantages of Comcast Business Communications Online.

To learn more, contact us today at **1-888-205-5000**

or **comcastbusiness.com**.

comcast.

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Get "big business"
Internet functionality
without a big investment.

Managed broadband
Internet solutions from
Comcast Business
Communications Online.

With high-speed, scalable Internet solutions from Comcast Business Communications Online, your small business or organization can have "big business" functionality without the hassle of owning lots of equipment or maintaining a large information technology staff.

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High-speed service only a broadband network can deliver.

With CCIS-Lite, data travels over a broadband network allowing your applications to operate at lightning-fast speeds. And with our competitive pricing, CCIS-Lite offers you proven value.

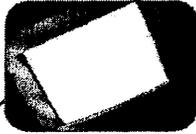
Discover the advantages of Comcast Business Communications Online.

To learn more, contact us today at **1-888-205-5000**

or **comcastbusiness.com.**

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internet.data.voice.



Business Benefits

- **"Always On"** – Communicate with customers and suppliers, get information, and download new tools and software over a high-speed Internet connection, without waiting for dial-up service.
- **Turnkey Solution** – You focus on your core business. We manage your Internet connection. It's that simple.
- **Highly Scalable** – CCIS-Lite allows seamless bandwidth upgrades to support additional users. There's no need for us to interrupt your staff with an on-site visit – we can increase speed remotely through software.
- **Increased Protection** – Many businesses and organizations are concerned about their networks, and although no solution is completely infallible, we can help protect your network by using a Network Address Translation (NAT)-based firewall device.
- **Priority Support** – CCIS-Lite has been engineered to allow for remote management. In most instances, we can check the status of your service without visiting your location. We also monitor your connection 24/7 and can respond with highly qualified technicians if needed.



Product Features

- **High-Speed** – Data travels over the network at downstream speeds ranging from 2.5Mbps to 3.5Mbps. You won't have to wait for slow dial-up access again.
- **On-Site Router** – Offers added protection through a NAT-based firewall device.
- **Email Accounts** – Eight (8) email accounts are included (user@mycomcast.com).
- **Email Access via the Web** – With CCIS-Lite, you can access email from any location.

Optional Enhancements

- **CCIS OpenPort™** – Enables you to create semi-public openings in the firewall, to make additional service on the LAN available over the Internet.
- **Domain Name Services (DNS)** – We can host your company's domain name with our web hosting and email services.
- **Web Hosting** – We offer a variety of shared web hosting packages to meet your individual requirements. Choose from our Windows® or UNIX®-based packages and select the features that you need.
- **Enhanced Messaging** – Upgrade your service with email at your own domain (user@companyname.com). Our feature-rich email solution will allow you to access your email worldwide.
- **Message Filtering** – Helps protect your business or organization from email-borne computer viruses, unsolicited "spam" and inappropriate email.

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Discover the advantages of Comcast Business Communications Online.

To learn more, contact us today at **1-888-205-5000**

or **comcastbusiness.com**.


RUN WITH IT
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Quick Compare of CCIS Services Chart

[/ internet services](#) / [/ success stories](#) / [/ faq](#) / [/ literature](#) / [/ request more information](#)

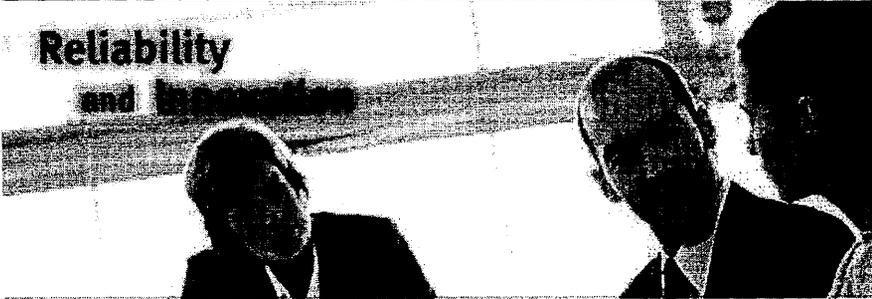
	Comcast Commercial Internet Service 2.0	Comcast Commercial Internet Service Lite
Target Environment	LAN Connection (1-100+ PCs)	LAN Connection (1-25+ PCs)
Target Customer Base	Commercial	Commercial
#PCs Connected	1-100+	1-25+
Backbone Network	5Gbps, Tier 1 fiber optic IP network for fast, reliable Internet access.	New 5Gbps, Tier 1 fiber optic IP network for fast, reliable Internet access.
Client Software	Customized MS Internet Explorer provided	None (MSIE Recommended)
DNS/Domain Names	Yes Customer selected DNS subject to availability	Optional Customer selected DNS subject to availability.
Email Accounts	Comcast provides DNS-based branded email; user@company.com. Unlimited accounts.	Up to 8 accounts: user@mycomcast.com. Accessible via POP3/IMAP4, HTTP. Onsite mail pass-through optional.
Email Access Via Web	Included, Access to SMTP/POP3 account using CCIS-Lite Web Mail.	Included, Access to SMTP/POP3 account using Comcast Letterbox.™
WebSpace Storage	Included; www.company name.com. 125MB of storage. Additional storage and features by contract.	CCIS OpenPort optional. Additional storage and features by contract.
Content Filtering	Proxy-based filtering optional. Additional charges apply. Subject to availability.	Not Available.
CCIS OpenPort™ (optional)	Customized port pass-through. Additional charges apply. Subject to availability.	Customized port pass-through. Additional charges apply. Subject to availability.
Downstream Speeds	Burstable to ... 512 Kbs 768 Kbs 2.0 Mbps	Burstable to 256Kbs

[Back](#)

- A. Cable Companies Servicing Small Business Customers**
 - 5. Cox Business Services**

PRESS ROOM	CONTACT US	RESIDENTIAL SERVICES
----------------------------	----------------------------	--------------------------------------

**Reliability
and Innovation**



To find the services offered in your area:

Enter your zip code:

Or select a location:

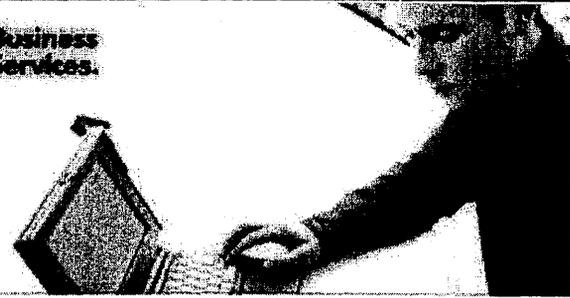
Cox Carrier Services	COX BUSINESS SERVICES
Cox Education Services	Cox Business Services delivers a wide range of advanced broadband-based communications services
Customer Profiles	<ul style="list-style-type: none">• High-speed Internet access• Local and long distance telephone• Advanced voice and data transport solutions

As a part of Cox Communications, our \$3.5 billion parent company, we enjoy a solid financial position, superior technology and excellent locally based customer service. The quality and reliable design of our SONET network architecture can satisfy even the most complex communications needs. We own and maintain our network, so you can always count on high-quality service and convenience from a single provider. Please select your city or region to see what we can do for you.

©2002 Cox Communications, Inc. All rights reserved. Service not available in all areas. Please read our [Privacy Policy](#).

To find the services offered in your area:

Product Categories



Internet/Data Services:

Choose a Service

Phoenix



INTERNET/DATA SERVICE

Speed
Internet Access and E-mail

Cox Business Internet SM

Reliability

Cox Business Internet is the fast and reliable commercial Internet access solution for businesses that demand quick downloads, cost-conscious pricing and excellence in customer service. It's the fast and affordable alternative to DSL.

Get it, send it...Fast Offering downstream bandwidth up to 1.5Mbps, Cox Business Internet provides the equivalent data transfer speed of more expensive T-1 connections, and it's up to 25 times faster than 56Kbps modems.

Installation is quick and easy, and unlike DSL connections, there are no distance limitations. You'll receive consistent throughput speeds across our network, regardless of your proximity to our main facilities.

In addition to fast Internet access, Cox Business Internet enhances your company's professional image with your own domain name (mycompany.com) and provides reliable e-mail.

Contact us for more information.

Cox Business Services Acceptable Use Policy

Equipment fees may apply in some situations. Equipment installed by Cox may vary, and installation of networks, Ethernet cards or LAN wiring is not included. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Service not available in all areas. Other restrictions apply. Cox is not responsible for customer damage or negligence.

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HOME	CONTACT US	RESIDENTIAL SERVICES
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To find the services offered in your area:

Product Categories

Fast, Reliable, Affordable.

Internet/Data Services:

Choose a Service



Phoenix

Cox Business InternetSM
Internet Access and E-mail
Reliability

 **INTERNET/DATA SERVICE**

Exactly the Speed You Need

Starting with a 128K symmetrical connection, up to our 1.5Mbps downstream solution, Cox Business Internet offers a variety of bandwidth options for businesses of all sizes, from the medium-sized office to the small, home-based business. Bandwidth options vary by location, so ask your local Cox Business Services sales representative for details.

Contact us for more information.

Equipment fees may apply in some situations. Equipment installed by Cox may vary, and installation of networks, Ethernet cards or LAN wiring is not included. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Service not available in all areas. Other restrictions apply. Cox is not responsible for customer damage or negligence.

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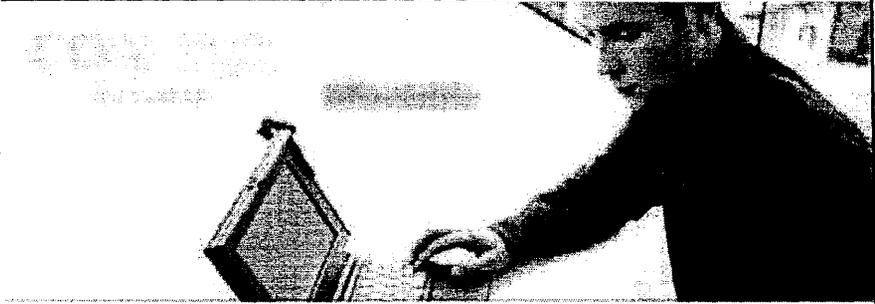
	HOME	CONTACT US	RESIDENTIAL SERVICES	
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To find the services offered in your area:

Product Categories

Internet/Data Services:

Choose a Service



<p>Phoenix</p> <p>Cox Business InternetSM Speed Reliability</p>	<p> INTERNET/DATA SERVICE</p> <p>Internet Access and E-mail for One...for All</p> <p>Now you can afford to offer all your employees the convenience of high-speed Internet access and e-mail communications. (A single cable modem and router can support up to 125 simultaneous user sessions!)</p> <p>Cox Business Internet service includes one static IP address and five e-mail addresses (10 MB mailbox capacity, web mail and POP access) at no additional charge. Standard installation includes connecting a Cox Business Services cable modem to your PC or network hub/router. As an optional service, we'll provide and install a business-class router and configure your network to support multiple users. Additional static public IP addresses and CoxMail Premium e-mail services can be purchased for a nominal monthly charge.</p> <p>Contact us for more information.</p> <p>Equipment fees may apply in some situations. Equipment installed by Cox may vary, and installation of networks, Ethernet cards or LAN wiring is not included. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Service not available in all areas. Other restrictions apply. Cox is not responsible for customer damage or negligence.</p> <p>©2002 Cox Communications, Inc. All rights reserved. Service not available in all areas. Please read our Privacy Policy.</p>	
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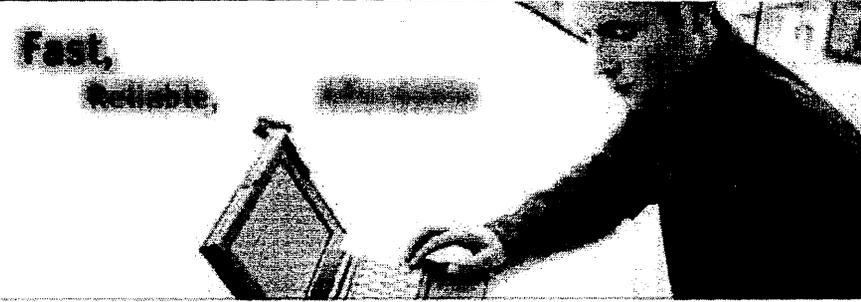
HOME	CONTACT US	RESIDENTIAL SERVICES
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To find the services offered in your area:

Product Categories

Internet/Data Services:

Choose a Service



Phoenix

Cox Business InternetSM
Speed
Internet Access and E-mail

 **INTERNET/DATA SERVICE**

A Reliable Foundation

Cox Business Internet is delivered over Cox's widely available hybrid fiber coax (HFC) infrastructure, and leverages Cox Communications' redundant, Tier 1, fully meshed ATM network (OC-3 and up). In plain English: our solid foundation of advanced technology ensures a reliable and stable Internet access connection for your business.

Contact us for more information.

Equipment fees may apply in some situations. Equipment installed by Cox may vary, and installation of networks, Ethernet cards or LAN wiring is not included. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Service not available in all areas. Other restrictions apply. Cox is not responsible for customer damage or negligence.

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- A. Cable Companies Servicing Small Business Customers**
 - 6. Road Runner Business Class**



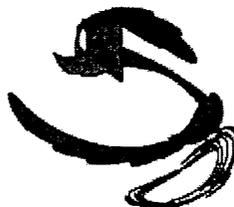
Road Runner Residential | Time Warner Cable



- [Home](#)
- [Pricing & Services](#)
- [Road Runner vs. DSL](#)
- [Special Offers](#)
- [System Requirements](#)
- [Sign Up Now](#)
- [Contact Us](#)

Give your Business a very **BIG EDGE!**

- :: Small office, enterprise solutions
- :: Local technical support team
- :: Remote dial-up access
- :: Web E-mail hosting



Expand the Future of your Business Today!

Time Warner Cable's Road Runner is a fast way to connect your business to the Internet. Our connection, surfing and download speeds are much greater than a dial-up modem, for a fraction of the cost of a T1 line.

It will increase your company's productivity while saving you money. Files download in seconds. You'll spend less time tracking down information and more time acting on it. It also frees up your phone line, so there's no time wasted for a phone to clear.

Business Class Availability

Time Warner Cable provides services to more than 245,000 homes and businesses in central San Diego.

- | | | |
|--------------------|-----------------|---------------|
| Rancho Bernardo | Mira Mesa | Pacific Beach |
| Carmel Mtn. Ranch | Scripps Ranch | Bay Park |
| Poway | University City | Mission Bay |
| Rancho Penasquitos | La Jolla | San Diego |
| Carmel Valley | Clairemont | Coronado |
| Del Mar | Tierrasanta | |

SALES SUPPORT:

(858) 635-8285
email sales_support

Hours of Operation
Mon-Fri 8am-5pm

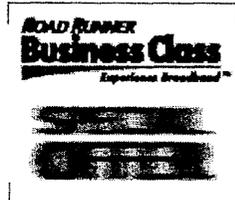
TECHNICAL SUPPORT:

(858) 695-3220
email technical_support

Hours of Operation
Live technical support is available 24/7

ONLINE HELP

Visit our Online Help:
www.help.rr.com



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Road Runner Residential | Time Warner Cable

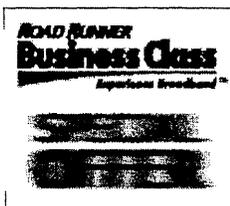
Pricing & Services

Business Class Packages

High speed. High value. Road Runner Business Class provides an "always-on," blazing fast, scalable connection to the Internet with the growing needs of small business in mind. Now you can work online at speeds up to 70 times faster than a dial up connection, and almost 3 times as fast as a T1. A variety of packages are available to suit the needs of your business.

- Home
- Pricing & Services**
- Special Offers
- System Requirements
- Sign Up Now
- Contact Us

	Small/Home Office	RR Pro	RR Corporate	RR Enterprise	RR Premier
MONTHLY FEE	\$79.95	\$199.95	\$249.95	\$399.95	\$399.95
	DYNAMIC IP				
	\$149.95				
	STATIC IP				
DOWNSTREAM	2 Mbps	2 Mbps	3 Mbps	4 Mbps	1.5 Mbps
UPSTREAM	384 KBPS	768 Kbps	768 Kbps	1 Mbps	1.5 Mbps
IP ADDRESSING		INCLUDES 1 STATIC IP	INCLUDES 1 STATIC IP	INCLUDES 5 STATIC IP	INCLUDES 5 STATIC IP
EMAIL ACCOUNTS	5	5	5	10	10
ADDITIONAL DHCP IP's	\$10.00 EACH UP (4 MAX)				
ADDITIONAL STATIC IP's	\$50.00 BLOCK OF 5	\$50.00 BLOCK OF 5	\$50.00 BLOCK OF 5	\$50.00 BLOCK OF 13	\$50.00 BLOCK OF 13
	\$100.00 BLOCK OF 13	\$100.00 BLOCK OF 13	\$100.00 BLOCK OF 13		
INSTALLATION	\$100.00 RESIDENTIAL	\$250.00	\$250.00	\$250.00	\$250.00
	\$250.00 COMMERCIAL				



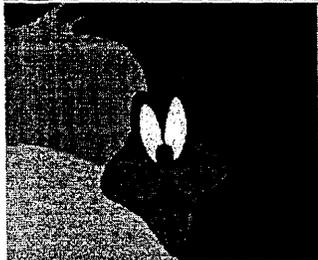
Road Runner Business Class accounts include:

- ▶ Unlimited access on Road Runner Business Class IP network
- ▶ 7/24 Dedicated business-class technical support
- ▶ Unlimited local dial-up access plus 10 free hours a month of remote dial-up access
- ▶ Broadband Cable modem
- ▶ Fast installation
- ▶ 7/24 network monitoring
- ▶ 10 Mb web hosting service with 5 email addresses @yourdomain.com. This service includes a web based management interface with web tracking statistics and web based email access. Email service includes email aliases and email forwarding.

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Road Runner Residential | Time Warner Cable



- Home
- Pricing & Services
- Road Runner vs. DSL**
- Special Offers
- System Requirements
- Sign Up Now
- Contact Us



Road Runner vs. DSL

Technology

The platform for Road Runner is the Time Warner Cable television network, which has been upgraded with fiber optics. This Hybrid Fiber Coax (HFC) architecture combines the enhanced reliability and capacity of fiber optics with the broadband coaxial network.

A Road Runner server complex located in our Network Operations Center receives data from the Internet through multiple high-speed connections. The server complex distributes the data first to regional hubs and then to neighborhood nodes before it comes to end users.

Our first-of-its-kind HFC network links to the end user's personal computer via a cable modem utilizing TCP/IP protocols. A single modem can support multiple PCs and uses a standard 10-base-T ethernet interface.

DSL is delivered via standard telephone lines. Depending on the distance of your home from the telephone company's central office, speed, quality, and reliability of data transmission may be diminished.

Speed

Road Runner customers can expect speeds to range from 2Mbps to 4Mbps (megabits per second). The speed of DSL depends on how close you live to their central office, and the quality of your phone lines.

Modem

Most cable and DSL service providers allow customers to buy or lease a modem. Road Runner furnishes its subscribers a high-speed cable modem to use FREE OF CHARGE.

SALES SUPPORT:

(858) 635-8285
email sales.support

Hours of Operation
Mon-Fri 8am-5pm

TECHNICAL SUPPORT:

(858) 695-3220
email technical.support

Hours of Operation
Live technical support is available 24/7

ONLINE HELP

Visit our Online Help:
www.help.rr.com



Enter 5-digit zip code:

Road Runner Business Class,

Time Warner Cable is organized regionally to better serve the particular needs of your market.

Simply call **1-866-RRBIZ4U** (1-866-772-4948) to contact a Road Runner Business Class representative in your area or **enter your zip code above** to visit your local division's website.

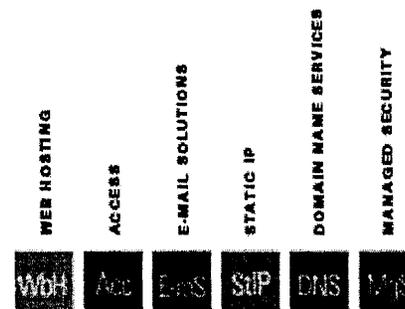
Road Runner Business Class has an earned reputation for fast installations and impeccable customer service:

- Here to stay: we're part of Time Warner Cable — a company you can count on.
- Business-minded: we've shaped high-speed Internet access for businesses like yours.
- If your company has teleworkers or branch office employees in multiple cities, [click here](#).

Road Runner Business Class solutions consist of a variety of products and services to make your business successful. Click on a product icon below for more information.

*Products and services not available in all markets.

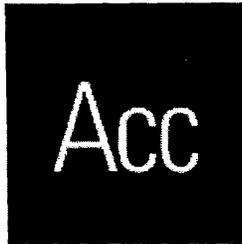
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The elements of business.



Enter 5-digit zip code:



Access
"That fast? Unbelievable."

This is the core of Road Runner Business Class— always-on high speed Internet access up to 100 times faster than dial-up modems*— much larger capacity for instant downloads and transmissions. No more risk of missing calls while online, and no e-mail delays. Get Road Runner Business Class Access—and connect with your customers, vendors and employees.

With tiered service levels you can choose the transmission speed you need. Combine high-speed access with other Road Runner Business Class broadband solutions, and your business productivity and profitability will increase even more!

Downstream*	Upstream
1 Mbps	256 Kbps
2 Mbps	384 Kbps
1.5 Mbps	768 Kbps
4 Mbps	384 Kbps
3 Mbps	768 Kbps
1.5 Mbps	1.5 Mbps
4 Mbps	2 Mbps

* Speeds available through commercially reasonable efforts

[< Back](#)

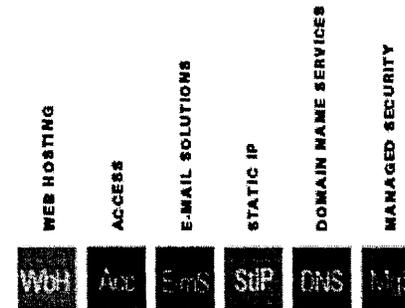
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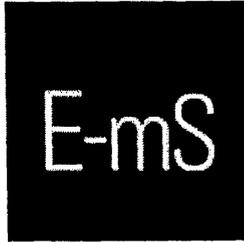
*Products and services not available in all markets.



The elements of business.



Enter 5-digit zip code:



E-Mail Solutions "E-Mail can really do this?"

Road Runner Business Class E-Mail Solutions is in a class by itself— choose from a range of options— from standard POP3 e-mail and vanity POP3 e-mail to vanity webmail, featuring e-mail access from any Internet-enabled computer. And all include the features you have come to expect, such as address book and auto reply.

Beyond the product options themselves are value-added qualities that translate into greater speed and better performance. Road Runner Business Class E-mail Solutions travels directly on the Time Warner Cable Backbone, bypassing Internet traffic and delays. No matter which Road Runner Business Class E-Mail Solutions plan you choose, you'll get excellent customer service and the convenience of all-in-one billing.

[< Back](#)

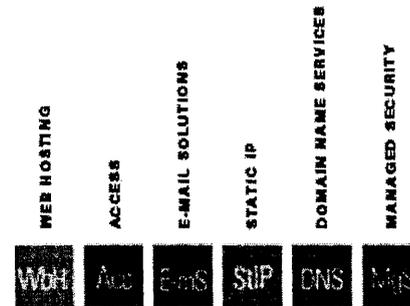
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Simply call **1-866-RRBIZ4U** (1-866-772-4948) to contact a Road Runner Business Class representative in your area or **enter your zip code above** to visit your local division's website.

Road Runner Business Class solutions consist of a variety of products and services to make your business successful. Click on a product icon below for more information.

*Products and services not available in all markets.



The elements of business.

- B. Satellite Providers Servicing Small Business Customers**
 - 1. DIRECWAY for Small Business**

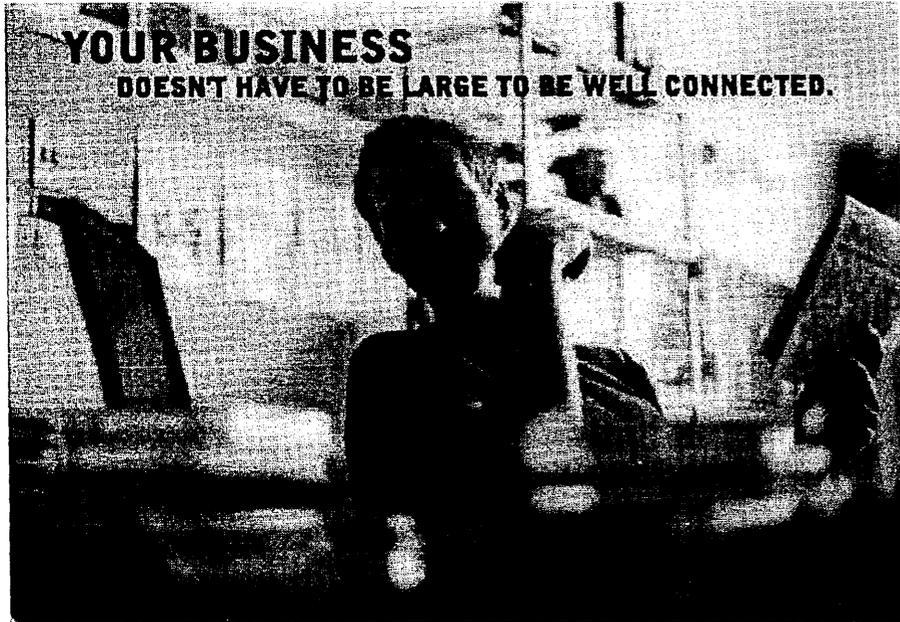
DIRECWAY®

Broadband that's out of this world.™

HUGHES™

- DIRECWAY
- SPACEWAY
- PRODUCTS
- WORLDWIDE
- COMPANY INFO

FOR YOUR HOME | FOR SMALL BUSINESS | FOR ENTERPRISE | DIRECWAY CERTIFIED | DIRECWAY NEWS UPDATE
 LEARN MORE ABOUT DIRECWAY | GET DIRECWAY

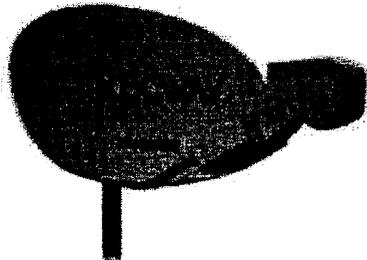


LEARN MORE ABOUT DIRECWAY SMALL BUSINESS



DIRECWAY is a turn-key solution that lets you pick and choose from our comprehensive range of services. Click on a link below to learn more.

- General Overview >>>
- Business Edition Internet Access >>>
- Credit Services >>>
- Multicast Delivery >>>
- E-Learning >>>
- Multicast Streaming >>>



DIRECWAY brings you a comprehensive solution that gives your small business access to the same advanced technology that powers global enterprises.



An advanced service for home business use.

GET DIRECWAY SMALL BUSINESS SERVICE



DIRECWAY Business Edition is available now! This solution is optimized to meet the heavy demands of the Small Office/Home Office user. Click on 'Get DIRECWAY!' for more information.

Get DIRECWAY! >>>

[CONTACT US](#) | [LEGAL NOTICE](#) | [PRIVACY POLICY](#)

DIRECWAY.

Broadband that's out of this world.™

HUGHES.

[HOME](#) |

[NEW CUSTOMERS](#) |
[TERMS AND CONDITIONS](#)

[UPGRADING?](#) |

[COMPARE BE](#) |
[FAQs](#)

[WHERE TO BUY](#)

DIRECWAY Business Edition (BE) is designed for owners of small and medium-sized businesses who want the rich experience and benefits of fast Internet access with the option for implementing advanced business solutions. This premium service is a step up from the consumer versions of DIRECWAY, offering increased download capacity, larger data volume, and support for multiple users. The service may also be configured with multiple Static IP addresses for remote access and other uses. In addition, all BE systems are optimized for multicast streaming and content delivery. As a true business-class service, you will receive all of the network resources you need to handle the demands of a busy professional.

NEW CUSTOMER?
FIND OUT MORE

Are you **UPGRADING** from
our standard service?

Are you ready to
ORDER NOW?

DIRECWAY Business Edition lets you get the job done right!

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Broadband that's out of this world.™



HOME | NEW CUSTOMERS | UPGRADING? | COMPARE BE | WHERE TO BUY
TERMS AND CONDITIONS | FAQs

Many Business Internet users are increasingly frustrated with slow dial-up connections to the Internet. Adding to your frustration is the endless wait for high-speed access to come to your area.

DIRECWAY Business Edition is the answer.

This service gives you the power and speed you have been waiting for — anywhere in the continental United States. With a high-speed connection that is always available, you can access the Internet, send and receive email, and download large files in a fraction of the time it takes with a standard dial-up connection. In addition, Business Edition supports various services that can provide true value to your business including Multicast Streaming and Content Delivery (deliver large files to multiple locations via satellite). For larger businesses, Private Network solutions are also available.

Business Edition is a business-class service for small and medium-sized businesses. Additional Customized Services are available to provide features and functions to support larger businesses and a broad range of communications requirements.

Business Edition	
▶▶	High-speed Internet access
	• Saves time, increases productivity
▶▶	Two-way, always on
	• Frees up your phone line, convenient, and always available when you need it
▶▶	Broadband Everywhere™
	• Get connected everywhere in the country
▶▶	A business-class service with Static IP address availability
	• Includes additional resources to meet the demands of the business user
▶▶	Support for multiple concurrent users
▶▶	Multiple email accounts:
	• Have a separate email address for all your important business areas including FAQs, customer support, prospects,

DIRECWAY Compatibility Test

Please run this simple test
to ensure your PC is compatible
with the DIRECWAY system

RUN TEST NOW

This test **MUST** be run on the PC
where you plan to install DIRECWAY

etc.

- » Professional support provided by our Value Added Resellers



Additional Customized Solutions

Business Edition service for larger offices features these additional options:*

- » Higher data throughput
 - More capacity for multiple users
- » Content delivery
 - Delivers large files to multiple locations via satellite
- » Integration support
 - Ensures that you are up and running quickly and reliably
- » Custom networking solutions
- » Caching solutions
- » Industry expertise
- » VOIP - Voice Over IP
- » Private network solutions

* not all customized solutions include 24x7 support



* 12-month service commitment required

Please visit our [terms and conditions page](#) for a complete disclosure of our service requirements and policies.

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Broadband that's out of this world.[®]



HOME | NEW CUSTOMERS | UPGRADING? | COMPARE BE | WHERE TO BUY
 TERMS AND CONDITIONS | FAQs

As a current DIRECWAY customer, you have experienced first-hand how DIRECWAY can change the way you use the Internet. With super-fast Internet access and an always-on, two-way connection, the vast library of information and entertainment on the World Wide Web is at your disposal. But if you are a power user who frequently downloads a lot of large files, or if you are running a small business or working from home, you need more than our standard consumer version of DIRECWAY. You need a more powerful version.

DIRECWAY Business Edition Service is your solution. Featuring additional network resources and faster page downloads, DIRECWAY Business Edition offers you the performance you need to stay ahead of the competition. As a business customer, you are placed in a distinct community of business users, providing you smoother access to our bandwidth resources. And in addition to providing high speeds and always-on convenience, DIRECWAY Business Edition allows you to share your Internet connection with another user, so you can both enjoy those high speeds at the same time. The service also comes with a Static IP address, allowing you to connect to your corporate LAN over most major VPNs (see VPN disclosure).

If you are currently on our Consumer Plan you may be eligible to upgrade to DIRECWAY Business Edition provided that you meet ALL of the following criteria:

1
You must have a DIRECWAY Two-Way

Consumer vs. Business Edition		
Feature	Consumer	BE *
High-speed access	Yes	Yes
Always on	Yes	Yes
Optimized for 2 or more concurrent users	No	Yes
Larger data buckets — allows you to download larger files and maintain top speeds longer	No	Yes
Static IP	No	Yes
Get it now!	Click here	Click here

* 12-month service commitment required. Please visit our [terms and conditions page](#) for a complete disclosure of our service requirements and policies.

System.

One-way users must upgrade to the Two-Way System before you can get DIRECWAY Business Edition.

2

Your current service plan must be through an HNS-authorized dealer or as part of the DIRECWAY Offered through DIRECTV offer.

If you obtained your service through another provider and you have either canceled your subscription or fulfilled your contract agreement with them, you may be eligible to upgrade to the Business Edition Service provided that you still have your DIRECWAY two-way equipment. Please call 1-866-819-9265 for more details.

3

Your current DIRECWAY service plan must have been activated prior to December 31, 2002.

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HOME | NEW CUSTOMERS | UPGRADING? | COMPARE BE | WHERE TO BUY
 TERMS AND CONDITIONS | FAQs

Business Edition empowers you with the type of speed, convenience and reliability you need to take your Internet experience to another level...

Accelerate with DIRECWAY		
What you can do faster	Estimated Time	
	DIRECWAY	Dial-up*
Download Software	7 mins	47 mins
Download a video clip	3 mins	21 mins
Open a webpage	4 secs	28 secs

Features	Business Edition *	Dial-up
High-speed access	Yes	No
Always on	Yes	No
Optimized for multiple users	Yes	No
Static IP	Optional	Optional
Advanced security features	Yes	No
Private network solutions	Yes	No
Multicast streaming	Yes	No
Content delivery	Yes	No

* Compares the fastest possible dial-up connection at 56K with an average DIRECWAY connection. Speeds may vary.

* Assume 80% efficiency: a 15 MB file would take 47 minutes to download with a 56Kbps modem and 7 minutes with DIRECWAY at 400Kbps.

WHERE TO BUY >>>
Ready to get connected?
 Here's how to get this amazing technology. [more](#)

DIRECWAY®

Broadband that's out of this world.™

HUGHES™

DIRECWAY

SPACEWAY

PRODUCTS

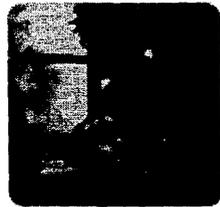
WORLDWIDE

COMPANY INFO

FOR YOUR HOME | FOR SMALL BUSINESS | FOR ENTERPRISE | DIRECWAY CERTIFIED | DIRECWAY NEWS UPDATE
LEARN MORE ABOUT DIRECWAY | GET DIRECWAY

- Business Edition
- Credit Services
- Multicast Delivery
- E-Learning
- Multicast Streaming

A MULTI-FACETED SOLUTION THAT CONNECTS YOUR BUSINESS TO THE SERVICES YOU NEED.



DIRECWAY gives your small business access to the same advanced technology that powers global enterprises--no matter where you're located. DIRECWAY is available everywhere in the continental U.S.

With DIRECWAY, you get a reliable, secure communications solution that offers high-speed Internet access, e-mail, and other essential business applications on a single platform. It's a scalable solution that can grow with your business--based on future-ready technology that is highly adaptable to new innovations. And it's backed by HUGHES® and our 30 years of experience in satellite communications.

A layered solution with big advantages.

DIRECWAY is a turn-key solution from a single source that gives you the comprehensive range of capabilities you need to pursue all your business objectives--on a single platform.

DIRECWAY allows you to:

- Control your costs.
- Simplify your business with an integrated solution.
- Manage your communications.
- Stay future-ready.
- Get superior support.

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Broadband that's out of this world.™



DIRECWAY

SPACEWAY

PRODUCTS

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LEARN MORE ABOUT DIRECWAY | GET DIRECWAY

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- Multicast Delivery
- E-Learning
- Multicast Streaming

CONTROL YOUR COSTS.

Employing one multi-faceted solution is more cost-effective than piecing together services component-by-component from many individual vendors. And since DIRECWAY provides an array of services to our entire base of enterprise and small business customers, we enjoy economies of scale that we are able to pass along to your business.

DIRECWAY allows you to:

- Control your costs.
- Simplify your business with an integrated solution.
- Manage your communications.
- Stay future-ready.
- Get superior support.

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Broadband that's out of this world.™

DIRECWAY	SPACEWAY	PRODUCTS	WORLDWIDE	COMPANY INFO
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FOR YOUR HOME | FOR SMALL BUSINESS | FOR ENTERPRISE | DIRECWAY CERTIFIED | DIRECWAY NEWS UPDATE

LEARN MORE ABOUT DIRECWAY | GET DIRECWAY

- Business Edition
- Credit Services
- Multicast Delivery
- E-Learning
- Multicast Streaming

SIMPLIFY YOUR BUSINESS WITH AN INTEGRATED SOLUTION.

Integrating solutions and services can be an enormous challenge-one that has a crucial impact on your business success. DIRECWAY makes it easy. We offer a wide range of services on a single platform, so you can get what you need from one source. That's a business advantage that translates into bottomline results.

DIRECWAY allows you to:

- Control your costs.
- Simplify your business with an integrated solution.
- Manage your communications.
- Stay future-ready.
- Get superior support.

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- B. Satellite Providers Servicing Small Business Customers**
 - 2. StarBand Small Office Service**



What is StarBand?

Listen to Our Ads

StarBand Is...

StarBand Small Office

It's Here!

Introducing the StarBand Small Office Service! This exciting new service is designed for small offices in commercial locations. If you want up to five networked PCs to share an always-on, high-speed Internet connection, StarBand Small Office service is for you. **Click here to buy!**

STARBAND SMALL OFFICE

SERVICE HIGHLIGHTS

ADDITIONAL INFORMATION

IS IT RIGHT FOR YOU?

FAQ

WHERE TO BUY

TESTIMONIALS

Service Highlights

World-Class High-Speed, Two-way Internet Access

- Two-way connectivity via satellite – save your phone for phone calls
- Up to 20x faster download speed than dial-up – download at up to 1 Mbps with 150 Kbps targeted minimum download speed (http and ftp)
- Shared Internet access for up to 3 or 5 networked PCs based on the Rate Plan you choose
- Single static IP address and VPN at dial-up speed – Restrictions apply

Business E-mail Access and Web Hosting

- Up to 15 FREE e-mail accounts – enough to have one for every 'department' (even if you are the only employee!)
- Up to 15 MB of FREE Small Office Web Pages – Intended for information sharing vs. direct selling
- Access to WebMail from anywhere you can get online

Online Small Office Resource Center

- News and tools to help run your business more efficiently
- Special deals on business-focused products and services



[Click here to buy!](#)

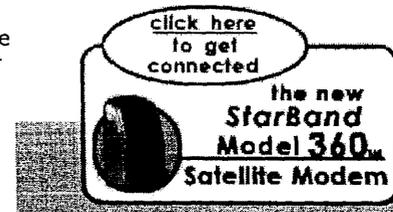
[Click here to see our StarBand Small Office launch press release!](#)

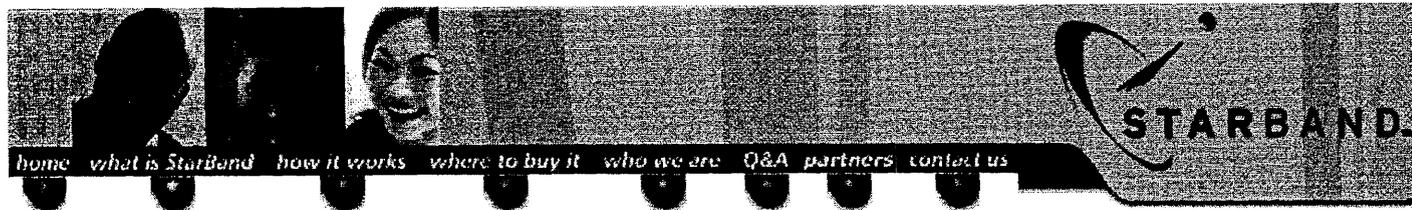
[home](#) | [what is StarBand](#) | [how it works](#) | [where to buy it](#) | [who we are](#) | [Q&A](#) | [content](#)
[contact us](#) | [privacy policy](#) | [terms of use](#) | [sitemap](#)

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If you can see the southern sky, you can get StarBand.





What is StarBand?



It's Here!

Tired of waiting for high-speed DSL or cable Internet access? Finally there is hope for your small office!
 Click here to buy!

STARBAND SMALL OFFICE

SERVICE HIGHLIGHTS

ADDITIONAL INFORMATION

IS IT RIGHT FOR YOU?

FAQ

WHERE TO BUY

TESTIMONIALS

Additional Information

Manufacturer's Suggested Retail Price:

Small Office Option 1

Type of Service	Suggested Equipment Pricing	Contract Term	Monthly Service Fee	Pre-Pay ***
Small Office 3-seat	\$799. ⁹⁹ + \$M*	12 months	\$129. ⁹⁹ /mo.	\$119. ⁹⁹ /mo.
Small Office 5-seat	\$799. ⁹⁹ + \$M*	12 months	\$169. ⁹⁹ /mo.	\$159. ⁹⁹ /mo.

Small Office Option 2

Type of Service	Suggested Equipment Pricing	Contract Term	Monthly Service Fee	Pre-Pay ***
Small Office 3-seat	\$499. ⁹⁹ + \$M*	18 months	\$129. ⁹⁹ /mo.	\$119. ⁹⁹ /mo.
Small Office 5-seat	\$499. ⁹⁹ + \$M*	18 months	\$169. ⁹⁹ /mo.	\$159. ⁹⁹ /mo.

* Installation, shipping/handling are NOT included. Additional equip. charges apply for AK, HI, PR and USVI.
 *** If you pre-pay for an entire year, your monthly service fee decreases by \$10 a month.

Other Available Services Include (Additional fee may apply):

- Ⓢ Premium e-mail - (you@yourcompany.com)
- Ⓢ More robust Web hosting and domain registration - build and maintain a sales generating e-commerce enabled Web site.
- Ⓢ Networking support - help for setting up your small office network.



What is StarBand?



It's Here!

Tired of waiting for high-speed DSL or cable Internet access? Finally there is hope for your small office!
Click here to buy!

STARBAND SMALL OFFICE

SERVICE HIGHLIGHTS

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FAQ

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TESTIMONIALS

SEND ME MORE INFO

TEST YOUR PC

TEST YOUR LINE-OF-SIGHT

Is it Right for You?

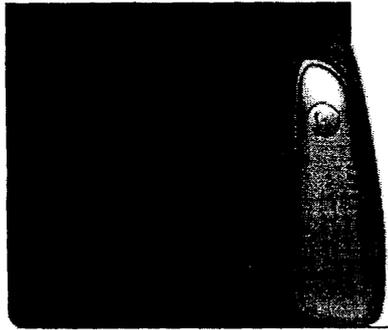
There's more to know about the StarBand Small Office service:

It's Right For:

- Commercial/Small Office usage
- Fast file downloads and streaming audio/video
- Avoiding dial-up delays and disconnects
- High-speed Internet access at an affordable cost
- Software-based Internet sharing of up to 5 PCs; see restriction below
- PCs with Windows® 98, 98SE, 2000, Me, and now Windows XP!
- Web surfing, e-mail, instant messaging
- VPN at dial-up speed
- One static IP address for use with SMTP e-mail servers with up to 5 onsite users

It's Currently Not Right For:

- Network sharing of more than 5 PCs; each PC locks a port for 8 hours
- Heavy upload traffic, such as Web and FTP server hosting
- Direct connection to Macintosh, Linux, Unix, Windows NT operating systems
- Router-based networking
- Remote control software, and video & voice over IP
- Frequent large file and e-mail uploads

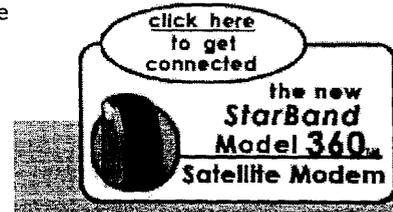
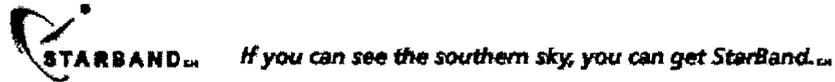


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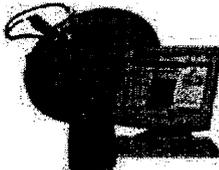


B. Satellite Providers Servicing Small Business Customers
3. Satellite Solutions

Satellite Solutions
raimc.com

VSAT Technology Enabling Internet Access

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Skystar 360E
The "Always On" High-Speed Internet Connection

- Ultimate Wireless Solution
- 2-Way Satellite
- Dedicated Connection
- Fast Internet Access
- Cost Effective
- Multi Business Support
- DSL Alternative

Coverage Map



VSAT
Very Small Aperture Terminal
for 2-way Satellite
Communications

EMAIL Sales Now



Your Business Clients and Your Employees Need Fast Internet Access Regardless of Your Business or Employee Location

Businesses now have an Internet Access Option available in their area -- no matter where that area is! Your employees must have fast Internet access to be more productive. Accessing email servers and other company's websites for information has become a necessity.

Your business clients demand to have instant access to your company for product or service information as well as Instant Messaging for business communications.

Reasonable Cost Business Satellite Internet Connections

Two-way Satellite Internet service has become a reality over the past few years using new satellite technology from GE Spacenet, a global satellite communication provider. The speed of the service rivals DSL services at 640 Kbaud down from the net to obtain email and downloads with unprecedented speed. Upload speeds from 128 Kbaud support small business web servers. The performance results in speedy file transfers between employees and business clients.

The VSAT equipment allows interconnection with all of the latest wired and wireless solutions for new or existing buildings - with or without existing network wiring. We at RAI can assist you in using "off-the-shelf" hardware for your networking needs to provide a complete Internet Access Solution.

When the VSAT equipment is "shared" by up to 5 businesses at a common location the monthly access can be as low as \$40 per month. A single business or Home office, not sharing the VSAT equipment, receives "always on" instant Internet access for as little as \$149.00 per month.

Multiple Locations for Business or Home Office Use

Connexstar, the product from GE Spacenet, provides a service where companies can acquire 2-way satellite Internet access at many locations for remote employees, data/control sites or business locations through out the country, all without contacting a telephone or TV cable company. Virtual Private Networking between the VSAT locations is supported by the service.

Connexstar Satellite Internet service through RAI uses the Connexstar product from GE Spacenet with options for multiple businesses to gain Internet access at each VSAT location.

Call Now to Reserve Your Prime Installation Date

Businesses in nearly any area have the ability to obtain always-on fast Internet Service without contacting a telephone or cable TV company. Simply purchase or lease the equipment and sign a

Call to have any questions answered and replace that "slow dialup" access with Fast Internet Access today.

We are Excited to Work With You to Get Your Business Connected with Connexstar VSAT Technology!

In the mean time have a look around our website for more information.

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VSAT Technology Enabling Internet Access

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**Cost Effective
Small Business**

Cost Effective Internet Access

The "Always On" High Speed solution for today enabling E-Business Marketing for ALL Small Businesses & Home Office Commuting for any employee from nearly any location

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Small Business Internet Access & Web Site Hosting

Share the Installation and Monthly Cost Between Multiple Businesses

- 5 Separate Businesses with individual Internet Protocol, IP, Addresses available at each Satellite Location -- LESS THAN \$30 PER MONTH PER BUSINESS
- Each Business with it's own separate and isolated Local Area Network -- each firewall protected.
- Email Accounts with any provider you choose, AOL, MSN, Yahoo, ect.
- Use traditional wired Cat 5/6 Ethernet cabling
 - Use traditional wiring methods to connect from the RA1 VSAT Modem to your workstations within your office
 - We can help you by providing cost effective hardware and professional network installation and administration assistance.
- Use inexpensive and portable Wireless Networking or the NEW HomePlug Networking Concepts to connect in existing buildings -- NO WIRES
 - Setup your own wireless network to notebooks and laptops in your office using equipment from local suppliers such as Office Depot, Office Max, Best Buy, Circuit City, or other On-line based network suppliers
 - Setup hardwired systems to Desktops using the latest technology by sending the network through the electrical wiring of the building with the HomePlug Networking products from the same local or Internet suppliers
 - We can help you by providing cost effective hardware and professional network installation and administration assistance.

Small Business E-Marketing & Home Office Applications

- Setup your own Web Server
 - Let your public IP's begin selling your business for you.
 - With your own IP addresses and a registered URL, all you need is a Domain Name Host to get your Web Site "active" and on the web.
 - Get "Up & Running" just like many other successful small business owners today.

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Satellite Internet Costs



Monthly fee: Purchase	Install fees:	Equipment fee: dish and modem	Contract:
\$149.00	vary from \$599.00 *	vary from \$1,721.00 **	3 years

*--in our radius of installers plus travel costs.

**--\$699.00 plus travel costs if installed by Spacenet Connexstar certified installer outside our area.

***--\$190.00 additional upgrade from .75m dish to 1.2m dish

****--\$1500.00 additional for de-icing dish (upgrade to 1.2m dish included)

Monthly fee: LEASE	Install fees:	Lease fee: dish and modem	Contract:
\$199.00	vary from \$599.00 *	\$690.00	3 years**

*--in our radius of installers plus travel costs.

**--\$699.00 plus travel costs if installed by Spacenet Connexstar certified installer outside our area.

***--option to buy equipment at the end of three years

Monthly fees will be paid via credit card. Equipment and install costs can be by: credit card, cash, or certified check.

Additional costs for miscellaneous hardware may be required, depending on the install. Such as pole, cement, cabling in excess of 100 feet, and conduit materials if required.

Connection to the Satellite modem can be made with any computer system using TCP/IP protocol and RJ-45 cable.

ISP, Webpage and Email services are NOT provided by Spacenet, so you may make an agreement with your own pay or non pay service. We will have links to several pay services on our website in the near future.

At present, because of high demand, it is taking us from 4 to 6 weeks to get the equipment from Spacenet

Equipment must be paid for when system is ordered and installation costs are due at the time of completed install. If out of our area, the minimum install fee must also be paid in advance.

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Skystar 360E

Benefits

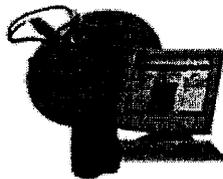
Features

Applications

Technical

Specs

Skystar 360E



Skystar 360E VSATs Delivers IP and DVB

There are a range of interactive applications businesses can use for increased efficiency and enhanced services. Now Broadband content can reach all your business locations with increasing speed, quality and reliability.

The Skystar 360E offers a two-way satellite based solution to enable interactive Broadband IP and multicasting applications. Two-way functionality powers applications that enable high levels of interaction, feedback and access to resources.

With DVB standard and extensive IP capabilities, the Skystar 360E supports virtually any data and multicast application.

Leveraging the reach and power of satellite, the high-speed IP platform is designed for high-performance networking between a central hub and tens to thousands of locations across wide geographical areas. The Skystar 360E can be used by companies that control their own dedicated hubs or that work with shared hub operators.

Speed and Performance

The Skystar 360E provides an "always-on" connection for instant access to the Internet and corporate Intranet. With outbound bit rates of up to 52.5 Mbps and inbound bit rate of up to 307.2 kbps, users can enjoy high-speed connectivity.

Embedded TCP/IP implementation coupled with unique Internet browsing acceleration technology provides high performance and an enhanced user experience.

Extending Network Performance Across the Enterprise
Maximum Speed and Efficiency – Even in Remote Locations
The Skystar 360E provides a single platform for a variety of TCP/IP applications.

Enterprise Needs:

- Two-way interactive IP communications
- IP multicast (multimedia, video and audio)
- Broadband Internet/Intranet access, FTP and e-mail
- Video conferencing
- Voice over IP

Corporate Training

Business Enhancement Options:

Additional LAN Ports
Additional Serial Port
Enhanced IP
Internet Page Accelerator TM (IPA)

Skystar 360E is a member of the Interactive VSAT product line, which includes

Skystar Advantage
SkyBlaster 360
SkyBlaster PCI

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Benefits

Far Reaching, Cost-Effective Data Networks

Speed and Flexibility with Unmatched Coverage

Enterprise-wide consistency, scalability, ease of deployment and lower costs – are important factors to consider, when selecting a network technology platform to power a new IP infrastructure.

Skystar 360E offers these key benefits:

Flexibility

With DVB standards and extensive IP capabilities, the Skystar 360E supports virtually any data and multicast application, and can provide multiple services utilizing a single platform.

Expanded Reach

VSAT networks are ideally suited for remote and widely dispersed locations, making it easier and more efficient than ever to reach branch offices, suppliers and customers – anywhere and everywhere.

Scalability

Scalability is inherent to Skystar 360E. Once installed, a small network can be easily expanded to include additional sites. Operators can also leverage their networks to provide a host of value added services.

Time Savings

Skystar 360E VSAT networks can be implemented in a fraction of the time usually required for terrestrial networks with similar capabilities.

Cost Savings

Skystar 360E enables the implementation of advanced, efficient, high-speed data networks without costly infrastructure development or upgrades. Extremely low power consumption further reduces costs for remote sites that require solar panels.

Enhanced Service

Skystar 360E helps you to better serve customers and branch offices alike, with increased speed, efficiency and advanced services and unmatched multicast capabilities.

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Features

Advanced Features for Peak Performance

Skystar 360E at Work for You

Gilat's Skystar 360E VSAT network offers advanced features that ensure high performance for yo data, video and audio networking.

To read more about the following features, please scroll down the page.

Star Topology
DVB Outbound
Superior Inbound Coding
Stand Alone remote unit
Centralized Network Management
Extensive IP capabilities
Built in router
IP Multicasting
Efficient space Segment Utilization
Rapid Deployment
Low Power Consumption
Star Topology

The Skystar 360E is designed to support connectivity from a central hub to many remote locations

DVB Outbound.

The Skystar 360E outbound carrier complies with the DVB standard.

Superior Inbound Coding

Intelligent coding algorithms and modulation techniques enable efficient usage of satellite bandwidth. The new inbound access scheme, code-named HBR, based on the new Hub Burst Receiver technology, improves throughput and supports Reed Solomon coding. This will enable inbound channel speeds of 307.2kbps with reasonable remote size antennas, and also improve the link budgets on power-limited satellites.

Stand Alone remote unit

The Skystar 360E VSAT is completely independent of any PC that may be attached to it. Client software is embedded in "the box". All the VSAT specific applications, including both TCP as well HTTP acceleration are embedded in the VSAT.

Centralized Network Management

Network management is carried out from the hub. Remote terminals can be monitored from a central location.

Extensive IP capabilities

The Skystar 360E can function in a variety of IP environments and supports a wide range of IP protocols and applications.

Voice over IP (VoIP)

VoIP can be easily integrated over the Skystar 360E using external IP-telephone devices. With VoIP support, the Skystar 360E can provide an integrated telephony and data solution over the same platform.

Built-in router

The built-in router enables a Local Area Network (LAN) at the VSAT site to be connected to the Corporate LAN at the headquarters directly through the Skystar 360E VSAT.

IP Multicasting

IP Multicasting, the delivery of data to a defined subscriber base, is useful for applications such as distribution and software downloads. For Corporate Networks the data can be targeted at a specific group, whether they are employees or customers. Satellite multicast ensures that information is delivered on time and simultaneously, without sending multiple copies. Additionally, reliable IP multicast, which guarantees the delivery of multicast information from the central location to the group's users.

**Efficient Space Segment Utilization
Inbound Access Scheme**

The unique Frequency and Time Division Multiple Access (FTDMA) scheme is designed to increase return path bandwidth efficiency. It automatically distributes traffic across the channel spectrum by allowing individual remote sites to transmit on any channel at any time. Consequently, the traffic load is balanced across the channels.

Automatic Dedicated Access

At specific times, branch offices might require additional bandwidth to transfer large files to the central host computer. With Automatic Dedicated Access (ADA), the Skystar 360E VSAT recognizes the application and automatically switches it to a collision free channel. As a result, both heavy files and interactive applications can function simultaneously and company headquarters can receive fast delivery of the uploaded data.

Dual Inbound Bit Rates

For speedy delivery of information to a central location, dual inbound bit rates enable a VSAT to double its inbound speed. This unique feature is designed especially for heavy traffic applications that require more bandwidth such as file uploads and video conferencing.

Rapid Deployment

Compact design enables quick installation of individual sites and rapid deployment of large networks.

Low Power Consumption

With less than 25w, Skystar 360E offers substantial savings with regards to UPS, battery or solar panel cost. This minimal power consumption makes it ideal for SCADA and any other outdoor use.

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Applications

Data, Audio and Video Networking Applications

Skystar 360E Provides Unmatched Speed, Reliability

Businesses are moving their network communications to Internet Protocol (IP) platforms that leverage the user-friendly, familiar interface of browser-based applications and the Internet to communicate business-critical information.

The Skystar 360E provides a single platform, supporting a variety of TCP/IP applications and extending the reach and performance of IP networks.

Skystar 360E Applications:
Business TV
B2B
Content Delivery
Corporate Communications
Credit Authorization
e-Commerce
Inventory Management
Intra/Extra/Internet
IP Multicasting
Video Conferencing
Voice over IP

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Technical Specs

Innovative Technology for the Enterprise-

The Skystar 360E combines cost effective hardware with extensive DVB and IP capabilities. New inbound access schemes and embedded technology make Skystar 360E a network designed for speed and efficiency.

Below you can review information on the Skystar 360E architecture and technical specifications.

Architecture

A Skystar 360E star network consists of a central hub, many VSAT terminals based in remote locations, and a satellite channel. The hub consists of base band equipment and a RF terminal (R). Each remote terminal is composed of a small outdoor antenna, an outdoor unit (ODU) and an indoor unit (IDU). The indoor unit is a stand-alone box that connects to the user's PC (or another device) or an Ethernet LAN.

At the hub, the base band equipment controls the satellite transmission and interfaces with the customer's data equipment. An advanced, user friendly Network Management System (NMS) provides centralized monitoring and control (using) statistics, alarms, network configuration and regeneration about the hub sub-components and the remote VSATs.

Corporate content is sent from the company's headquarters to the hub where it is uplinked and distributed to remote locations via satellite. Information can be sent to a single location, a group of locations or all locations. Delivery confirmation and other data, including file uploads, are sent back to headquarters via the satellite return channel.

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