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KNOLOGY MATRIX

Knology means business . . .

Across the Southeast in Alabama, Florida, Georgia, South Carolina and Tennessee, thousands of businesses rely on Knology. Our broadband telecommunications offerings combine value, convenience and homegrown pride in the quality of our services ... local and long distance telephone with advanced, business grade calling features ... high-speed Internet and bandwidth services for better business online ... and digital cable television and music of the highest quality.



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This revolutionary new IP-based technology continues to receive accolades in real-world applications.

[Local and long distance telephone](#)

Knology connects businesses with all the latest calling features and capabilities.

[High-speed Internet access and bandwidth services](#)

Our fast, reliable Internet connections, e-mail, and Web services make doing business online a pleasure.

[Digital cable television and music](#)

Knology offers an intelligent, low-cost entertainment solution for hospitality-based businesses.

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account online!](#)[KNOLOGY MATRIX](#)**Knology Matrix. Harness the power.**

This revolutionary new IP-based technology continues to receive accolades in real-world applications. Now complete communication solutions can be custom-configured to the precise needs of your business, allowing for unprecedented flexibility and productivity. Data-and-voice convergence, centralized communications management and connectivity-on-demand provide critical bandwidth on an efficient, as-needed basis to create greater economies of scale and maximum cost effectiveness.

**INTEGRATED SOLUTIONS USING IP TECHNOLOGY**

Local and long distance service at competitive rates with unlimited scalability. Dedicated, high-speed Internet access up to 100 Mbps across fiber optic connections. A complete PBX-featured phone system. PBX enhanced features include caller ID, DID, call forwarding, conference calling, auto attendants, voice mail and unified messaging.

CONSOLIDATED BENEFITS

SAVINGS : less upfront expenditures —no need to purchase proprietary, closed phone systems or additional hardware for future upgrades; bundled savings.

SIMPLICITY : a single wire to each desk —computer and telephone share a single port; save money with reduced switch port and cabling requirements; move your phone, your desk or your office at your convenience.

SERVICE : single customer service contact; 24/ 7 customer service

DEMONSTRATED REASONS TO PURCHASE

EASILY INSTALLED : our system will be completely installed, configured and tested before removing, or integrating with, your existing infrastructure. Installation will not disrupt or slow down your business.

EASILY EXPANDABLE : unlimited phone lines offering enterprise telephony capabilities; platform to add enhanced services such as unified messaging, desktop conferencing and media convergence; provide direct-dial numbers for each employee.

EASILY ADMINISTRATED : spend less time and money managing your system; web-based administration for easy execution of moves, adds and changes; HTML interface allows for user administration. Uses current standards for an open-based solution such as SIP, MGCP and SCCP.

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Local and long distance telephone services

From traditional small businesses to corporate campuses, Knology helps all kinds of businesses simplify their telephone service with:

- Business voicemail and calling features for advanced call management
- Connectivity to individual sets, key systems and PBX switches
- Enhanced features like call transfer, call pickup, hunt groups and other services for larger businesses
- Long distance phone service

We're right next door

The strength of the Knology network lies in our local presence. We can work with our customers closely because we own our technology and our people live and work in the community. So whether you need additional lines, want advice on calling plans, or have a question about consolidated billing, you'll enjoy a single, local point of contact.



The latest, greatest technology

Knology's infrastructure is second to none. We've deployed the best available fiber optic networking technologies to bring reliability and clarity to your business communications.

Value for your dollar

And Knology will fit nicely into your bottom line. We offer great rates and a variety of flexible plans.

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High-speed Internet access and bandwidth services

Knology offers a variety of Internet access options - bandwidth services for businesses, and other data services:

Always-on, high-speed Internet access

We offer economical cable modem service and dedicated Internet access over fiber, allowing for scalability and speeds up to 100 Mbps.

Web hosting and design

We can host your current website, enhance or completely design one to fit your business needs.

Email hosting

We can host your company's email, customized in your company's name.

Virtual local area network (VLAN)

Enjoy dedicated and secure connections between your business locations.

Virtual private network (VPN)

Use Knology's cable modem or carrier grade fiber access for your company's VPN solution.

Full Service Experience

We're more than just an Internet service provider (ISP). We can bring all your business locations together through simplified network connectivity.

A reasonable alternative

Knology is a more practical alternative to costly, labor-intensive options like ISDN, frame relay, and T1 connections.

Information technology can do a lot for your business, and Knology is ready to take you there.

Choose your level of service...

[For Larger Enterprises](#)

needing greater than 1 Mbps throughput, Knology's carrier grade fiber service is a great advantage.

[For Smaller Businesses](#)

with fewer users, Knology cable modem services offer fast access at a reasonable price.

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Internet services for larger enterprises

For companies needing greater than 1 Mbps throughput, Knology offers speed, scalability and manageability.

Knology's direct fiber optic connections, based on passive optical network (PON) technology, deliver Internet access at speeds that simply aren't available from the competition. But that's not your only advantage:

Turn on additional Internet bandwidth within 72 business hours, not weeks.

Increase your Internet connectivity without additional equipment or installation; avoid the cost and hassle of traditional dedicated lines.

Rely on closely monitored service for consistent performance levels.

Enjoy more reliable, responsive service - because we own our network and facilities.



See how PON technology handles data flow efficiently and with priority given to certain information types below.

About Knology's PON technology

Knology is the only provider in our markets deploying passive optical network (PON) technology. With it, we deliver speeds of up to 100 Mbps using advanced, Gigabit IP/Ethernet bandwidth services delivered over fiber.

Unlike old, copper-based networks used by other providers, Knology's advanced fiber optic network allows for sophisticated network performance monitoring and increased service reliability to ensure your business benefits from continual network optimization.

The Knology network advantage

Speed. All the bandwidth you might need for data transfer and storage, multimedia, or other business needs

Scalability. Bandwidth available in 72 business hours, with a simple phone call.

Facilities-based. Knology-owned hybrid fiber-coaxial network for greater accountability and service simplicity

Direct connection. Guaranteed bandwidth with fiber direct to your business

Convergence platform. Superior technology for segmentation of bandwidth across voice, data and video

Ease of use. Simple and fast provisioning with low maintenance.

IP/Ethernet architecture. "Future-ready" technology for compatibility with emerging standards

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Internet services for smaller businesses

For companies needing simple, high-speed Internet access for just a few users, Knology can help.

Fast Internet access. Do business faster and more economically

Cost effective. Integrated services for little more than your current telephone costs

Local. Top-level services based right here in your community

All in one. Build your Knology phone, cable, and Internet services together and save



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Digital cable television and music

From day care centers to nightclubs, customers waiting on hold or in line, waiting rooms or break rooms, Knology enhances customer experiences and brings you timely information.

More than 125 channels of video programming

- For customers: News and talk shows
- For business people: Investment and business news
- For employees: Weather and local features
- For guests: Entertainment, sports, movies, music video and more.

More than 45 channels of commercial-free, CD-quality music

- Classical, jazz, rhythm and blues, alternative rock and many more
- Configurable through your existing sound system or on-hold system

Knology's digital cable services enhance your customers' experience:

- Hotels, restaurants or bars
- Healthcare and other professional offices
- Retail outlets and supermarkets
- Auto repair and other shops
- Fitness clubs
- Apartments, condos
- Universities and office parks
- Day care centers

View the channel lineup in your area:

[Augusta,GA](#)
[Cerritos,CA](#)
[Charleston,SC](#)
[Columbus,GA](#)
[Huntsville,AL](#)
[Knoxville,TN](#)
[Montgomery,AL](#)
[Panama City,FL](#)
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Knology's Wholesale Service to Carriers

Knology is the best source for local fiber access solutions in the Southeast.

Knology can provide that local connection with our state-of-the-art Passive Optical Network (PON) and extensive installed fiber base. Already an established provider of metro connections for carriers, Knology offers high-capacity bandwidth services with fiber access to your end customer. SONET ring architecture is also available to meet your needs.

Knology is a facilities-based provider with metro networks providing access to carrier POPs, ILEC CO's and enterprise customer buildings utilizing fiber-based architecture for protection, reliability and security. Collocation facilities are also available.

Knology can work with you to provide seamless end-to-end service to your customer with our robust network, maintained on a 24/7/365 basis. The economies of Knology's state-of-the-art network offer significant savings over typical ILEC cost structures.

Knology currently operates in over 30 locations in the Southeast, with an ever-growing, 37,000 miles of fiber infrastructure.

Wholesale Capabilities for Carriers

Knology utilizes its local fiber network to deliver bandwidth speeds from T-1 to OC-48, including gigabit Ethernet services, giving you the flexibility you need to meet your customer's needs. Knology offers a number of services for wholesale customers requiring high-speed bandwidth connectivity including:

- High-speed bandwidth services
- Local loops independent of the ILEC
- Connection to ILEC facilities from your POP
- Dark fiber builds to your customer's location
- Collocation in Knology buildings
- Fiber ring protection over Knology's MAN facility

A Knowledgeable, Experienced Team Dedicated to Quality and Reliability

The Knology team has in-depth experience with today's latest technology and network operations procedures. This team provides quality, reliable local access service today to many well-known carriers, with a stellar record of excellence.

Knology is seeking additional carrier alliances to expand its presence in fiber access in the Southeast. With Knology providing the local loop, any long-haul carrier can now offer their customers end-to-end provisioning.

For more information on how Knology can help with your local loop needs, contact our Carrier Sales group at [carrier.sales@knology.com](mailto:sales@knology.com).

The Level 3 Story

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Introduction to Level 3: The Level 3 Story

Who is Level 3?

Level 3 (Nasdaq: LVLT) is an international communications and information services company and is headquartered in Broomfield, Colorado. The company operates one of the largest communications and Internet backbones in the world.

Level 3 is one of the largest providers of wholesale dial-up service to ISPs in North America and is the primary provider of Internet connectivity for millions of broadband subscribers through its cable and DSL partners.

The world's largest telecom carriers all continue to use Level 3 services, as do the 10 largest U.S. Internet Service Providers, and the 10 largest European telecom carriers.

The company offers a wide range of communications services over its approximately 23,000 mile broadband fiber optic network including Internet Protocol (IP) services, broadband transport, colocation services, and patented Softswitch-based managed modem and voice services. Services offered under the "Level 3 Communications" brand include:

- Internet access services
- Managed modem dial-up services
- Broadband transport
- IP-centric voice services
- Private packet-switched services
- DSL Aggregation
- Colocation
- Metropolitan and intercity dark fiber

Based on the amount of Internet traffic on Level 3's IP backbone, Level 3 is among the largest Internet carriers in the world. Through Level 3's dial-up ISP customers, the company's dial-up infrastructure is accessible to approximately 90% of the U.S. population. When a typical Internet user at home dials the Internet using a modem in the U.S., there is better than a one-in-three chance that their call is being completed within a Level 3 data center.

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"We clearly trust a significant portion of our business with Level 3, and that has been a great decision for us here at AOL."

—John Schanz, SVP Network operations, America Online

Level 3 Subsidiaries

Level 3 offers enterprise and information services through wholly owned subsidiaries:

- Software Spectrum is a global business-to-business software services provider and has supply arrangements with major software publishers including Microsoft, IBM/Lotus, Adobe Systems, Symantec, Novell, and McAfee. It is the world's largest reseller and license manager of Microsoft products.
- (i)Structure is an information technology, or IT, infrastructure outsourcing company that provides managed computer infrastructure services in Data Centers located in Omaha, Nebraska, and Tempe, Arizona. The company enables businesses to outsource costly IT operations and thereby benefit from secure, cost-effective, managed services that scale to meet changing needs.

Why is the Level 3 Network Ideal for Communications-Intensive Companies?



What Our Customers Are Saying

Executives From Leading Telecom Providers Talk About Partnering With Level 3.

» [Click here to view video](#) «
(pop-up blocker must be disabled to view)



Microsoft Cites Level 3 for Service Excellence

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The majority of the Level 3 Network is a multi-conduit, fully upgradeable network, allowing it to be more adaptable to future technological changes than existing and less flexible networks.

Construction teams working exclusively to Level 3's exacting designs built the entire Level 3 intercity network and all 36 of the company's metropolitan networks in North America and Europe. In the process, Level 3 created one of the most scalable, cost-effective, and state-of-the-art optical networks in existence. Few providers own the amount of available fiber infrastructure that Level 3 owns. Consequently, few can claim to be as accommodating of future customer growth. Read more about the [Level 3 Network](#).

For More Information

To speak with Level 3, you may call Level 3's main number at 1-877-2LEVEL3 (1-877-253-8353).

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(3)VoIP Local Inbound and (3)VoIP Toll Free

SERVICES

Voice Services

Softswitch Services

Internet & Data Services

Transport Services

Infrastructure Services

Overview Brochures

Related Links and Materials:

[\(3\)VoIP Local Inbound and \(3\)VoIP Toll Free Service Overview Brochure](#)

[Calling Card Providers and Level 3 VoIP Overview Brochure](#)

News Coverage:
 [Level 3 Wholesale VoIP Service Receives 2004 Innovation Award from TMC Labs](#)

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(3)VoIP Toll FreeSM

For businesses seeking a cost-effective and reliable toll free calling infrastructure to terminate calls made via 8xx numbers on the PSTN to IP endpoints, Level 3 offers (3)VoIP Toll Free.

(3)VoIP Toll Free service rides on Level 3's Softswitch platform, which is one of the largest in the world, having successfully processed more than 300 billion minutes of calls to date.

Exclusively offered by Level 3, (3)VoIP Toll Free is a new voice service that terminates calls originating on the Public Switched Telephone Network (PSTN) — via toll free numbers — to Internet Protocol (IP) endpoints. Calls can be placed into the Level 3 Network via Level 3-assigned or customer-reported toll free numbers. Once a call is placed, it's converted to IP. The IP media is transported over Level 3's MPLS-enabled backbone to a customer's IP voice application.

Available in the United States, Canada, Guam, Puerto Rico, and the Commonwealth of the Northern Mariana Islands, (3)VoIP Toll Free service is ideal for conferencing service providers, call center operators, and other businesses with national applications. Potential applications for (3)VoIP Toll Free service include:

Conferencing

Conferencing providers can use (3)VoIP Toll Free service to offer national conferencing solutions.

Call center support

Call centers can use (3)VoIP Toll Free service to support agents working at home or in international call centers. They can also reduce costs for enhanced toll free features — such as transfer and connect — at no incremental cost.

With (3)VoIP Toll Free, Level 3 again delivers value to our customers by helping them take advantage of the inherent cost efficiencies of Voice over IP.

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(3)VoIPSM Local Inbound

(3)VoIP Local Inbound service is an innovative solution for calling card companies, conferencing service providers, call center operators, voice portals, and other businesses that need the same capabilities of (3)VoIP Toll Free but on a local basis.

(3)VoIP Local Inbound service is offered in 73 U.S. markets, and IP handoff is available in all (3)CrossRoads[®] locations (or through Tier 1 peering partners). (3)VoIP Local Inbound is available in 41 of the 50 largest U.S. cities.

Potential applications for (3)VoIP Local Inbound include:

Calling card enablement

Calling card companies can use (3)VoIP Local Inbound service as a vehicle to offer local access for targeted customer applications.

Call center support

Call centers can use (3)VoIP Local Inbound service to more efficiently offer local IVR solutions for applications such as consumer access to movie schedules.

Conferencing

Conferencing providers can use (3)VoIP Local Inbound service to offer local conferencing solutions.



**(3)VoIPSM Local Inbound
Receives
TMC Labs 2004
Innovation Award**

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**Click Here to
Read Level 3's
New White Paper
"VoIP Driving
Benefits for
Customer Care
Providers"**



(3)VoIPSM TAP

**Level 3's Testing Program
Makes It Easier For
Your Business To
Adopt (3)VoIP**

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(3)VoIP Local Inbound and (3)VoIP Toll Free services can be used separately or in combination to provide local and nationwide access to unique and cost-effective IP applications.

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(3)Voice Termination Service

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Voice Services

Softswitch Services

Internet & Data Services

Transport Services

Infrastructure Services

Overview Brochures

Related Links and Materials:

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(3)Voice® Termination

(3)Voice Termination is a service that provides wholesale termination of voice calls into Country Code "1" (United States, Canada, and U.S. territories) over Level 3's IP-based Softswitch network. (3)Voice Termination achieves comparable quality to the Public Switched Telephone Network (PSTN) and requires no additional equipment, expenses, or behavior changes on the part of end users. (3)Voice Termination is not a "Voice over the Internet" service. Rather, it is an enhanced voice service delivered over Level 3's IP-based broadband network.

(3)Voice Termination takes the call traffic that you hand off to Level 3 via TDM, converts it to IP packets, and delivers the traffic over Level 3's IP-based network to any domestic location. Initially, the traffic goes through Level 3's Softswitch. From the Softswitch, the traffic is converted to an IP format and carried across the Level 3 Network to a Level 3 Gateway nearest the final destination of the call. The traffic is then converted from the IP format to a format accepted by the terminating local service provider via Softswitch, and then it is delivered to the desired destination.

Level 3 offers:

- National footprint with major U.S. cities available
- Control and quality
 - Real-time routing change control
 - Web-based routing and performance capabilities via customer Edge Proxy Server (EPS)
 - VoIP operational experience and proven service quality over a private network
- Flexibility and growth
 - North American Dialing Plan support, including Canada
 - Call streamlining for both voice and data, over a SIP-enabled IP network
 - Ability to design and deliver new applications quickly and cost-effectively
- Cost savings
 - Streamlining of operations and expenditures for your nationwide voice service applications
 - Elimination of per-call surcharges (e.g., transfer and connect; ANI delivery)
 - Competitive pricing compared to traditional services

In summary, (3)Voice Termination provides customers with a next-generation, PSTN-quality voice product over Level 3's IP-based Softswitch network. This combination enables our customers to take advantage of an enhanced IP data packet voice service while using traditional circuit-switched equipment.

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(3)VoIP™ TAP

Level 3's Testing Program
Makes It Easier For
Your Business To
Adopt (3)VoIP



**IDC Cites Level 3
as a Leader in the
Wholesale IP Market**

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(3)Connect Modem

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Voice Services

Softswitch Services

Internet & Data Services

Transport Services

Infrastructure Services

Overview Brochures

Related Links and Materials:

[\(3\)Connect Modem Service Overview Brochure](#)

[\(3\)Connect Modem Buyer's Guide](#)

[V.92 White Paper](#)

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(3)Connect[®] Modem

If you require an end-to-end, dial-up solution, our (3)Connect Modem service is your answer. (3)Connect Modem, which supports the top 10 dial-up ISPs in the U.S., allows you to concentrate on marketing your products, while remaining confident that your end users can access a high-quality network. Level 3 takes care of setting up a local Internet dial-up network, securing local numbers, deploying modems, and staffing a round-the-clock operations center to manage the network and hardware so you can do what you do best - service your own end-users.

Our rapidly expanding (3)Connect Modem service covers more than 15,500 local calling area rate centers and 2,458 total unique rate centers. Service is sold on a per-port basis for a flat monthly fee or on a metered basis based on the total number of hours used. The monthly charge includes local dial-in numbers, complete network coverage for a specific region, modems to collect the incoming traffic, and managed routers.

Our Nationwide Access Service combines a toll-free (800) number with Level 3's Transit service to provide access to the Level 3 dial access network to calls originating anywhere in the United States, Guam, Puerto Rico, U.S. Virgin Islands, and the Commonwealth of the Northern Mariana Islands (CNMI).

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V.92 Data Standard

Level 3 provides value to our customers through our increased investment in our dial-up services. While the majority of providers have placed new technology implementation and standards on hold due to market uncertainty, Level 3 continues to focus on customer needs, the introduction and graceful implementation of new technologies to fill those needs, and increasing the coverage and scope of our dial-up services.

One such technology is V.92, the newest data standard in modem technology. V.92 narrows the gap between dial-up and broadband services by delivering a better Internet experience to analog modem users. Level 3 has implemented, and is now offering, V.92 to customers.

Customers who support V.92 technology benefit by:

- Becoming more competitive by enabling their network to offer the latest technology to their subscribers and exceeding the service offerings of other ISPs
- Generating more revenue and decreasing customer churn by offering subscribers tiers of services or by charging more for V.92 features like Modem On Hold
- Using Quick Connect and V.44 compression to decrease usage costs and improve subscriber experience

V.92 presents key enhancements to the V.90 56K technology, including Modem On Hold, V.44, Quick Connect, and PCM Upstream. Each of these enhancements represents a push forward to a more user-friendly dial-up experience.

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We Support the Top 5 out of 6 U.S. Dial ISPs

(3)Connect[®] Modem

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DSL Aggregation

SERVICES

[Voice Services](#)

[Softswitch Services](#)

[Internet & Data Services](#)

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[The Visual Overview](#)

[The Technical Overview](#)

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DSL Aggregation

Level 3's DSL Aggregation service provides customers with robust and reliable connectivity to the premier global Internet backbone. By leveraging its local aggregation capabilities, metropolitan networks, intercity network, and global IP backbone, Level 3 can offer DSL Aggregation on a nationwide basis.

DSL service providers requiring a backhaul solution between the DSL local loop and the Internet, benefit from DSL Aggregation. This Level 3 service relieves retail DSL service providers from purchasing and managing interconnects to each LATA.

Level 3's DSL Aggregation consists of inter- and intra-LATA interconnects, aggregation equipment, backbone transport, and connectivity to the Internet.

Level 3 can build a connection to each LATA where DSL Aggregation is required. An ATM connection is established between the Local Exchange Carrier and Level 3, over which the incoming subscriber traffic is consolidated in the closest Level 3 broadband aggregation point (Gateway). From the Gateway, the DSL traffic is transported across Level 3's national IP network and routed to the global Internet.

This solution allows DSL Aggregation customers to maintain their direct subscriber relationships while Level 3 enables nationwide DSL coverage. The DSL provider continues interacting with subscribers by providing Tier 1 support. Level 3's DSL Aggregation service pre-provisions capacity "pools" from which the customer draws for subscriber provisioning. The DSL provider retains responsibility for provisioning the local DSL loop and keeps all authentication controls over subscribers by maintaining the Radius server.

In addition to network capabilities, Level 3 coordinates all of the activities necessary to provide DSL Aggregation service. This includes service establishment, network connectivity, capacity management, and second-level technical support. Additionally, Level 3 offers IP address assignment and management. Level 3 supports all upstream and downstream speeds, static and dynamic IP addresses, plus ADSL and SDSL.

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[Ethernet Whitepaper](#)

[MPLS Whitepaper](#)

[\(3\)Flex Ethernet Service Overview Brochure](#)

[\(3\)Flex Ethernet Service Overview Brochure for Service Providers](#)

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(3)FlexSM Ethernet

(3)Flex Ethernet extends the Ethernet standard used for Local Area Network (LAN) design to the Wide Area Network (WAN). By leveraging the standard that IT managers trust close to home, (3)Flex Ethernet arms network designers with a cost-effective solution that requires no new training. By extending the ease of use and cost effectiveness of Ethernet from the LAN to the WAN, (3)Flex Ethernet meets data networking needs efficiently.

Features

Performance: (3)Flex Ethernet customers can tailor a network service to match the requirements of specific applications. For example, they might use the Optimized Class of Service (CoS) to carry data that cannot be interrupted without degrading quality (video and voice services) while establishing Enhanced virtual circuits for e-mail and file transfers.

Cost Effectiveness: (3)Flex Ethernet pricing is not only usage-based — it is also distance-insensitive. Customers pay only for what they use, wherever they use it, for all types of applications. This usage is aggregated across all virtual circuits to reach the best possible rate.

Traffic Flexibility: Customers can move ports and circuits between customer locations, and (3)Flex Ethernet allows traffic to burst above committed bandwidth levels. (3)Flex Ethernet provides customers with immediate access to bandwidth when they need it.

Scalability: (3)Flex Ethernet provides scalability from a DS-3 or 100BaseT to multiple Gigabit Ethernet interfaces as well as to OC-48 (2.5 Gbps).

Granular Control: Virtual LAN and Virtual Circuits can be provisioned in 1 MB increments, and (3)Flex Ethernet customers also have port and VLAN/VC portability. Customers can access capacity as usage demand dictates.

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(3)CrossRoads Internet Access

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-  [\(3\)CrossRoads Internet Access Service Overview Brochure](#)
-  [What Our Customers Are Saying](#)
-  [View the Global IP Backbone Map](#)
-  [Network Statistics](#)
-  [Interconnection Policy](#)
-  [Take A Tutorial on IP Protocol](#)

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(3)CrossRoads® Internet Access

The (3)CrossRoads platform provides the performance, reliability, and scalability that customers expect from the leader in dedicated Internet access services. (3)CrossRoads equips your company to respond to the demand for data-intensive content while taking advantage of Level 3's world-class service and support.

The statistics and track record of this high-performance service excel in every way — from network reliability to ease of connection — but the price remains extremely competitive.

Over 30 Years of Internet Experience and Innovation

Customers who work with Level 3 know they are working with a company with substantial experience. We are experienced in fulfilling the Internet access needs of some of the most recognized users of bandwidth, and we are experienced with the Internet itself. In fact, Level 3 alone has the option of using the number "AS1" as the designation for its Internet backbone. (This is the number used by BBN in the early 1980s to create the first autonomous system for the ARPANET — the Internet's predecessor.)

Unsurpassed Network Performance, Reliability, and Scalability

High capacity, scalable peering interconnections, and ongoing upgradeability help to ensure that the Level 3 Network maintains uncongested connectivity to the world's largest Internet networks. We back this up with Service Level statements committing to 99.98% network availability, an average latency of 40 milliseconds or less in all regions (25ms in North America, 15ms in Europe), and less than .05% packet loss.

Level 3's fiber optic network connects Europe and the United States. It is the first international 10 Gbps (OC-192) IP backbone to be seamless and fully route-diverse across both continents.

Low Cost of Service

Level 3's Internet backbone runs on MPLS, the most efficient protocol for operating IP networks. We offer three flexible billing options (CDR, fixed-rate, or aggregate CDR). Your company can choose from these based on your traffic patterns.

Global Reach

With over 950 global traffic aggregation access points, the Level 3 Network is widely accessible via all Level 3 Gateways, Level 3 EPOPs (Ethernet Points of Presence), Level 3 metro transport, ATM access, Frame Relay access, and third-party access partners.

Features to Solve a Broad Range of Customer Needs

(3)CrossRoads provides customers with practical solutions to their real-world concerns. The following features are available:

- Redundant Ports
- DNS
- Aggregate Billing
- Fractional Billing
- IP-VPN
- Newsfeeds

Port Types

The (3)CrossRoads platform also supports a range of port types. (In addition to the standard options shown below.)



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	North America	Europe
Serial	DS-1, DS-3	E-1, E-3, DS-3
Packet over SONET	OC-3, OC-12, OC-48	STM-1, STM-4, STM-16

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(3)Flex Network IP VPN

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Related Links and Materials:


[\(3\)Flex Network IP VPN Overview Brochure](#)

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(3)FlexSM Network IP VPN

If your organization seeks to consolidate IP-based traffic currently riding on disparate networks, you can do so without compromising security and performance using (3)Flex Network IP VPN service.

This service allows corporations, government entities, and distributed businesses of any size to replace multiple networks with a single, cost-effective solution that greatly simplifies the converged transmission of voice, video, and data. You can achieve this convergence without sacrificing the Quality of Service or security levels of traditional ATM and Frame Relay offerings.

(3)Flex Network IP VPN solutions are designed to support:

- Converged data, video, and voice traffic on a single platform
- Both existing and emerging IP applications
- Disaster recovery initiatives based on rapid transfer and redundancy
- Interconnections with legacy network equipment

As a (3)Flex Network IP VPN customer, you'll enjoy the security and performance benefits of traditional ATM or Frame Relay solutions, without the high network management costs. Plus, you'll enjoy the flexibility to design a solution around the unique performance and usage needs of your organization.

Cost-Effective Networking

A single, converged platform allows you to cost-effectively engineer your traffic streams in a way that "does more with less" through simplified customer premise equipment and a common skill set centered around IP. Level 3 takes care of the infrastructure so that your own personnel and hardware resources can remain devoted to your core business. (3)Flex Network IP VPN service also features usage-based pricing, so none of your bandwidth is wasted. You pay only for the capacity you need.

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Reliability and Security

Level 3's Tier 1 IP backbone is based on a mature MPLS implementation that Level 3 helped to pioneer. (3)Flex Network IP VPN service is therefore able to provide a level of reliability and security comparable to traditional ATM or Frame Relay service, and it can converge all forms of network traffic onto a single IP solution.

System Flexibility

(3)Flex Network IP VPN service seamlessly integrates legacy applications and emerging technologies to give you maximum freedom:

- Select the access technology that meets your needs (Ethernet, ATM, Frame Relay, or Private Line), along with the bandwidth level that accommodates your traffic (from T-1 to OC-48).
- Easily integrate VoIP platforms for local, long distance, IP PBX, call center, or toll free functionality.

Service Level Agreements

Our service level agreements are applied according to the Class of Service tiers used to prioritize applications, and they are based on our industry-leading statistics for packet delivery, latency, jitter, and availability. Many legacy providers who advertise Class of Service abilities omit CoS functionality from the backbone, where it's needed the most. Level 3 prioritizes your traffic from end to end.

Consolidated Support



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If you currently manage multiple network vendors (or multiple contacts within a vendor organization), you can switch to a single, reliable point of issue resolution by using Level 3 as your network provider. We maintain an integrated support system backed by a fully redundant, diverse NOC (Network Operations Center).

This is another one of the many reasons Level 3 remains *The Network Partner You Can Rely OnSM*.

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Backhaul Services

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Transoceanic Cable System



Backhaul Service Overview Brochure

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Backhaul Services

The Backhaul Service Trusted by The Experts

Level 3 Backhaul service connects the Level 3 Network to transoceanic cable landing stations in Europe and on the east and west coasts of North America. The companies that use Level 3's transport services are among the most sophisticated and demanding customers in the world. In fact, eight of the top 10 global telecom companies, five of the top six U.S. wireless carriers, and three of the top four global fixed satellite operators rely on Level 3's transport services. These customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

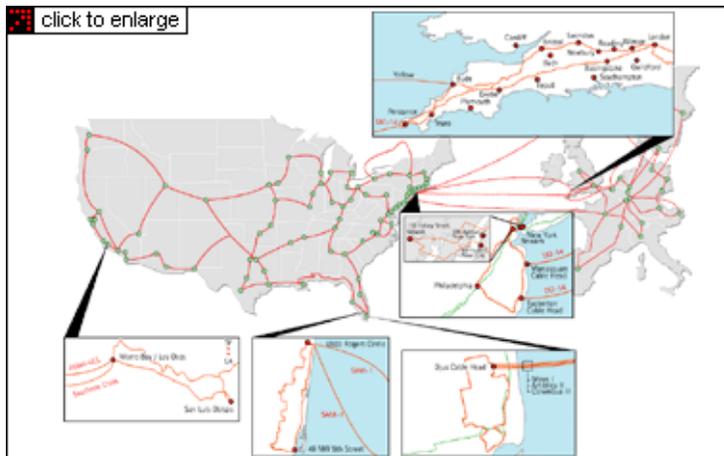
Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

Flexibility, Availability, and Network Extension: With customer needs in mind, Level 3 designed its transport services to meet key requirements for flexibility, availability, and network extension for backhaul implementations.

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Service Overview

Level 3 backhaul service includes (3)Link® Private Line or (3)Link Wavelength connectivity options. (3)Link Private Line is a point-to-point, dedicated, SONET-based service available from DS-3 to OC-48/STM-16. Customers can choose protected or unprotected service, with the protected option providing 50 ms restoration. The (3)Link Wavelength alternative provides a point-to-point, unprotected service available at 2.5 Gbps or 10 Gbps. Customers have control of the routing and protection scheme for the wavelength circuit.



Meeting Your Needs

Flexibility to Connect. Level 3 backhaul service gives customers the flexibility



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to connect transoceanic cable landing stations in Europe and North America to the Level 3 Network. Level 3 offers cable system backhaul from the following seven submarine cable systems:

- Southern Cross — Morro Bay (Los Osos), California
- Japan-U.S. — Morro Bay (Los Osos), California
- TAT-14 — Manasquan and Tuckerton, New Jersey and Bude, United Kingdom
- Maya 1 — OJUS, Miami, Florida
- Americas 2 — OJUS, Miami, Florida
- Columbus 3 — OJUS, Miami, Florida
- SAM-1 — Boca Raton, Florida

Extend Your Network

Once connected, customers easily extend their networks into the U.S. or Europe using Level 3's private line, wavelength, or IP services. This allows customers to expand their footprint and the markets they serve.

High Availability

With all transport service options, Level 3 maintains high network availability. The network provides complete equipment- and route-protected service with less than 50 ms switching in the event of service disruption (except for unprotected services).

Customers can count on 12-month actual availability averages of 99.999% for protected services and 99.95% for unprotected services. Level 3 maintains these "high-nine" marks because the company is committed to fiber protection and security. Level 3's in-house cable protection bureau proactively prevents risky digs. In a given year the team processes more than one million requests to locate Level 3 cabling, and field technicians continuously monitor network routes. Within facilities, Level 3 also maintains tight security with biometrics and photo ID access card systems.



(3)Link Metro Ethernet

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(3)Link® Metro Ethernet

Part of Level 3's family of Metro Services trusted by the experts

Level 3's complete portfolio of metro offerings includes (3)Link Metro Dark Fiber, (3)Link Metro Wavelength, (3)Link Metro Private Line, and (3)Link Metro Ethernet services — all of which have a proven track record with the most sophisticated and demanding customers in the world. In fact, nine of the top 10 global telecom companies, nine of the top 10 consumer ISPs in the U. S., six of the top seven U.S. wireless carriers, and three of the top four global fixed satellite operators rely on Level 3's metro services.

"Our research suggests that Level 3 has begun to establish market share in the metropolitan area services. Level 3 is well-positioned to become a market leader in metro services, just as it has become a top-tier competitor in the long-haul service."

— J.P. Gownder, Senior Analyst, The Yankee Group

These customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

Flexibility, Availability, and Cost Savings: With customer needs in mind, Level 3 designed its metro services to meet key requirements for flexibility, availability, and cost savings.

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Service Overview

(3)Link Metro Ethernet service is an optical, point-to-point, metro transport offering available at GigE or 10 GigE rates. Configured as unprotected or protected, the service is available in 27 markets in North America and nine markets in Europe.



Where Do You Go For Metro?

Level 3's Appearance in Capacity Magazine's Annual Metro Network Provider Directory Makes It Clear

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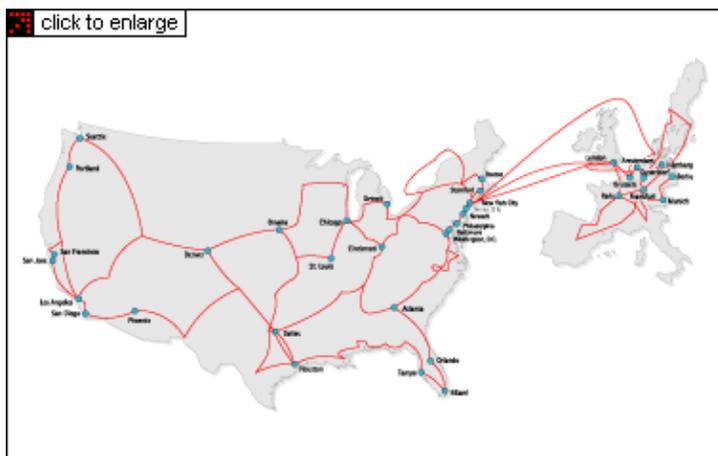


Metro Services Trusted by the Experts

(3)Link® Metro Ethernet
(3)Link® Metro Private Line
(3)Link® Metro Wavelength
(3)Link® Metro Dark Fiber

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Meeting Customer Needs

(3)Link Metro Ethernet service is uniquely designed to meet requirements for flexibility, availability, and cost savings.

Flexibility: With a broad metro footprint and comprehensive metro transport services portfolio (dark fiber, wavelength, private line, and Ethernet services), Level 3 gives customers the flexibility to choose the best solution for their needs today. And Level 3 allows customers to easily migrate between transport services as needs change. Level 3 is interconnected with key high-bandwidth sites, including more than 100 LEC COs; major peering and traffic exchange sites; key cable MSO, wireless, and ISP locations; and cable landing and teleport sites.

Customers also have the flexibility to extend their metro networks into long-haul designs (or vice-versa) using a single provider with Level 3's capability to seamlessly interconnect (3)Link Metro Ethernet service with its long-haul IP services, (3)FlexSM Ethernet service, and (3)CrossRoads[®] service.

Availability: Customers can count on Level 3 providing a highly available service with 12-month actual availability averages of 99.999% for protected services and 99.95% for unprotected services. Level 3's underlying network has physically diverse routes with no collapsed rings, as well as physically diverse laterals, entrance facilities, and risers.

Level 3 is fully committed to fiber protection and security. The company has an in-house cable protection bureau that proactively prevents risky digs. Level 3 also has implemented tight security with biometrics and photo ID access card systems in its locations.

Cost Savings: (3)Link Metro Ethernet service is designed to save money. It allows customers to leverage the cost-effectiveness of Ethernet in the LAN and MAN, and the simplicity of extending Ethernet into the MAN. The service leverages customer investment in Ethernet equipment. It also minimizes operations expenses by eliminating multi-protocol complexities of network deployment, maintenance, and management.





(3)Link Intercity Private Line

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Level 3 and the Satellite Industry Overview Brochure

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(3)Link® Intercity Private Line

Private Line Services Trusted by the Experts

Level 3's suite of private line services has a proven track record with the most sophisticated and demanding customers in the world. Some of the customers that rely on Level 3's private line services include:

- Eight of the top 10 global telecom companies
• Five of the top six wireless carriers in the U.S.
• Five of the top six cable MSOs in the U.S.
• Three of the four largest global fixed satellite operators

These expert customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team.

Revenue Generation, Control, and Cost Savings: With customer needs in mind, Level 3 designed its (3)Link Intercity Private Line service to meet key requirements for revenue generation, control, and cost savings.

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Service Overview

(3)Link Intercity Private Line service is a dedicated, point-to-point, protected service offered at DS-3, OC-3/3c, STM-1, OC-12/12c, STM4/4c, OC-48/48c, and STM16/16c rates. The service is available in North America and in Europe, as shown on the map below.



Meeting Your Needs

(3)Link Intercity Private Line service is uniquely designed to meet customers'



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revenue generation, control, and cost savings requirements:

Revenue Generation: (3)Link Intercity Private Line service provides a number of options for making money. Customers can build a private line-based transport network to support higher-layer services, such as IP, ATM, or Frame Relay. Or, they can expand their existing services into new markets. Customers can also resell Level 3's intercity private lines.

Control: (3)Link Intercity Private Line service gives customers control of the network as if it were their own. They maintain control of the end-user relationship as well as the network design. With Level 3's award-winning ONTAPSM (On-Net Transport Activation and Provisioning) system, customers can reserve capacity, configure and price circuits, and order (and provision) service. The ONTAP process ensures that on-net services are turned up within 10 days where capacity is available. This allows customers to better align their costs with their revenues.

Cost Savings: (3)Link Intercity Private Line service is designed to save money. It eliminates investments necessary to deploy and maintain a protection scheme. It reduces operations expenses required to manage an underlying fiber network. And it also cuts training costs because private lines are well-known and widely deployed.

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(3)Link Metro Private Line

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"Taking Control of Your Capacity" Webcast

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(3)Link® Metro Private Line

Part of Level 3's family of Metro Services Trusted by the Experts

Level 3's complete portfolio of metro offerings includes (3)Link Metro Dark Fiber, (3)Link Metro Wavelength, (3)Link Metro Private Line, and (3)Link Metro Ethernet services — all of which have a proven track record with the most sophisticated and demanding customers in the world. In fact, nine of the top 10 global telecom companies, nine of the top 10 consumer ISPs in the U. S., six of the top seven U.S. wireless carriers, and three of the top four global fixed satellite operators rely on Level 3's metro services.

"Our research suggests that Level 3 has begun to establish market share in the metropolitan area services. Level 3 is well-positioned to become a market leader in metro services, just as it has become a top-tier competitor in the long-haul service."

— J.P. Gownder, Senior Analyst, The Yankee Group

These customers continue to turn to Level 3 for the following reasons:

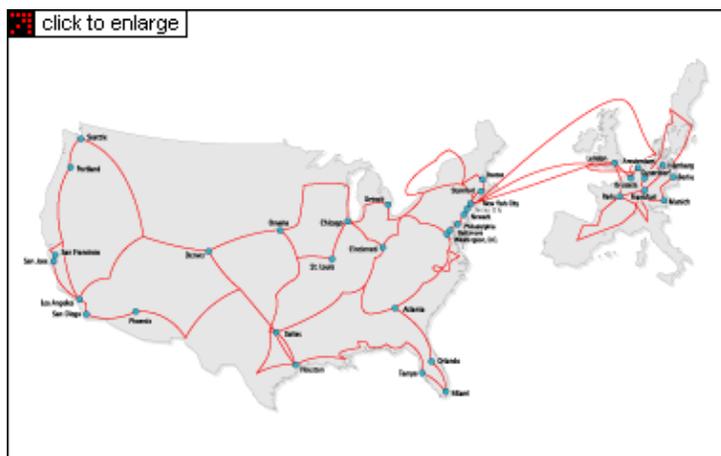
Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

Flexibility, Availability, and Cost Savings: With customer needs in mind, Level 3 designed its metro services to meet key requirements for flexibility, availability, and cost savings.

Service Overview

(3)Link Metro Private Line service is a dedicated, point-to-point, protected metro transport service offered at line rates of DS-3, OC-3, STM-1, OC-12/12c, STM-4/4c, and OC-48/48c. The service is available in 27 markets in North America and nine markets in Europe.



Where Do You Go For Metro? Level 3's Appearance in Capacity Magazine's Annual Metro Network Provider Directory Makes It Clear

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Metro Services Trusted by the Experts

(3)Link® Metro Ethernet (3)Link® Metro Private Line (3)Link® Metro Wavelength (3)Link® Metro Dark Fiber

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(3)Link Metro Private Line service is uniquely designed to meet requirements for flexibility, availability, and cost savings.

Flexibility: With a broad metro footprint and comprehensive metro transport services portfolio (dark fiber, wavelength, private line, and Ethernet services), Level 3 gives customers the flexibility to choose the best solution for their needs today. And Level 3 allows customers to easily migrate between transport services as needs change. Level 3 is interconnected with key high-bandwidth sites, including more than 100 LEC COs; major peering and traffic exchange sites; key cable MSO, wireless, and ISP locations; and cable landing and teleport sites.

Customers also have the flexibility to extend their metro networks into long-haul designs (or vice-versa) using a single provider with Level 3's capability to seamlessly interconnect (3)Link Metro Private Line service with its suite of long-haul IP and transport services.

Availability: Customers can count on Level 3 providing a highly available service with 12-month actual availability averages of 99.999% for protected services and 99.95% for unprotected services. Level 3's underlying network has physically diverse routes with no collapsed rings, as well as physically diverse laterals, entrance facilities, and risers.

Level 3 is fully committed to fiber protection and security. The company has an in-house cable protection bureau that proactively prevents risky digs. Level 3 also has implemented tight security with biometrics and photo ID access card systems in its locations.

Cost Savings: (3)Link Metro Private Line service is designed to save money. The service eliminates investments necessary to deploy and maintain a network protection scheme. It reduces operations costs for managing the physical network. And it saves money for training because private lines are well-known and widely deployed.

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(3)Hub Private Line

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(3)HubSM Private Line

Private Line Services Trusted by the Experts

Level 3's suite of private line services has a proven track record with the most sophisticated and demanding customers in the world. In fact, eight of the 10 global telecom companies, five of the top six wireless carriers in the U.S., five of the top six cable MSOs in the U.S., and three of the four largest global fixed satellite operators rely on Level 3's private line services.

These customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

Revenue Generation, Control, and Cost Savings: With customer needs in mind, Level 3 designed its (3)Hub Private Line service to meet key requirements for a customer's revenue generation, control, and cost savings.

Level 3 was also cited as one of the top primary carriers of wholesale private line, based on a survey of wholesale customers by The Yankee Group.

"In this hotly contested wholesale private line market, Level 3, in particular, has been able to attract an impressive number of marquee customers across a wide variety of buyer segments. The trend points to the increasing desire customers have of doing business with providers that have proven through the good times, and the bad times, that they can differentiate themselves on attributes other than just price."

— JP Gownder, Senior Analyst, The Yankee Group

Service Overview

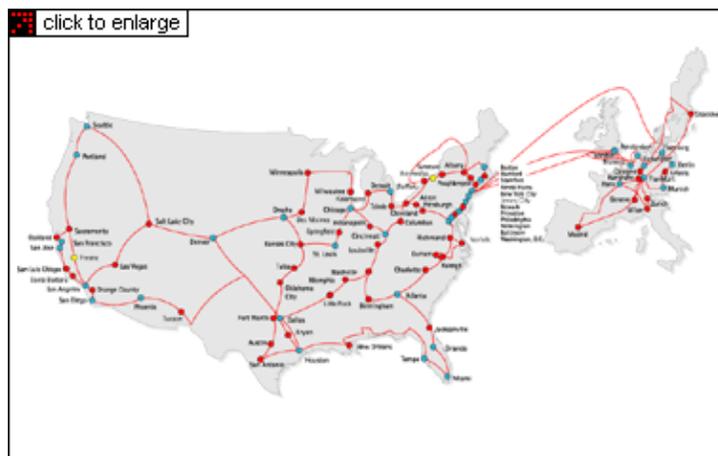
(3)Hub Private Line service is a more flexible version of traditional private lines, providing customers with dedicated, high-speed facilities for metro access or long-haul applications. Above all, (3)Hub Private Line customers can activate circuits on these facilities on an as-needed basis, only paying for the circuits when they're activated. Configured as protected or unprotected, facilities are available from DS-3 to OC-48 (DS-3 to STM-16 in Europe). The individual circuits within the facility are available from DS-1 to OC-48 (E-1 to STM-16 in Europe).



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Meeting Customer Needs

(3)Hub Private Line service is uniquely designed to meet a customer's revenue generation, control, and cost savings requirements:

Revenue Generation: (3)Hub Private Line service provides a number of options for making money. Customers can build a private line-based transport network to support higher-layer services, such as IP, ATM, or Frame Relay. Or, they can expand their existing services into new markets. (3)Hub Private Line service customers can resell Level 3's intercity private lines as well.

Control: (3)Hub Private Line service gives customers control of the network as if it were their own, primarily because they maintain control of the end-user relationship as well as the network design. Unlike traditional private line customers, (3)Hub Private Line service users don't have to accurately predict bandwidth growth. Instead, they have more control over the configuration of the facility, the mix of circuit speeds, and the timing of circuit activation.

By leveraging ONTAPSM technology, Level 3 offers a unique capability to channelize facilities on demand so that customers can quickly react to changing market demands. With these pre-established facilities, customers can guarantee access to capacity where they need it, when they need it.

Cost Savings: (3)Hub Private Line service's pay-as-you-grow, success-based model inherently saves customers money, allowing them to better align costs with revenues. The service also eliminates the capital expense associated with low-speed electrical interfaces.

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(3)Link Unprotected Private Line

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(3)Link® Unprotected Private Line

The Private Line Services Trusted by the Experts

Level 3's suite of private line services has a proven track record with the most sophisticated and demanding customers in the world. Some of the customers that rely on Level 3's private line services include:

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- Five of the top six wireless carriers in the U.S.
- Five of the top six cable MSOs in the U.S.
- Three of the four largest global fixed satellite operators

These expert customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

□ □ □ TOP

Revenue Generation, Control, and Cost Savings: With customer needs in mind, Level 3 designed its (3)Link Unprotected Private Line service to meet key requirements for revenue generation, control, and cost savings.

Level 3 was cited as one of the top primary carriers of wholesale private line services, based on a survey of customers by The Yankee Group. "In this hotly contested wholesale private line market, Level 3, in particular, has been able to attract an impressive number of marquee customers across a wide variety of buyer segments. The trend points to the increasing desire customers have of doing business with providers that have proven through the good times, and the bad times, that they can differentiate themselves on attributes other than just price."

— JP Gownder, Senior Analyst, The Yankee Group

Service Overview

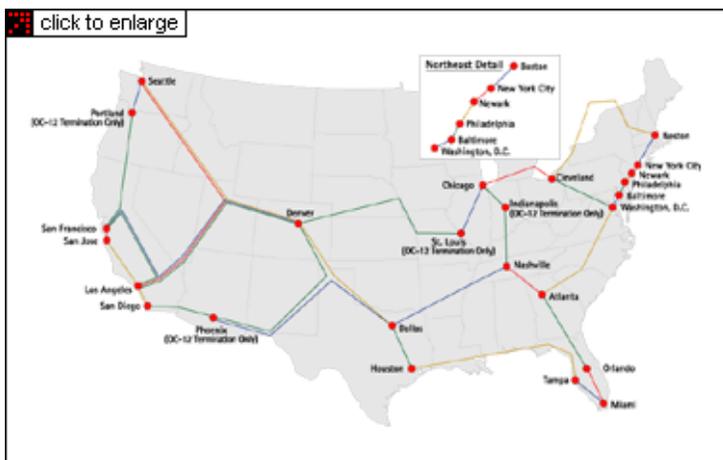
(3)Link Unprotected Private Line service is a dedicated, point-to-point, unprotected offering available at OC-3c, STM-1, OC-12c, and STM-4c rates. The service is available in North America and in Europe.



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Direct Routes

(3)Link Unprotected Private Line service lets customers cost-effectively add capacity or create protection for their existing transport network. They can choose direct routes in North America and Europe as illustrated for North America above.

Meeting Customer Needs

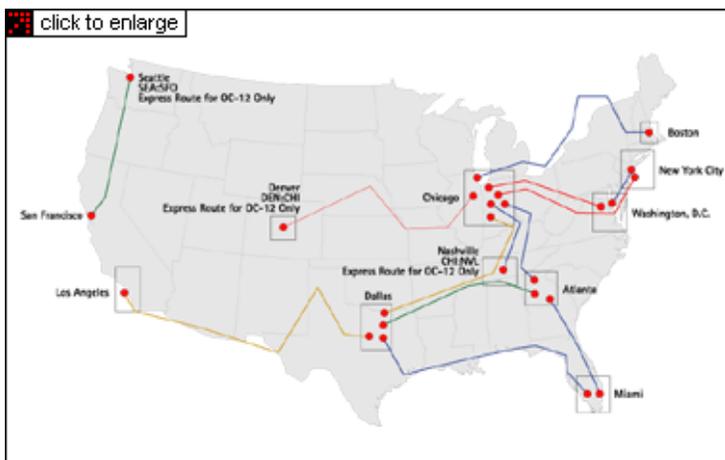
(3)Link Unprotected Private Line service is uniquely designed to meet requirements for revenue generation, control, and cost savings.

Revenue Generation: (3)Link Unprotected Private Line service supports multiple business models by enabling a range of functions for customers who want to build a private line-based transport network to support their higher layer services, such as IP, Frame Relay, ATM, and content distribution. Customers can also expand services into new markets, or they can resell Level 3's intercity private line service.

Control: (3)Link Unprotected Private Line service gives customers control of the network as if it were their own. They maintain control of the end-user relationship as well as the network design. With Level 3's award-winning ONTAPSM (On-net Transport Activation and Provisioning) system, customers can reserve capacity, configure and price circuits, and order (and provision) service. The ONTAP process ensures that on-net services are turned up within 10 days where capacity is available. This allows customers to better align their costs with their revenues.

Also, the service gives customers control over their protection scheme by using a combination of diversely routed, unprotected intercity private lines. Level 3 understands that a protection scheme is only as effective as the underlying network diversity. Therefore, Level 3 provides physical diversity at all levels — the long-haul, metro networks, laterals, entrance facilities, and risers. The Level 3 Network has no collapsed rings and no spurs.

Cost Savings: (3)Link Unprotected Private Line service is designed to save money. It allows customers to design a protection scheme to maximize the efficiency of their networks. It reduces operations expenses required to manage an underlying fiber network. And it also cuts training costs because private lines are well-known and widely deployed.



Express Routes

(3)Link Unprotected Private Line service lets customers cost-effectively add capacity or create protection for their existing transport network. They can choose express routes in North America and Europe, as illustrated for North America above.

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(3)Link Intercity Wavelength

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[\(3\)Link Intercity](#)

[Wavelength Service Overview Brochure](#)

[Why Level 3 for Your Long-Haul Network? e-collateral Companion Piece](#)

["Taking Control of Your Capacity" Webcast](#)

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(3)Link® Intercity Wavelength

The Wavelength Service Trusted by the Experts

Level 3's (3)Link Intercity Wavelength service has a proven track record with the most sophisticated and demanding customers in the world. In fact, three of the four largest telecom companies in the world, four of the top six cable MSOs in the U.S., and two of the top three consumer ISPs in the U.S. rely on this service.

These customers continue to turn to Level 3 for the following reasons:

Stable and Reliable Partner: Level 3, a Fortune 500 company, has proven to be a financially stable company for the long term. Level 3's partnership commitment to its customers is at the core of its strategy. Level 3's success relies on the success of its customers.

Customer- and Solutions-Focused: Level 3's partnership commitment is reinforced in its customer- and solutions-focused organizations. In addition to mobilizing dedicated account teams that understand customer businesses, the company offers an unmatched level of design collaboration with customers through its world-class design team, which consists of dedicated Sales Engineers and a Network Architecture team. Responsible for the design of Level 3's own network, the Network Architecture team has worked with customers to help design some of the most sophisticated networks in the world.

Flexibility, Control, and Cost Savings: With customer needs in mind, Level 3 designed its (3)Link Intercity Wavelength service and wavelength-based solutions to meet key requirements for flexibility, control, and cost savings.

Service Overview

The (3)Link Intercity Wavelength offering is an optical, point-to-point, unprotected service at 2.5 Gbps or 10 Gbps. Customers can use several access options, including (3)Link Dark Fiber or (3)Link Metro Wavelength services. (3)Link Intercity Wavelength service is available in North America and in Europe.



Meeting Customer Needs

(3)Link Intercity Wavelength service is uniquely designed to meet requirements for flexibility, control, and cost savings.

Flexibility: With a broad network footprint and comprehensive transport



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services portfolio (dark fiber, wavelength, private line, and Ethernet services), Level 3 gives customers the flexibility to choose the best solution for their needs today. And Level 3 allows customers to easily migrate between transport services as needs change. Level 3's portability terms allow customers to upgrade (e.g., from 2.5 Gbps to 10 Gbps) and replace wavelength services without contractual penalties. Short-term annual and long-term, pre-paid IRU lease options also give customers the flexibility to meet their budgets. Finally, the (3)Link Intercity Wavelength solution enables customers to launch new services quickly.

Control: (3)Link Intercity Wavelength service inherently allows customers to maintain control of their network, particularly the mix of traffic supported and the protection scheme. Customers determine the types of traffic to support, based on the equipment they choose to deploy. Customers maintain control over the design of the protection scheme using a combination of diversely routed unprotected intercity wavelengths.

Level 3 understands that a protection scheme is only as effective as the underlying network diversity. Therefore, Level 3 provides complete physical diversity — in the long-haul, in metro areas, and down to constructed laterals, entrance facilities, and risers. The network has no collapsed rings and no intercity spurs.

Cost Savings: Unlike the potential oversupply of bandwidth with a dark fiber solution, (3)Link Intercity Wavelength service allows customers to buy only the bandwidth they need. The service eliminates up-front capital investment for equipment to light a dark fiber network, as well as the operating expenses for the underlying fiber network. Finally, (3)Link Intercity Wavelength service saves the unnecessary cost of built-in protection for customers who want to manage their own protection or don't need protection.

(3)Link Intercity Wavelength Service Coverage

In North America, customers can connect 62 cities using 74 combinable segments. In Europe, customers can use 10 combinable segments to connect between nine cities.





(3)Link Metro Wavelength

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Internet & Data Services

Transport Services

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 [\(3\)Link Metro Wavelength Service Overview Brochure](#)

 [\(3\)Link Metro Family of Services Overview Brochure](#)

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(3)Link® Metro Wavelength

Part of Level 3's Family of Metro Services Trusted by the Experts

Level 3's complete portfolio of metro offerings includes (3)Link Metro Dark Fiber, (3)Link Metro Wavelength, (3)Link Metro Private Line, and (3)Link Metro Ethernet services — all of which have a proven track record with the most sophisticated and demanding customers in the world. In fact, nine of the top 10 global telecom companies, nine of the top 10 consumer ISPs in the U.S., six of the top seven U.S. wireless carriers, and three of the top four global fixed satellite operators rely on Level 3's metro services.

"Our research suggests that Level 3 has begun to establish market share in the metropolitan area services. Level 3 is well-positioned to become a market leader in metro services, just as it has become a top-tier competitor in the long-haul service."

— J.P. Gownder, Senior Analyst, The Yankee Group

These customers continue to turn to Level 3 for the following reasons:

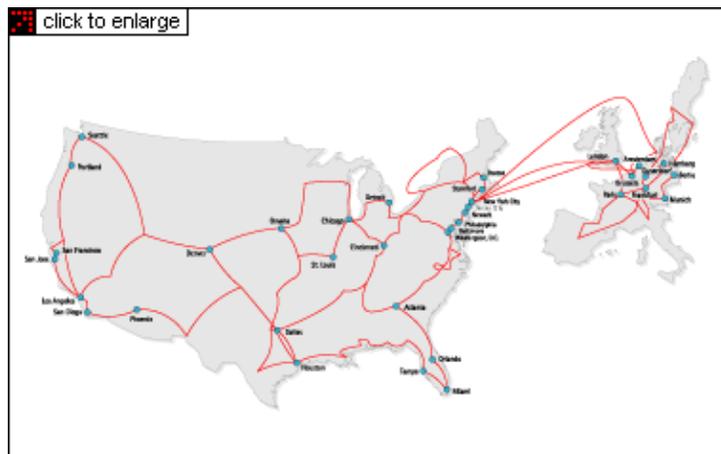
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Flexibility, Availability, and Cost Savings: With customer needs in mind, Level 3 designed its metro services to meet key requirements for flexibility, availability, and cost savings.

Service Overview

(3)Link Metro Wavelength service is an optical, point-to-point, metro transport offering available at 2.5 Gbps or 10 Gbps. Configured as unprotected or protected, the service is available in 27 markets in North America and nine markets in Europe.



Where Do You Go For Metro?
Level 3's Appearance in Capacity Magazine's Annual Metro Network Provider Directory Makes It Clear

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Metro Services Trusted by the Experts

(3)Link® Metro Ethernet
(3)Link® Metro Private Line
(3)Link® Metro Wavelength
(3)Link® Metro Dark Fiber

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[Click here](#) to view the metro buildings list.

Meeting Customer Needs

(3)Link Metro Wavelength service is uniquely designed to meet requirements for flexibility, availability, and cost savings.

Flexibility: With a broad metro footprint and comprehensive metro transport services portfolio (dark fiber, wavelength, private line, and Ethernet services), Level 3 gives customers the flexibility to choose the best solution for their needs today. And Level 3 allows customers to easily migrate between transport services as needs change. Level 3 is interconnected with key high-bandwidth sites, including more than 100 LEC COs; major peering and traffic exchange sites; key cable MSO, wireless, and ISP locations; and cable landing and teleport sites.

Customers also have the flexibility to extend their metro networks into long-haul designs (or vice-versa) using a single provider with Level 3's capability to seamlessly interconnect (3)Link Metro Wavelength with (3)Link Intercity Wavelength services.

Availability: Customers can count on Level 3 providing a highly available service with 12-month actual availability averages of 99.999% for protected services and 99.95% for unprotected services. Level 3's underlying network has physically diverse routes with no collapsed rings, as well as physically diverse laterals, entrance facilities, and risers.

Level 3 is fully committed to fiber protection and security. The company has an in-house cable protection bureau that proactively prevents risky digs. Last year, the team processed more than 1.2 million cable locate requests and dispatched field technicians more than 115,000 times. Level 3 also has implemented tight security with biometrics and photo ID access card systems in its locations.

Cost Savings: Unlike the potential oversupply of bandwidth with a dark fiber solution, (3)Link Metro Wavelength service allows customers to buy only the bandwidth they need. It saves customers the time and money required for testing, evaluating, and implementing equipment to light the network. It also reduces the up-front capital investment for this equipment, and operations costs for managing a fiber infrastructure.

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Transoceanic Services

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[Transatlantic Services Overview Brochure](#)

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Transoceanic Services

With Level 3's advanced transoceanic telecommunications platform, you can use a secure channel to transport high volumes of voice, video, or data between multiple locations in North America and Europe. Whether you choose (3)Link[®] Private Line or (3)Link Intercity Wavelength service, you can easily migrate to higher capacity as your network requirements evolve. Level 3 provides greater protection because the company owns and operates its terrestrial and submarine networks.

Transatlantic Services

Level 3's connection between Europe and the United States is comprised of two transatlantic cables that form a self-healing ring. Level 3 owns and operates the cable system called "Yellow," which is configured to operate with capacity that Level 3 owns on an additional cable system. The Level 3 transatlantic network has full path redundancy on the submarine and terrestrial backhaul networks, as well as diverse landing points for the cables (Bellport and Brookhaven in New York, and Bude and White Sands in the United Kingdom).

Customers can purchase Level 3's transatlantic (3)Link Private Line, (3)Link Unprotected Private Line, and (3)Link Intercity Wavelength services between any two Level 3 Gateways in Europe and the United States.



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(3)Center Colocation

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[\(3\)Center Colocation Service Overview Brochure](#)



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(3)Center® Colocation

(3)Center Colocation — The ideal networking environment for your mission-critical equipment. Take an [interactive tour](#) of a Level 3 Gateway facility.

Freedom to Connect from the Network Leader



Level 3 offers customers the unique combination of both carrier-neutrality and our own broadband international network. This approach empowers both your networking and colocation worlds simultaneously. You have the freedom to choose any carrier, and you have the power that comes with having a Tier 1 network integrally docked at the doorstep of your colocation space. Best yet, Level 3 brings the network and colocation worlds together by helping you design an integrated colocation solution.

Freedom to Choose Any Network

Level 3 provides a colocation environment where customers have the freedom to network on their terms, not ours. Our 41 largest facilities — our “Gateways” — offer connectivity to an average of eight telecommunications carriers just a Cross Connect away. Cross Connects are provisioned using Level 3’s proprietary ONTAPSM system, which frequently results in installation times as short as one day.

State-of-the-Art and Secure

Every (3)Center Colocation facility boasts premium space built according to uniform environmental and security standards.

- Security: Multi-layer security control procedures, biometric palm readers, and 24 x 7 closed-circuit video and alarm monitoring
- Power: Uninterruptible redundant AC and DC power solutions that are flexible and upgradeable — meeting all types of customer needs
- Cooling: HVAC redundant design with air distribution under raised flooring for maximum temperature control
- Fire Suppression: Smoke detection system above and below raised floor; double-interlock, pre-action, dry-pipe fire suppression
- Overhead Cable Management and Ladder Racking: Provides easy access to all cabling while deterring obstructions from under the raised flooring

The Power of Being Integral to the Level 3 Network

Because our data centers form a critical part of Level 3’s infrastructure, our colocation customers can easily add connectivity options to their space without looking to a separate provider. At our Gateways, you can choose from a full suite of Level 3 connectivity options:

- IP
- Metro and (3)FlexSM Ethernet
- Metro and Intercity Dark fiber
- Metro and Intercity Wavelength



Interactive Tour of Level 3’s Facilities

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Metro and Intercity Private Line

If you appreciate being close to the source, there's no better choice. All the services mentioned above ride an infrastructure built from the ground up by Level 3.

Rapid Response

When you call with a problem, Level 3 solves it fast. There's no head-scratching going on while a technician attempts to transfer your service call to the operators of the suspect network. Level 3 solely owns and operates its own unified metro and intercity network infrastructure.

Level 3 provides numerous hands-on support options through our (3)TechSM service, which is available around the clock in every facility. A paid-by-the-hour service, (3)Tech takes advantage of Level 3's world-class field service organization to satisfy your installation and maintenance requirements.



Industry-Leading Coverage

Level 3 operates more than 70 data centers across the U.S. and Europe. Forty-one of these facilities are IP-enabled Level 3 Gateways that give you a choice of cabinets or suites, custom or pre-built configurations, AC or DC power, and the whole gamut of Level 3 networking services.

The remaining sites — our Synergy sites — offer carrier-grade DC power, Private Line, Ethernet, Dark Fiber, and Wavelength services.

Our broad footprint of consistently designed quality facilities virtually eliminates the hassle of trying to find another vendor as your needs evolve and grow.

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(3)Link Dark Fiber

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Related Links and Materials:



(3)Link Dark Fiber Service Overview Brochure



(3)Link Metro Family of Services Overview Brochure



(3)Link Dark Fiber Off-Net Lateral Service Overview Brochure

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(3)Link® Dark Fiber



More Than Just Fiber

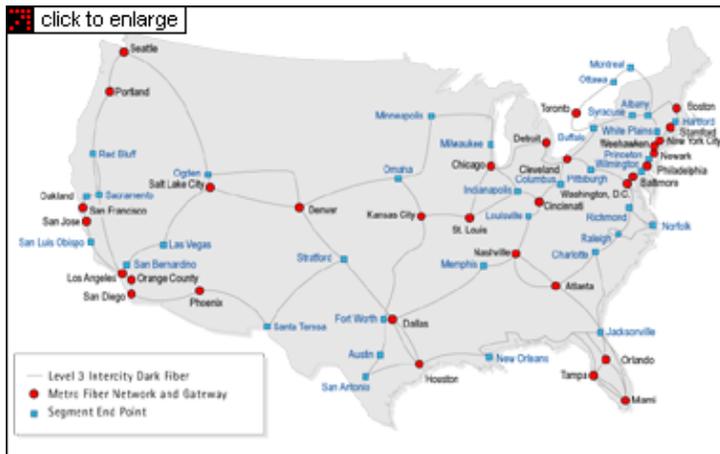
At Level 3, dark fiber is not a commodity. Our (3) Link Dark Fiber service gives you precise and powerful interaction of your fiber network. We offer you more than just the fiber.

A Total Solution

Level 3 is the only provider complementing its intercity fiber with extensive metro fiber. The result is a true end-to-end fiber solution from one provider.

North American Metro and Intercity Dark Fiber Network

- Approximately 19,400 intercity route miles in North America
- 33 metro fiber markets
- Network traverses more than 150 cities
- Diverse with no single points of failure
- Multi-conduit (10–12), high-fiber-count infrastructure
- 4,000 route miles of metro fiber
- Ability to access more than 550 on-net buildings
- Convenient and easy interconnection options



TOP

European Dark Fiber Network

- Approximately 3,600-route-mile Pan-European Network
- 9 metro fiber markets
- Segments traverse 60 European cities
- 6-12 conduits on each European intercity route
- Network comprised of 37 loops
- Diverse with no single points of failure
- Access to more than 90 strategic "On-Net" buildings



Where Do You Go For Metro?

Level 3's Appearance in Capacity Magazine's Annual Metro Network Provider Directory Makes It Clear

Click here for details



Metro Services Trusted by the Experts

- (3)Link® Metro Ethernet
- (3)Link® Metro Private Line
- (3)Link® Metro Wavelength
- (3)Link® Metro Dark Fiber

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Beyond the Fiber Itself

SLA-Backed Operations and Maintenance

On average Level 3 processes more than one million cable-locate requests and dispatches our technicians to "mark the route" to prevent cable cuts. One of the reasons we protect our cables so thoroughly is that our own lit services are riding on them. Level 3 offers industry-leading reliability including:

- Intercity network service-affecting events at 1/4th industry average
- Metro network service-affecting events at 1/7th industry average
- Mean Time to Restore (MTTR) 50% better than industry average

We back our capabilities by offering customers Service Level Credits for our MTTR commitments. If a fiber cut is not repaired within 12 hours, you will receive a 1% credit off your monthly operations and maintenance for the affected segment or loop for each hour over 12 hours (capped at the monthly amount for the affected segment or loop).

ONMAPSM

Level 3 provides customers with online, accurate "as built" diagrams with visibility down to the manhole through our Online Network Mapping and Planning interface (ONMAP). With this unique tool, you don't have to wait for a field survey every time you have a network planning change. The ONMAP capability provides accurate transparency to our entire fiber inventory.

Unmatched Off-Net Lateral Construction

Experience and Expertise

Through the management of construction of our network and more than 650+ laterals, Level 3 is an undisputed expert in off-net lateral construction.

Accurate Estimates and Timing Backed by SLAs

Level 3's experience, combined with our network transparency, allows us to accurately estimate builds. In 2003, Level 3 delivered 200 customer construction orders with an on-time delivery rate greater than 95%. We back this expertise with three guarantees:

1. Level 3 commits to on-time delivery of on-net service. In the event of a late delivery, we offer credits starting immediately after the Customer Commitment Date (CCD) is missed. The credit is calculated at 1% of the value of the IRU for each 15 days late,

capped at 5% of the IRU value.

2. Level 3 commits to on-time delivery of off-net lateral builds. In the event of a late delivery, we offer credits starting 60 days after a Customer Commitment Date (CCD) is missed. The credit is calculated at 1% of the value of the build for each 30 days late, capped at 3% of the build value.

3. Level 3 offers a firm fixed price for all projects under \$200,000.

These guarantees mean that with Level 3, you can more easily budget and plan for your networking needs.

Best-In-Class Service

All (3)Link Dark Fiber customers receive:

- A program manager to be your single point of contact to coordinate, budget, and deliver your solution
- Dedicated field personnel in 35 markets, with local expertise for managing contractors and municipality permits for you
- 24 x 7 security-monitored Gateway facilities
- (3)TechSM field technical services, which let you dispatch Level 3 technicians at any colocation or running line site

Perhaps Level 3's commitment to delivering more than just the fiber lies at the heart of why seven of the 10 world's largest telecommunications companies use (3)Link Dark Fiber services.





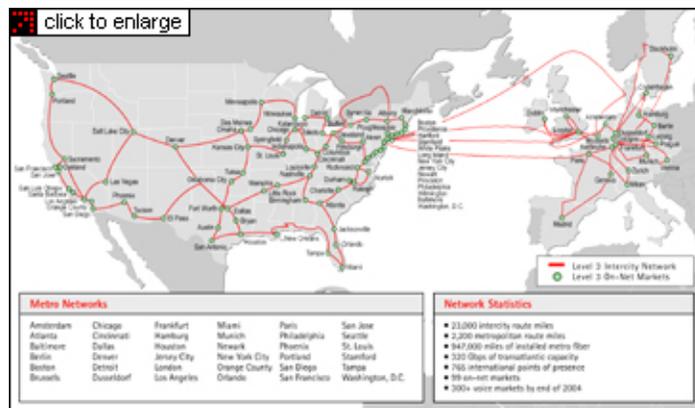
The Level 3 Network

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- » **Services**
- » **Markets**
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- » **Transatlantic Capacity**
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The Level 3 Network

Completed 2001, the Level 3 Network today operates as one of the world's newest and most advanced telecommunications platforms.

The network spans 23,000 intercity route miles and delivers services to customers in major markets across the United States and Europe. It serves a substantial number of the world's largest and most sophisticated communications companies, including inter-exchange carriers, local phone companies, European PTTs, cable operators, ISPs, wireless companies, content providers, and media and entertainment companies.



The Level 3 Network was the first international network in the world built to be continuously upgradeable and fully optimized for Internet Protocol. Because the network was constructed with multiple conduits, Level 3 can deploy new generations of optical fiber and equipment far more quickly and economically than its competitors – a critical capability in an era of rapid technological change.

The Smithsonian Institution has recognized the Level 3 Network as an important component of the ongoing revolution in communications and information technology. In April 2000, the Smithsonian cited Level 3 as a Computerworld Laureate for its historic achievement in creating a new kind of network infrastructure. The Smithsonian noted that Level 3 is changing communications at a fundamental level – and “helping to stimulate the biggest change in communications technology in 100 years.”

[U.S. Network](#) [European Network](#) [Transatlantic Network](#)

[IP Backbone](#) [Private Line & Data Services](#)



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Simplify Your Life

Lightship simplifies your business life by simplifying telecommunications. You get reliable and cost-effective Internet, voice and data services, all from one customer-focused company.



VOICE Local phone service. Long distance. Conference calling. Voice mail. Calling cards. Dynamic bandwidth allocation.



DATA High speed dedicated bandwidth. Wide Area Networks. Frame Relay. Managed modem ports. Dynamic bandwidth allocation.



INTERNET High speed dedicated Internet access. Web hosting. Email hosting. Webmail. Email. Domain hosting. Router management.



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Voice Services

The New England-wide voice coverage of Lightship Telecom is available as Lightship Direct or Lightship Business Plus.

- **Lightship Direct** transmits voice service via the facilities-based proprietary switching network of Lightship Telecom, deployed in over 55 major metropolitan areas in four states.

Lightship Direct implements a dedicated T-1 circuit to provide your organization with voice service. If desired, Lightship will also deliver Internet and data services via this T-1 connection.

[Click here to download the Voice Services User Guide.](#)

- **Lightship Business Plus** delivers voice service over the network of Verizon with full support from Lightship Installation, Customer Service and Repair.

Virtually wherever you are in Maine, Massachusetts, New Hampshire, Rhode Island and Vermont, Lightship provides you with reliable voice services. Lightship will connect to your existing telecommunications equipment, or you may choose Centrex service, which acts as a phone system (but you don't have to buy the equipment).

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Data Services

The data services of Lightship Telecom create a tremendous new efficiency for your organization. With [Frame Relay](#) technology or a [Point-to-Point](#) connection (also known as Private Line), your organization will enjoy a [Wide Area Network \(WAN\)](#). This allows separate facilities to act as if they were all in the same building.

With [Lightship Advantage](#), you are also able to receive dynamic bandwidth allocation: the voice channels of your T-1 circuit can be used for data transmission.

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Internet Services

The high speed Internet services of Lightship Telecom allow ultimate flexibility. You can revise your services as your needs change -- whether for Internet access, email, hosting and other Internet related services.

- Lightship's Internet services include speeds that meet your business needs, from [dial-up access](#) through high speed Internet access.
- You can choose from basic and web-based [Email service](#) as well as website, FTP and domain name [hosting](#).
- With [Lightship Advantage](#), you are able to receive dynamic bandwidth allocation: the voice channels of your T-1 circuit can be used for Internet and data transmission.

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Co-Location

Lightship offers Co-Location services to customers including Internet Service Providers, web hosting companies, and any business requiring offsite data storage as well as disaster recovery capabilities.

- Guaranteed Power Plan:
 - DC Power
 - Uninterrupted Power Supply (UPS)
 - Backup diesel generator
- Fire Suppression Facilities
- Building Security
- 7 x 24 Video Monitoring
- Climate Control

➔ Contact us at 877-LIT-SHIP (548-7447) or email us at info@lightship.com

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Service Network

- Overview
- Service Network**
- Lightship Cares Program
- Telecom Made Easy
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- Corporate Literature
- News & Events
- Management
- Office Locations
- Sales Partners
- Technology Partners
- Legal Policies
- Contact Us

Service Network

Lightship reaches virtually every city and town in New England with [Voice](#), [Internet](#) and [Data](#) services including [Dynamic Bandwidth Allocation](#). Our state-of-the-art digital switching network features Class 5 Nortel telephone switches and Lucent CBX-500 ATM/Frame Relay data switches.

This network includes nearly seventy co-locations across Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. These network points allow Lightship to provide reliable and flexible communications solutions. Your Lightship connectivity can be configured to include most any combination of voice, Internet and/or data services.

It's easy to get reliable Lightship service and save money. Simply tell us what services you use, and where your business is located. We'll do the rest!



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our network

about us
our market

> our network

LightSpeed's network runs throughout Manhattan connecting five of New York's premier carrier hotels with enterprise buildings. LightSpeed customers enjoy secure, dedicated pathways that allow them access to over 100 service providers and carriers. With dark fiber from LightSpeed you can choose your partners and vendors to make your network and your business run more efficiently.

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product

LightSpeed offers high quality, carrier neutral, dark fiber connectivity through short, mid and long term lease arrangements. Our fiber optic backbone cables typically have a minimum of 864 strands of both Corning Single Mode and Corning MetroCor® fiber. With secure, dedicated, dark fiber from LightSpeed, our customers can upgrade their networks as their bandwidth needs increase without incurring additional transport costs.

Through LightSpeed, our customers can directly connect to over one hundred service providers, establish a presence in one or more of New York's largest carrier hotels and deploy private networks. We can assist with the design, implementation and management of your networks as well as helping to establish relationships with service providers and customers. At LightSpeed, we know New York and can get you connected fast.

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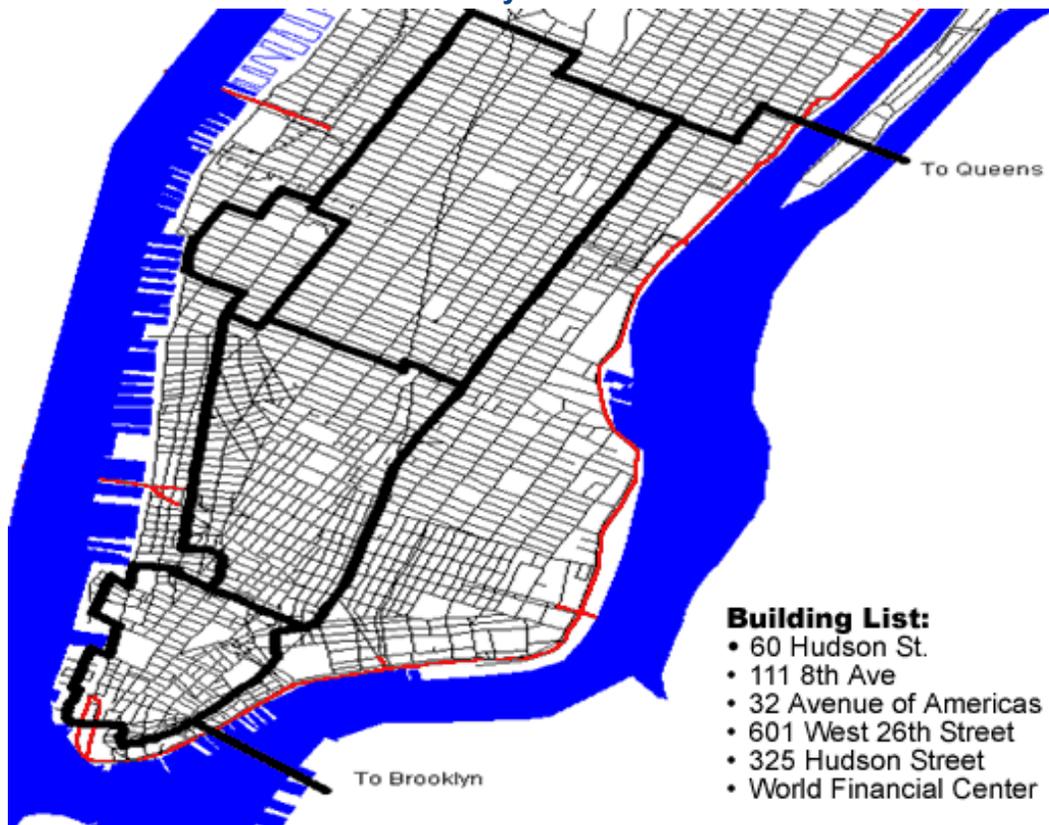
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network maps

New York City Route Structure



- Building List:**
- 60 Hudson St.
 - 111 8th Ave
 - 32 Avenue of Americas
 - 601 West 26th Street
 - 325 Hudson Street
 - World Financial Center

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about us

[>](#) **about us**
our market
our network

LightSpeed is a provider of advanced, fiber optic telecommunications infrastructure. Our roots are in the construction business enabling us to build in "last mile" zones that are too costly or too difficult for our competition. Since being granted a franchise by the City of New York in the year 2000, LightSpeed has become a preferred partner to Manhattan's service providers and enterprises. We connect to five of New York's premier carrier hotels including 60 Hudson Street, 111 Eighth Avenue, 32 Avenue of the Americas, 325 Hudson Street and 601 West 26th Street.

LightSpeed is viewed by metropolitan businesses as an economical and flexible solution over traditional metered services. We offer secure, high quality, dedicated fiber connectivity that is "carrier neutral" on short through long term lease arrangements. Once connected with our dark fiber, LightSpeed's customers can add as much capacity as they need without increasing transport costs.

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home

LightSpeed Fiber Network is one of the leading fiber optic infrastructure providers in New York City today. LightSpeed offers a dedicated, secure, carrier-neutral infrastructure to customers that want a presence in New York's largest carrier hotels or are deploying metropolitan area networks.

At LightSpeed our customers come first. We understand your needs and will make every effort to ensure that you are satisfied with our service. We will work with you to find the best solution for your network including design, installation and management. Count on LightSpeed to assist you with finding the right relationships and partners in the telecom and service provider communities.

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our market

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our network

LightSpeed provides carrier neutral, fiber optic telecommunications infrastructure for enterprises and service providers in Manhattan. Our "last mile" network provides secure pathways that are used for access and transport. We connect to New York's largest carrier hotels where our customers can reach over one hundred of the world's premier carriers and service providers.

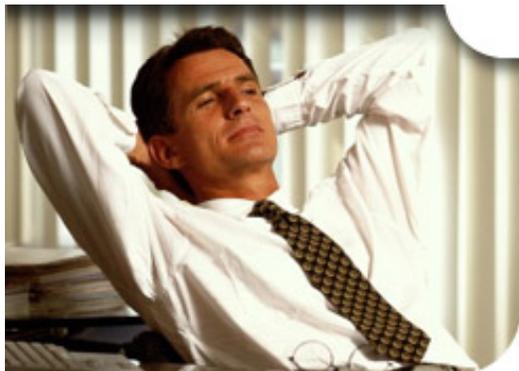
LightSpeed offers dedicated connectivity for businesses that have substantial real estate positions, significant network requirements and thousands of employees. Light Speed can help facilitate the relationships required for interconnection, peering, collaboration and the buying and selling of services.

LightSpeed's dark fiber customers include international carriers, Internet service providers, content providers, application service providers, data storage companies, enterprises, government, universities and hospitals.

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Products and Services

What to Expect

Moving?

Monthly LOGIX Invoice

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[Summary of Charges](#)

How Are We Doing?

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Overview

Mission and History

Leadership Team

PEOPLE!

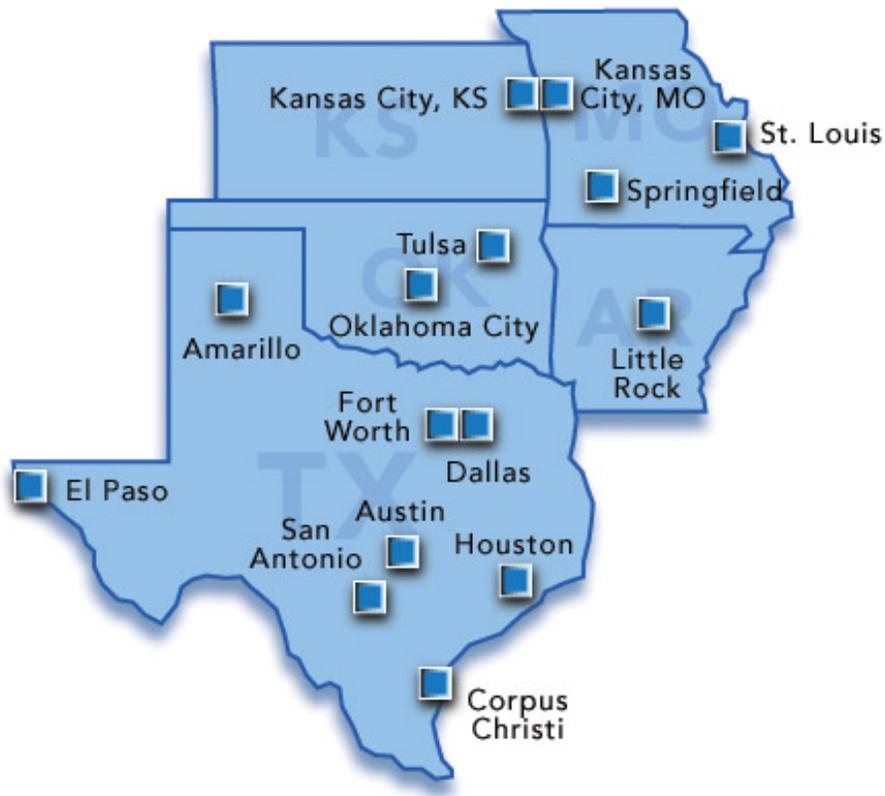
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SMART Building

Service Areas

Local LOGIX Offices

LOGIX Service Areas





Products/Services

Lit Bandwidth FastGLASS EtherGLASS WaveGLASS

Looking Glass offers the full spectrum of lit bandwidth, dark fiber and collocation options as well as customized facility design and construction-our services are delivered rapidly and priced attractively. Our strategy of owning and operating flexible, scalable networks gives us the advantage of building and connecting where we want, when we want to best meet the needs of our customers.

Dark Fiber

Lit Bandwidth

- Consistent rapid provisioning times
- Extensive menu of services
- Vast connectivity with build-out capability
- Unparalleled scalability and flexibility
- Simple migration to higher speed
- Physical diversity from other fiber providers

Dark Fiber

- Virtually unlimited capacity
- Flexibility to extend networks to meet your specific needs
- Physically diverse from other fiber providers
- Redundant ring topology connected to major data aggregation locations
- Support for all applications and technologies
- Your choice of access options

Collocation

- Carrier-neutral facilities
- Convenient access to our superior network and services
- Instantly available high-capacity infrastructure that allows you to focus on your core business

Collocation

Design and Construction

Design and Construction

- Network architecture and systems integration
- Complete network design and space planning
- Equipment analysis and selection
- Construction, installation and environmental permitting
- Site surveys and route acquisition
- Contractor selection and construction management
- Infrastructure engineering and installation
- Complete power system design
- Emergency backup systems
- Turn up and testing
- Project documentation

CentraGLASS

[Company Brochure](#)

Network Map

Architecture

NOCC

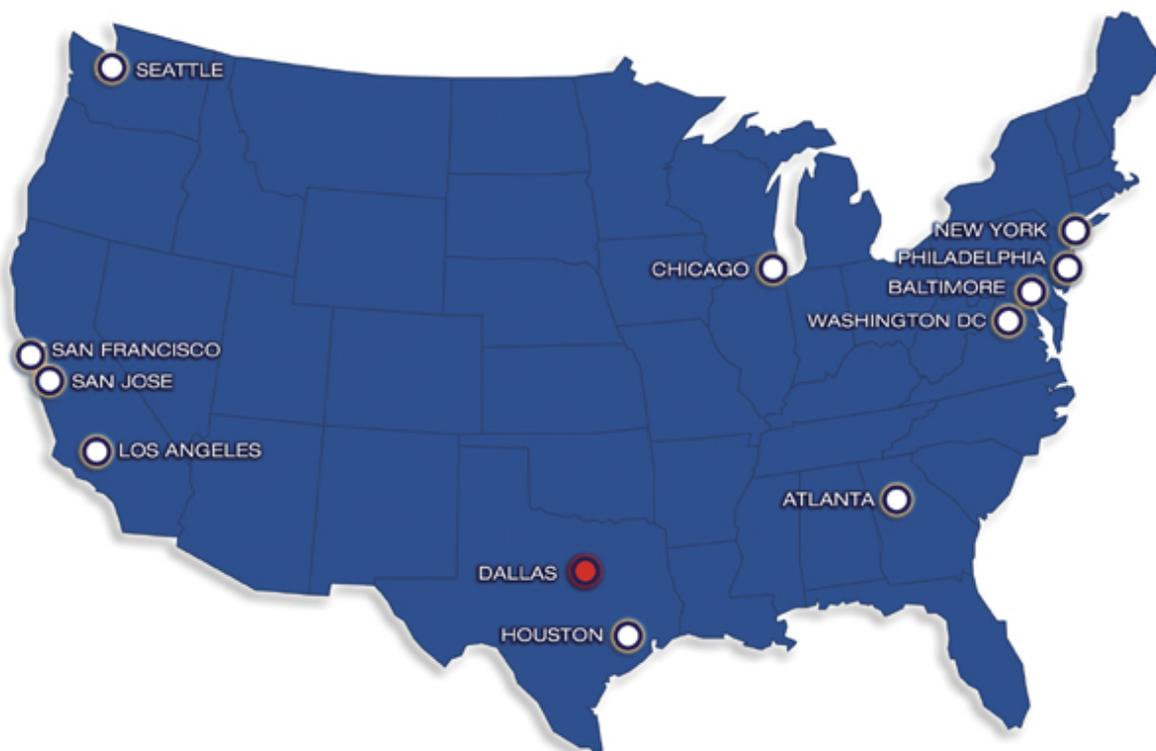
Real Estate

[Company Brochure](#) PDF

Driving Results from Start to Finish

We are providing breakthrough, fast-track solutions in the top U.S. metropolitan areas listed below.

To find a current list of buildings available in your area, roll your mouse over the market in which you are interested.



Free from the constraints of legacy systems, Looking Glass builds metro optical networks, which deliver immediate and lasting results. Because we own and control all aspects of our networks, we have the greatest flexibility to meet the requirements of carrier and enterprise customers, keeping them moving at the speed they need.

Safe At Any Speed

Our self-healing networks mean fewer service disruptions and greater network reliability — with annual transmission availability of up to 99.999 percent. With an all-optical network based on next-generation SONET/SDH technologies, our networks are capable of 50 millisecond recovery from failures such as fiber optic cable cuts. All backbone fiber is diversely routed and path protected. Looking Glass' Network Operation Control Center (NOCC) monitors and maintains our networks 24x7.

Solutions In The Fast Lane

We are providing breakthrough, fast-track solutions where the need is greatest — in the top U.S. metropolitan areas. We are initially connecting to key data aggregation buildings in Atlanta, Baltimore, Chicago, Dallas, Houston, Los Angeles, New York/Northern New Jersey, Philadelphia, San Francisco, San Jose, Seattle and Washington D.C./Northern Virginia.

How Do You Benefit?

Every aspect of Looking Glass' operation is designed to provide the highest value to you, now and in the future.

- We deliver the broadest possible range of SONET, Ethernet and Wavelength services.
- Our redundant optical networks connect major data aggregation locations, ensuring access to the services you require.
- Our networks offer physical diversity from other fiber providers.
- We can build to the locations of your choice to meet your specific connectivity needs.
- Turnkey solutions for fiber optic facility design and construction.

- Our network nodes have the space and power to support physical collocation.
- Our Operational Support Systems ensure capacity and configuration availability, support rapid service delivery intervals, and provide Web-based access to everything from service ordering through fulfillment.
- Whenever you have questions and concerns, you get help directly from an experienced and knowledgeable Looking Glass customer care specialist, 24x7.



SERVICES

NETWORK

WHY CENTRAGLASS?

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NEWS

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Welcome to CentraGLASS

CentraGLASSSM services from Looking Glass Networks are cost-effective solutions for web hosting, gaming, application services, content distribution and storage applications in a neutral business environment with numerous connectivity options. Our facilities are carrier-class data centers, with your choice of Tier 1 Internet providers, and virtual cross connects to any other customer. The data centers are nationwide, in eight of the largest US markets, and they come with an "easy-to-do-business-with" attitude. We can offer customers flexible packages tailored to individual requirements including access to all major carrier and data centers in that city. All CentraGlass customers have access to Looking Glass' dense fiber networks that were constructed and are maintained by Looking Glass personnel.

"I made the move to the Looking Glass' data centers because they could give me what I needed in all the markets I am in. They were also extremely flexible in what they could do and customized each location to address what I needed in space, power, bandwidth, latency, and support. I cannot express how important it is for a small, rapidly growing company like UGS to have partners like Looking Glass that are so responsive."

-Ronnie Cook, [Ultimate Game Server](#).

CentraGLASS Hosting 2.0

- 1/2 Cabinet (20 RUs)
- 10 AMPs
- 3 Meg IP burstable to 10 Meg
- Connected via 100 Mbps Ethernet including cross connect
- Additional Power - 5 AMP Increments
- 4 Power Plugs
- 1 Network Drop

[More Info](#)

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CentraGLASS Hosting 3.0

- 1 Cabinet (40 RUs)
- 15 AMPs
- 10 Meg IP burstable to 100 Meg
- Connected via 100 Mbps Ethernet including cross connect
- Additional Power - 5 AMP Increments
- 4 Power Plugs
- 1 Network Drop

[More Info](#)

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CentraGLASS Hosting 4.0

- 1 Cabinet (40 RUs)
- 20 AMPs
- 20 Meg IP burstable to 100 Meg
- Connected via 100 Mbps Ethernet including cross connect
- Additional Power - 5 AMP Increments
- 4 Power Plugs
- 1 Network Drop

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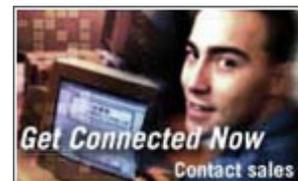
Careers Benefits

Newsletters

Looking Glass Networks®, Inc. provides fast delivery of SONET/SDH, Wavelength and Ethernet-based lit services, high-capacity dark fiber and carrier-neutral collocation services in addition to custom design and build services for carrier and enterprise customers. A facilities-based company, Looking Glass builds, owns and operates metropolitan fiber optic networks using the most flexible optical and operational support systems available to provide telecommunications services in the largest U.S. metro areas. Looking Glass' physically diverse networks provide customers with connections to primary carrier hotels, ILEC Central Offices, key enterprise buildings and other major data aggregation facilities.

Formed by proven telecommunications executives with successful metro network management experience, Looking Glass provides focused local network connectivity, flexible service options and fast delivery times that customers need to keep pace with growing market demands.

Since April of 2000, Looking Glass has raised \$475 million in total capital including \$200 million in initial private equity financing led by Madison Dearborn Partners and Battery Ventures.



"With 10 Gb/s wavelengths approaching an average of 20 days to provision on existing equipment, completing the installation of DWDM equipment and the provisioning of a 10 Gb/s wavelength in less than 10 days is a great accomplishment for Looking Glass."

– Brian Van Steen, Senior Analyst, PointEast Research

"Looking Glass owns and operates networks in markets where there is significant demand for our services and it met our requirements for rapid service delivery and competitive pricing. The proactive customer support and flexible field operations that we experience while working with Looking Glass compliment the superior level of service that WorldxChange offers its customers."

– Kenneth Hilton, CEO, WorldxChange

Experience Drives Success

A team of experienced, driven telecommunication executives recognized an untapped opportunity in the market for metropolitan area networks and launched Looking Glass Networks in April of 2000. The Looking Glass team successfully achieved its objective to build and light networks in major U.S. markets in just two short years. We now connect hundreds of buildings in prime business districts nationwide and serve them with our suite of lit bandwidth, dark fiber, collocation space and construction services.

WE'LL MOVE YOUR DATA — FAST

The Looking Glass Advantage

 **Focused**

Facilities-based metro networks with abundant local connections

 **Flexible**

Scalable lit service, dark fiber and collocation space

 **Fast**

Rapidly delivered high-speed telecommunication transport services

Our customers experience exceptional flexibility, value and unprecedented delivery intervals because we are a true facilities-based company. From financial and educational institutions to telecommunications providers, we provide customers with efficient, reliable telecommunication transport services.

Our team possesses the know-how and drive to put your company on its own information superhighway. How fast do you want to go? Are you ready to enter the metro express lane?

"Looking Glass expeditiously provided critical applications necessary for CENIC to achieve its' goal of deploying an unparalleled communications infrastructure."

— Tom West,
CEO, CENIC

We're moving in the direction you want by delivering a combination of lit bandwidth, dark fiber, collocation and construction services that provide the most efficient, reliable telecommunications transport. With fiber-rich networks that utilize next-generation optical equipment, we're capable of supplying traditional as well as emerging services that scale with demand. Using our facility engineering and construction services, you're guaranteed satisfaction from the start of your project through completion. Our operational support systems ensure capacity and configuration availability, support rapid service delivery intervals, and provide Web-based access to everything from service ordering through fulfillment. Your telecommunication transport needs move full speed ahead with Looking Glass.

Dark Fiber

> Virtually Unlimited Capacity

Our DarkGLASSSM multi-conduit, high-fiber count ring configurations can deliver virtually unlimited capacity at a fixed cost. Built with the security advantages of diverse routing and exclusive use of each fiber pair, our dark fiber has everything you need. With the ability to supply your own electronics and support, you benefit from end-to-end speed, bandwidth control and cost efficiency. We offer several access options including Zero Manhole, Point-of-Presence, customer location and ILEC central office.

WE'LL GET YOU WHERE
YOU WANT TO GO

Lit Bandwidth

> The Reliable Services You Want, Now

Are you looking for a next generation optical solution that supports all your metro data transport requirements? We've got it. We offer SONET (Synchronous Optical Network)/SDH (Synchronous Digital Hierarchy) connectivity to allow customers to integrate metro and international networks. We also deliver Ethernet, Wavelength and storage area transport services.

Our FastGLASSSM, WaveGLASSSM, and EtherGLASSSM products deliver lit bandwidth services at speeds ranging from 1.5 Mbps to 10 Gbps. The flexibility of our network platform enables us to rapidly deliver the bandwidth you want—when, where and how you need it.

Collocation

> Super Highway Gateway

Our ColloGLASSSM service enables you to focus on your core business while leaving the infrastructure and maintenance to us. We provide a carrier-neutral facility that is cost-effective, secure and environmentally controlled. Additional features include on-site technical support, cross-connect availability and 24x7 monitoring from our Network Operations Control Center. You also gain access to our high-capacity optical networks and leading-edge telecommunication transport services.

Fiber Optic Facility Design and Construction

> Build With the Experts

SolutionsGLASSSM is our comprehensive solution for fiber optic facility design and construction. We have built fiber infrastructure in hundreds of buildings, leading the way in metro design and construction. With our highly specialized and dedicated professionals experienced in engineering, project management and construction on your team, your project is in the capable hands of industry leaders. We offer a turnkey solution and relationship management expertise with an emphasis on completing your project within budget and on time. From site surveys to turn up and testing, when experience counts, we're your design, engineering, outside plant, node, carrier hotel and central office construction experts.

The Metro Express Lane Is Yours For The Taking How Will You Get There?

To learn more about how Looking Glass Networks can meet your metro capacity needs, contact us toll-free at 1-866-778-LGN1 (5461) or visit us online at www.lglass.net.

YOU BENEFIT FROM OUR END-TO-END,
LONG-TERM COMMITMENT

A Team That Has Done It Before

Looking Glass' networks are built and operated by professionals with extensive metro telecommunications transport experience and proven track records in the telecommunications industry. Our team helped pioneer the use of local fiber optic networks and is well versed in what it takes to succeed at operating metro networks that deliver superior value to customers.

With connectivity in primary carrier hotels, central offices and key enterprise buildings in major U.S. metro markets, we can move your traffic where you want it to go. Our high-fiber count, redundant networks connect major data aggregation locations, ensuring reliable service and access to IXC, ISP, ILEC and CLEC locations as well as Web hosting facilities and data centers. We can collect your traffic and move it from point-to-point or disperse your traffic to multiple locations.

Looking Glass Networks: Today And Tomorrow

Who

We are a true facilities-based company offering a broad range of flexible telecommunication transport services using leading-edge optical electronics and operational support systems.

What

We consistently provide rapid delivery of SONET/SDH, Ethernet and Wavelength lit services, high-capacity dark fiber and carrier-neutral collocation services.

Where

We have franchise and right-of-way authorization to build networks to connect key aggregation points (e.g., carrier hotels, ILEC central offices and enterprise buildings) in Tier I and Tier II U.S. metro markets.



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sales@lglass.net
www.lglass.net

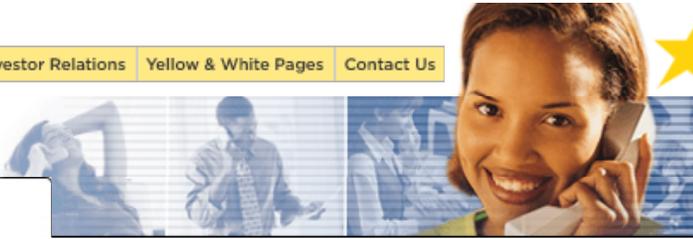
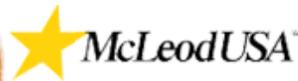
ENTER THE METRO EXPRESS LANE



Company Overview

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- Preferred Advantage[®] Calling Card
- Premium Preferred[®] Package
- Value Preferred[®] Select Package - **NEW!**
- Voice Mail
- Wire Care

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- Preferred Advantage[®] Long Distance Plus
- Preferred Advantage[®] Toll Free

Cable TV

Internet

- Preferred Advantage[®] DSL Internet Service
- Preferred Advantage[®] Dial-Up Internet Service

Business Solutions

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- Market Expansion Lines
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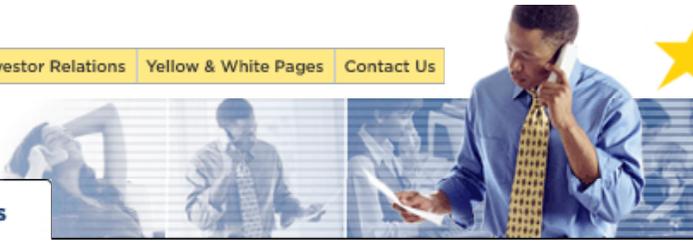
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- Local Service
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- Frequently Asked Questions

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Local Service

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A complete telecommunications solution.
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[Preferred Advantage® DSL Internet Service](#)
 High-speed service at a great low price.

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 Connect quickly, efficiently and affordably.

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 Integrate your voice and data services over a single T1 with Voice Over IP (VoIP) technology.

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 Promote your business name with every email you send.

[Preferred AdvantageSM Hosted Exchange](#)
 An affordable managed messaging solution that provides scalable email and collaboration services utilizing Microsoft® Exchange Server 2003 Enterprise Edition.

[Preferred AdvantageSM Shared Web Hosting](#)
 McLeodUSA provides a simple and affordable way for your business to have a presence on the Internet, whether you want to establish a website for the first time, or looking for an outsourcing solution for your existing website. With Preferred AdvantageSM Shared Web Hosting, you can expect to receive a secure, reliable hosted solution - 24/7.

[Preferred Advantage® Managed Dedicated Internet Services](#)
 Look to McLeodUSA for a turnkey solution with technical expertise, network security and the ability to reduce capital operating expenses.

Free 30 day trial of Hosted Exchange!



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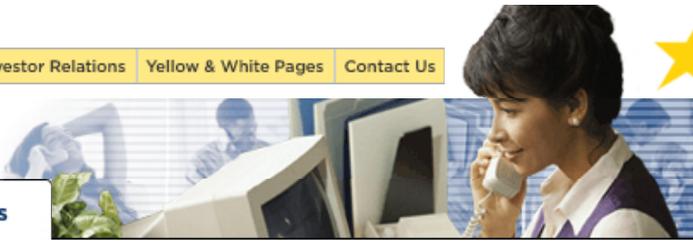
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Large Business

- Local Service
- Long Distance Services
- Internet & Data Services
- Wireless
- Request Business Information
- Frequently Asked Questions

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Large Business

If your business is looking for a reliable, experienced telecommunications partner, look no further than McLeodUSA. All of our local, long distance, Internet and networking services are supported by our own advanced fiber-optic network, and friendly, professional Customer Service available 24/7.

Local Service [Learn more](#)

- [Simple Preferred® Select Package - NEW!](#)
Choose the local features your business needs most.
- [Value Preferred® Select Package - NEW!](#)
The most economical local service plan, with the reliability and variety of features you need.
- [Premium Preferred® Package](#)
Unlimited local calling, plus lots of features.
- [OneLine PreferredSM Package](#)
The simplest option for quality local service.
- [Preferred Advantage® Dedicated Local Preferred Plan](#)
All your communication needs in one simple, reliable package
- [Preferred Advantage® Integrated Access](#)
A complete solution for your company.
- [Preferred AdvantageSM Dynamic Integrated Access](#)
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- [Corporate National Directory Assistance](#)
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Long Distance Services [Learn more](#)

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The convenience of the office when you're away.
- [Preferred Advantage® Integrated Access](#)
A complete telecommunications solution.
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Integrate your voice and data services over a single T1 with Voice Over IP (VoIP) technology.
- [Preferred Advantage® Toll Free](#)
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For more information about McLeodUSA products and services, call (800) 593-1177.

[Preferred Advantage® Enhanced Toll Free](#)
 Make your toll free number work as hard for your company as it does for your customers

[Preferred Advantage® Conference Calling](#)
 Communicate, collaborate and share documents with colleagues, vendors or other participants anytime from anywhere, with audio and web conferencing services from McLeodUSA.

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 Connect quickly, efficiently and affordably.

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 Do more online and do it faster.

[Preferred Advantage® Dedicated Internet Service](#)
 High-speed service at a great low price.

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 Higher transmission rates for multiple local area networks.

[Preferred Advantage® Premium City-to-City Connection](#)
 Transfer high volumes of data in real time.

[Preferred Advantage® Secure City-to-City Connection](#)
 Private network performance at public network costs.

[Preferred Advantage® VPN Remote Access](#)
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[Preferred Advantage® Integrated Access](#)
 A complete communications solution.

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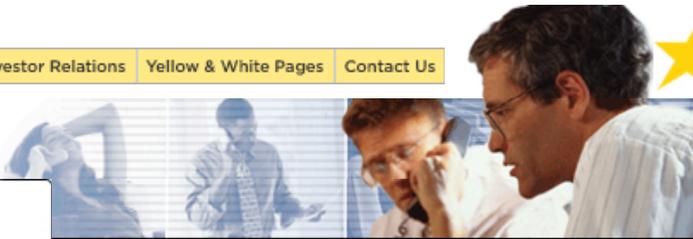
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Wholesale

- Wholesale Services
- More Services
- Request General Information
- Frequently Asked Questions

Wholesale

If your business is looking to access high-quality unbundled network transport service offerings, look to McLeodUSA. Leveraging our years of experience in providing competitive access and point-to-point local connections to commercial customers, we now offer bulk capacity for carriers.

Wholesale

Learn more

Competitive Carrier Access Services

Increase network speed and efficiency.

Private Line Carrier Services

Secure delivery of mission-critical data.

Colocation Services

Reduce cost of network storage.

Local PRI Carrier Services

Provide high levels of service to customers.

Carrier Origination Services

Reduce your origination expenses.

Dedicated Carrier Termination Services

Expand network capabilities seamlessly.

More Services

Learn more

Access Toll Free Carrier Service

Increase speed and decrease local trunking costs.

University Services

Connect students to friends and family.

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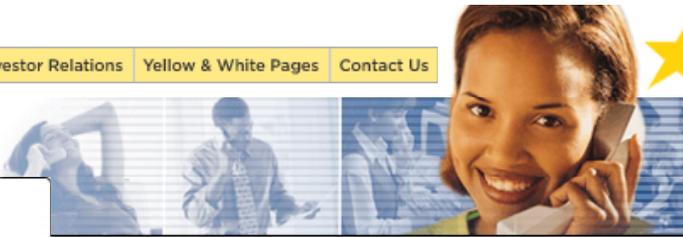
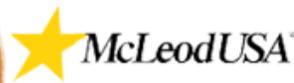
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- Leadership Team
- Investor Relations
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- Employment
- Our Products and Services
- Customer Testimonials

About Us

The McLeodUSA Network

Get world-class communications service backed by a world-class network with McLeodUSA

World-class telecommunications services at McLeodUSA start with a world-class network. Our advanced fiber-optic network spans 25 Midwest, Southwest, Northwest and Rocky Mountain States, providing reliable local, long distance, wireless, data and Internet service to rural and metropolitan areas.

With approximately 2,500 employees, McLeodUSA owns, operates and maintains a full range of facilities including as of September 30, 2004:

- 38 ATM switches
- 39 voice switches
- 696 collocations
- 435 DSLAMs

The network is interconnected by a resilient, high-speed fiber-optic backbone. Our Network Management Center is staffed with highly trained

and experienced **★ QUALITY** certified network professionals, ensuring that mission-critical information and communications services are available when our customers need them. Plus, at every McLeodUSA Point of Presence, backup power, climate control and secure access equipment further minimize network downtime.

McLeodUSA Current Fiber



Click

45 Voice Switches



[here](#) to view a pdf version of the McLeodUSA Network.

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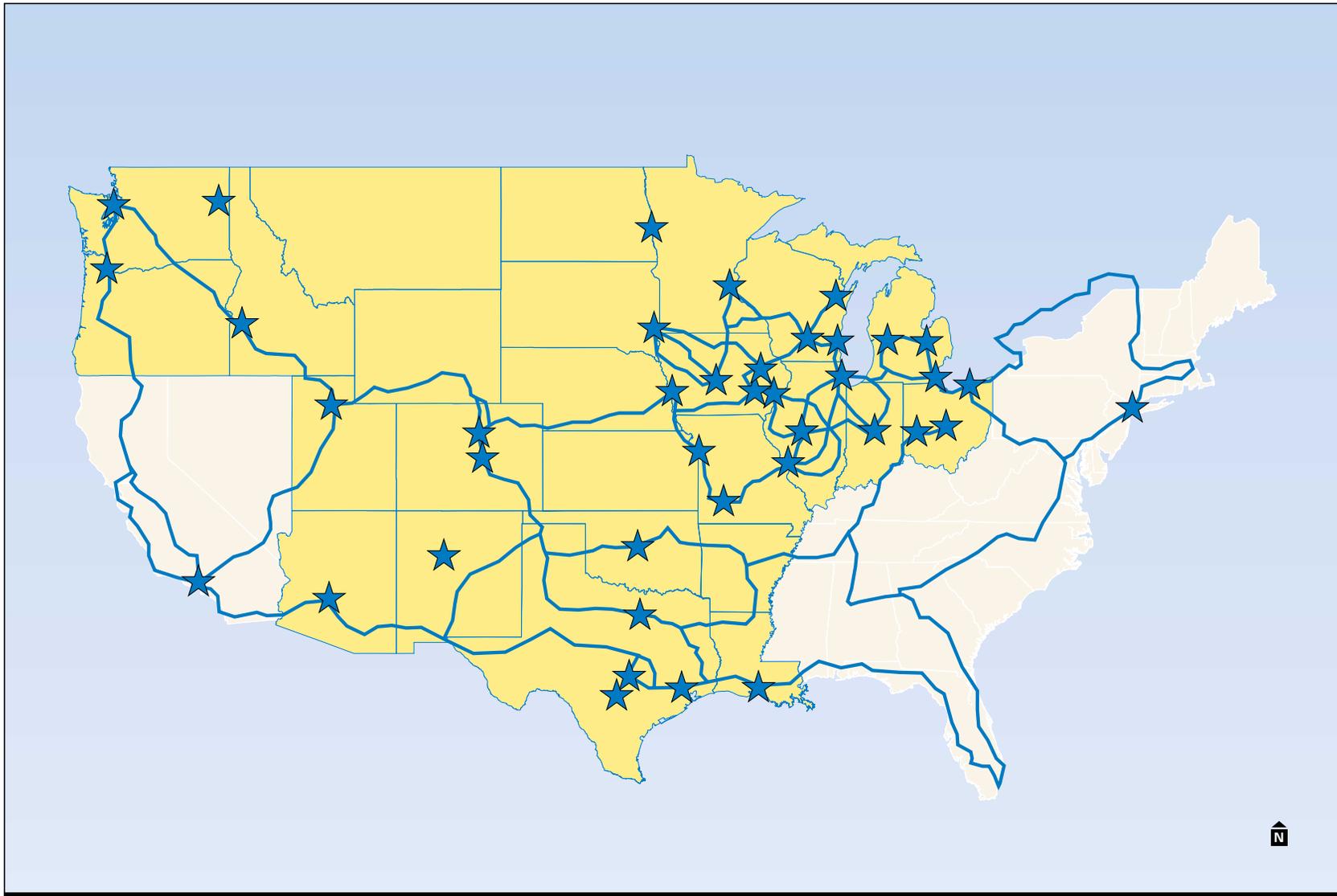
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For more information about McLeodUSA products and services, call (800) 593-1177.

Related Links



**McLeodUSA
Fiber and Voice Switches**

As of September 30, 2003

38 ATM switches
44 voice switches

604 colocations
435 DSLAMs

For illustration only.



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Business Services

From one Maine company to another, we look forward to serving you. Mid-Maine is a company dedicated to providing high-quality telecommunications services. Our qualified professionals focus on product delivery and customer support.

[Personalized Account Management](#)

At Mid-Maine Communications we understand there is a difference between our philosophy of account management and that of other telecommunication companies.

[\[more ... \]](#)

[Connectivity](#)

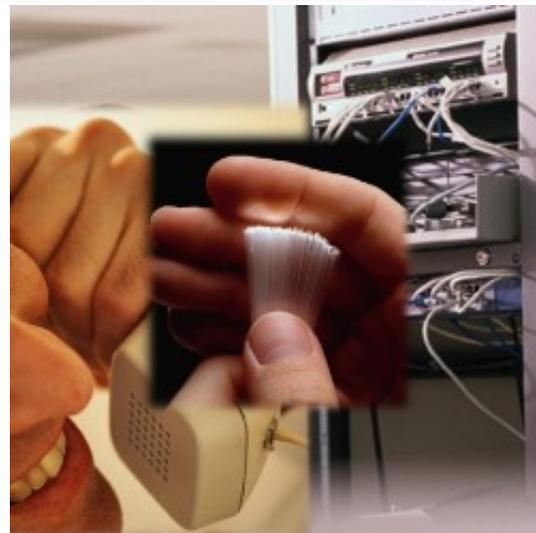
Mid-Maine Communications WAN service offerings provide options for your remote site connectivity needs. We cover a large portion of the state with our own fiber and facilities making us one of the most flexible providers in the state. [\[more ... \]](#)

[Voice](#)

Mid-Maine Communications is an established telecommunications company delivering reliable service over a proven switching platform. In an industry where new technologies come and go, trust Mid-Maine's traditional dial tone services for all of your business calling needs. Value in dial tone service should not be measured by cost alone. [\[more ... \]](#)

[Managed Services](#)

Whether your company would like someone to manage its email or web site hosting needs, provide an environmentally controlled atmosphere and redundant power and network access for collocation of your equipment, or virtual private networking services and management, our Account



HEADLINES



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Mid-Maine Communications WAN service offerings provide options for your remote site connectivity needs. We cover a large portion of the state with our own fiber and facilities making us one of the most flexible providers in the state.

[Xpress Dialup Internet](#)

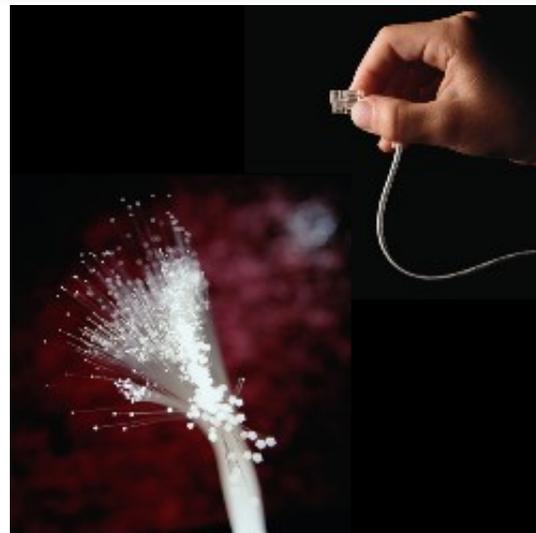
Dial-Up Internet access is available statewide in Maine. Dialup service at up to V.90 (56K) can be purchased separately or as part of a package. [\[more ...\]](#)

SDSL

Using standard dry copper pairs, Mid-Maine Communications is able to offer symmetrical dedicated point-to-point or Internet service at speeds up to 2.3Mbps. Certain distance and line qualifications apply, so please contact an Account Executive today for more information.

T1, Frame Relay, DS3 and OC level Point to Point

Whether you only need a 56K circuit, or an entire OC48, Mid-Maine Communications can engineer a solution for your specific needs. With hundreds of miles of facilities owned throughout Maine, and access to nearly all areas of the state, we can provide robust and dependable circuit and transport alternatives that fit within your budget and your timeframe. Please contact one of our Account Executives today for a consultation.



Business Services



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Business Voice Services

Mid-Maine Communications offers an array of high quality and reliable telecommunications products and services that can be customized to meet your business calling needs. Our services are delivered over a proven, time-tested platform managed by our highly trained technicians 24 hours a day, 7 days a week. Mid-Maine Communications supports local number portability, which means that you can keep your existing local telephone numbers when you switch to Mid-Maine, making the transition to our network seamless to your customers.



Local Telephone Service

Today, business customers have many choices for their local telephone service. At Mid-Maine Communications, we believe that the value of dial tone services should not be measured by cost alone. Through personalized Account Management service, our Account Executives help you customize a local service solution that satisfies your business calling needs. The result of this collaboration is a local service package for your business that is loaded with value that goes way beyond price.

Mid-Maine Communications offers both analog and digital calling services. Our analog services include both loop and ground start trunk service to ensure compatibility with your current business telephone system. In addition, we offer dedicated calling solutions that include Channelized T-1 service for providing basic DID/DOD service and ISDN PRI for customers who want to maximize investments made in Private Branch Exchange (PBX) equipment, including Customer Telephony Integration (CTI), Call Display, Automatic Caller Distribution (ACD), Integrated Voice Recognition (IVR), Call Accounting, Call Blending and Fax on Demand.

Regardless of your business calling needs,

we have a solution that will meet and exceed your expectations. We make sure all the details of your transition to our network are taken care of. From porting your number to our network, to submitting your listing to the local white pages and verifying directory assistance accuracy, we make sure that your move to Mid-Maine Communications is smooth and seamless as possible.

Long Distance

Mid-Maine Communications can provide your business with all of its long distance calling needs. We provide competitively priced Switched Long Distance, Toll-free Service, Dedicated T-1 Long Distance, and Calling Cards.

- Switched
 - With Mid-Maine Long Distance there are no monthly fees. A low flat rate makes it easy to keep control of your long distance costs.
 - In-State Calling
 - State-to-State
 - International
- Toll-Free Service
 - Give your customers the advantage of calling your business without incurring toll charges. Toll-free traffic can be pointed to any one of your local lines or delivered over a dedicated T-1 trunk. Unique numbers are available.
- Dedicated T-1
 - Route all of your inbound toll-free and outbound long distance traffic over a dedicated T-1. This service is necessary for high-volume toll users and can add great efficiency and redundancy to your voice network.
- Calling Cards
 - Calling cards are made easy with Mid-Maine. They are easy to use, easy to purchase, and easy on your budget.



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Managed Services

DNS

Mid-Maine provides full Domain Name Server support including domain registration and Zone File administration. Our DNS support is provided by redundant name servers and administered by Mid-Maine Communications engineers.

Web Hosting

Your company's web site will be supported by a fully redundant and secure core network center. Mid-Maine's technicians monitor systems 24/7 ensuring maximum security and reliability of your web site.

Features

- Log File Access
- Front Page Extensions
- Unlimited Data Transfer
- Full DNS Support
- ASP, PERL, PHP, CGI, and MYSQL

**Customer is responsible for all Internic charges.*

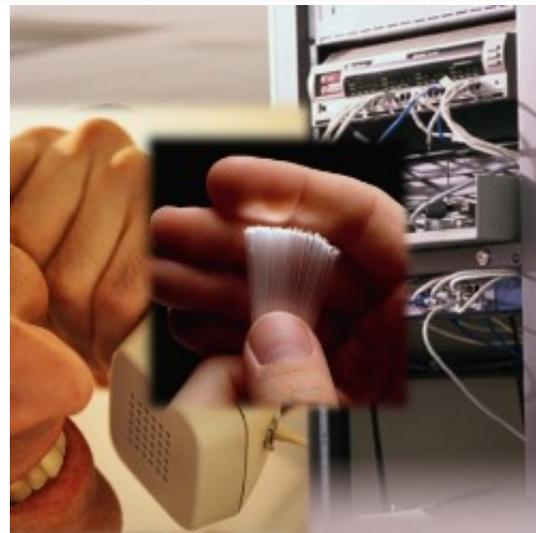
**The resale of web space is prohibited*

Email

Create domain specific email (yourname@yourcompany.com) and have full control of adding, deleting and changing your accounts through our web based administrative server access. (Mid-Maine also provides SPAM filtering and virus protection at no extra charge.

Co-location

Our core network center has a fully redundant power source, secure environment conditions, and a dual core routing and switching platform. Access to the facility is



available 24/7 by a secure card key. Dedicated Internet bandwidth is available in 384 Kbps increments with unlimited data transfer. Rack space is available in 4U increments and power is available as DC or AC.

△

Business Services



Residential Services



Customer Support



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Our Story

Mid-Maine Communications is a true facilities based Maine telecommunications provider. In over 10 years of operation, Mid-Maine Communications has become a local telecommunications company that both residential and business customers count on for reliable Internet and Telephony services and superior customer support.

Mid-Maine Communications was formed in 1994 when GTE decided to stop offering services in Maine. Our initial services provided local telephone service to 26 residential communities surrounding Bangor. In 1997, we started a dial up Internet business and in the years since, have become one of the largest ISPs in the state.

In 1999, as part of our expansion to southern Maine, we built a fiber optic network from Ellsworth to Portland (in partnership with Energy East).

In 2000, we began to offer local telephone and DSL services to businesses customers in most markets along the I95 corridor in Maine, becoming one of the first Competitive Local Exchange Carriers (CLEC) to begin offering both dial tone and DSL in Maine!

Today we offer a full array of telecommunication services that include business and residential local telephone service as well as one of the most robust Internet service platforms supporting DSL and traditional dial-up Internet access. Via our own fiber optic network, we offer large capacity lit-fiber services (DS3, OC3, OC12, OC48) as well as dark fiber. In addition to our array of products and services our Customer Service and Repair Center is open 7 days a week, 24 hours a day, creating a "Customer Service When You Want It" environment.

Our future success will continue to be driven by the commitment and loyalty of our customers as well as the dedication of our employees.

:

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Are you looking for a voice, data, and Internet solution that is specifically tailored to your business? Mpower can help you streamline all your communication needs into one package. With one provider, you can increase efficiency and help grow your business.

Select from the categories below to learn more about Mpower products and services:

Phone ▶

Local and long distance service, calling cards, voice mail, digital trunks, voice-activated systems, and more

Internet ▶

High-speed Internet, Web hosting, bundled packages, and more

Integrated ▶

Internet/phone packages for businesses

Wholesale ▶

Wholesale Services for businesses including Colocation, Inbound PRI, Mpower Trunks and more

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[— Standard](#)
[— Business Message Center](#)
[— Guaranteed Fax Mailbox](#)
[Automated 24/7 Conferencing](#)
[Mpower Long Distance Account Codes](#)
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With Mpower, you don't have to deal with one company for long distance, another for local phone service, and others for voice mail, toll-free numbers, and additional services.

We provide:

- All your phone services
- Fully integrated and custom packages
- One bill to pay
- One number to call for customer service

Click on the links below to learn more about Mpower phone services.

Mpower PRI

A communications package for businesses with high call volumes. Includes local service, 40 direct-dial numbers, caller ID, flat rate local and local-toll usage, low long distance rates, and more.

Mpower OptiLine

Reduce Your Monthly Communication Costs Up to 50% or More!

MpowerTrunks

Cost-effective, digital voice communications that allow you to expand operations without drastic price increases. Options for call centers, general office use, smaller offices, sales offices, and more.

Mpower Business Voice Services

Complete menu of custom calling features, local number portability (to keep your current phone and fax numbers), 911, directory, long distance information services, and more.

Centrex

Standard features include unique phone numbers for each employee, 3-way calling, last number redial, and more; additional features also available.

Long Distance

Dependable, clear long distance across the country at competitive rates for in-state and out-of-state calls.

Dedicated Long Distance

A value-minded and reliable solution for businesses with a high volume of long-distance calling, both domestic and international.

Calling Card

Card that allows you and your employees to make calls from anywhere and get Mpower's low rates.

Mpower Business Toll-Free Services

Toll-free phone numbers with no setup fees, monthly fees, or minimums. Service options available for U.S.; U. S. and Canada; and U.S., Canada, and the Caribbean.

Mpower Voice Mail

Voice mail services to retrieve up to 25 messages from any Touch-Tone phone, post an alternate greeting announcement, and store messages for up to 30 days. Optional features allow for expansion of voice mail capacity.

Cost-Saving Phone Package

With **Mpower Business Voice Services**, get a complete menu of custom options for much less than big phone company packages.

Automated 24/7 Reservationless Conferencing ▶

Virtual conferencing that connects employees and clients by phone at a moment's notice.

Mpower Long Distance Account Codes ▶

When you sign up for long distance service from Mpower, your company can enjoy the benefits of using account codes to track Mpower long distance service. These codes are the ideal way to manage telephone costs and track calls back to the person or project responsible for the calls.

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Mpower data and Internet services make use of the most advanced and cost-efficient technologies available. Select any of the choices for specific information about each of the data and Internet services we offer. If you decide you'd like to purchase any of the services, you can begin the ordering process from any product page.

Click on the links below to learn more about Mpower Internet services.

[SDSL High-Speed Internet](#)

Upload and download Internet files at equally fast rates.

[Web Hosting](#)

Reliable source for keeping your site and Internet communications accessible to all of your customers and employees.

[MpowerConnect](#)

Fast, dependable Internet access with up to a full T1-worth of bandwidth.

[Mpower OfficeScreen](#)

A turn-key all inclusive managed security and VPN solution for businesses that need secure connectivity for remote offices and mobile users

[Mpower Dedicated Internet Access](#)

Mpower's Dedicated Internet Access (DIA) is designed for customers who normally need to rely on a specific amount of bandwidth above T1speed, but may occasionally require more bandwidth due to traffic peaks.

[Mpower PowerCall](#)

Mpower PowerCall is our web conferencing solution that integrates the high quality of audio conferencing with the interactive power of the Internet, enabling you to leverage the productivity of real-time collaboration.

[Mpower PowerCall PRO](#)

PowerCall PRO (Professional) is our web conferencing solution that integrates the high quality of audio conferencing with the interactive power of the Internet. PowerCall PRO enhances business communications, giving you the effectiveness of a face-to-face meeting without the associates travel time and costs.

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No matter what size your business, Mpower's integrated business solutions can meet your business communication needs. Mpower combines integrated local and long distance voice service with high-speed Internet in cost-efficient packages.

Click on the links below to learn more about Mpower integrated packages:

[MpowerEnterprise](#)

A high-value package that integrates digital local and long distance phone service and high-speed Internet connectivity.

[MpowerOffice](#)

An integrated package that combines high-speed Internet service and business telephone lines for one low monthly price.

[MpowerOffice Select PRI](#)

MpowerOffice Select PRI combines the advanced voice features of PRI service with flexible, high-bandwidth Internet access, while delivering the economic benefits of a single solution.

[Mpower VoicePipe](#)

Imagine a business communications system so flexible, it can find you no matter where you're working. IP telephony technology that converges voice, data and long distance over a single connection!

[Service Terms](#)

Now offered with Service Level Agreements! [Click here](#) for more information.

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- [Mpower Inbound PRI](#)
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Mpower PRI

A communications package for businesses with high call volumes. Includes local service, 40 direct-dial numbers, caller ID, flat rate local and local-toll usage, low long distance rates, and more.

Mpower Colocation

Leasing managed colocation space from MPOWER Communications lets you achieve business objectives without a costly build-out. You can establish a presence in new markets quickly and cost effectively, improve your network performance, and take advantage of MPOWER's broad portfolio of services.

Mpower Inbound PRI

Effectively manage incoming modem and voice traffic. Caller ID, direct inward dial (DID), and hunting are features that help PRI make your business more efficient.

Mpower Private Line

Local and Inter-city Private Line Service. Dedicated bandwidth between LATAs, cities, building, or wherever your business needs it.

MpowerTrunks

Cost-effective, digital voice communications that allow you to expand operations without drastic price increases. Options for call centers, general office use, smaller offices, sales offices, and more.

Mpower UNE-P Solutions

The ultimate solution for UNE-P resellers. Facilities-based deep and dense network with POTS switching service distributed over 300 wire centers.

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Products & Services

Network

Network

Metro Rings

Facilities

CORE® Access

Internet2

Private Networks

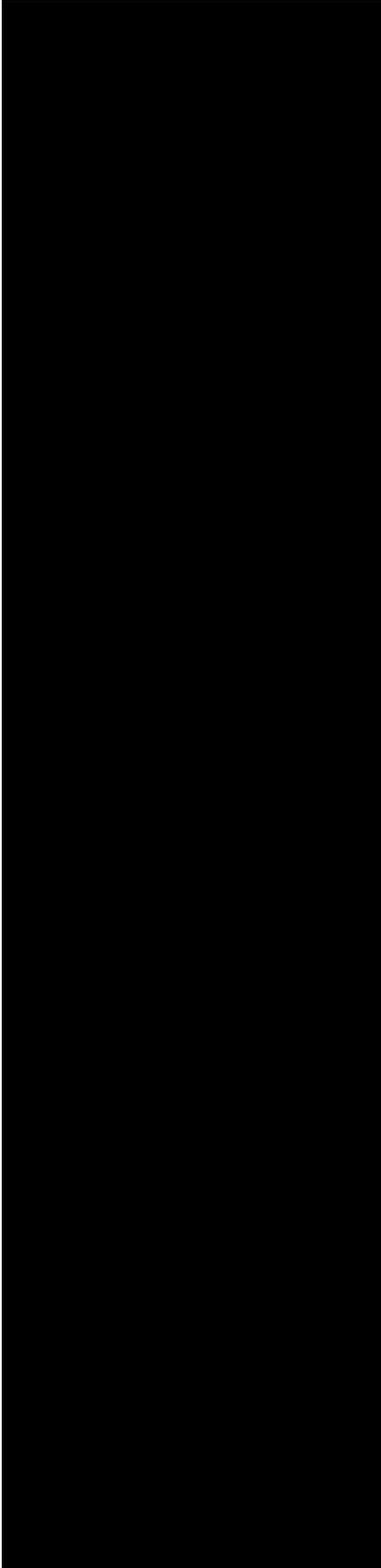
Site Map

- More than 700 route miles of dark fiber
- Dark fiber delivers unlimited bandwidth at fixed cost
- Designed for maximum connectivity to new markets
- Exclusive access - no other traffic on the fiber you lease from us
- Expanding fast to meet the growing data communications demands of the Northeast.
- Point-to-point, regional connectivity
- Access to over 50 ILEC COs and major carrier POPs

Metro Rings

- Protected fiber rings in major metro areas of the Northeast
- Strategic routing past prime office buildings, industrial parks, IXC POPs, high-tech enterprises and educational institutions
- Access to rights-of-way and easements already secured
- Single entry and dual entry diverse ring interconnection
- Laterals to buildings

Facilities

- 
- Full-service **collocation** facilities and **regeneration sites**
 - Designed for maximum interconnection and future expansion
 - State-of-the-art 24 x 7 security, climate control and power reliability
 - Versatile equipment space for fully customized installations
 - Central Office Redundant Entrance (CORE[®]) Access
 - Quick access from carrier collocation to NEESCom network
 - Access to ILECs unbundled network elements (UNE)
 - Redundant entrances where available

Internet2

- Universities, corporations, and government partner on next generation internet
- Internet research and development
- Worcester Polytechnic Institute's Goddard GigaPOP, located in NEESCom's Worcester Exchange Facility, is one of only two major Internet2 access nodes in New England
- Collaborative high-tech project promises big dividends for New England economy

Private Networks

- Dedicated fiber rings for storage area networks, web hosting and campus connectivity
- Control your mission-critical data, lower your network costs
- Take advantage of proximity to NEESCom's expanding regional dark fiber network

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[The New Economy](#)

[Tech Specs](#)

[Site Map](#)

The *NEESCom* NETWORK

The Most Comprehensive Dark Fiber Network in New England

The Answer to Your Metro and Access Network Connectivity Needs

NEESCom's Extensive Dark Fiber Network

- NEESCom and NSTARCom have recently interconnected their dark fiber networks providing enhanced dark fiber network solutions for customers
- We have connections to over 45 Central Offices, 60 enterprise facilities and dozens of carrier POPs.
- High density fiber trunks, typically 288 fiber strands
- State-of-the-art fiber technology
- Network monitored 24 hrs a day, 7 days a week, 365 days a year
- Monitoring with GPS mapping via path emulation
- Network capable of supporting DWDM (wave division multiplexing), SONET, gigabit ethernet, ATM, video technologies...
- Self-healing SONET architecture minimizes downtime, maximizes security.
- 10-40+ gigabit transmission capability
- ARC fusion technology for fiber splicing
- Support for OC-3 to OC-192 and beyond
- Physically diverse ring systems

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[View
Metro Rings](#)

[Worcester](#)

[Providence](#)

[MetroWest](#)

[Boston](#)

[Albany](#)

[Site Map](#)

NEESCom Metro Rings

Take advantage of NEESCom's unique local know-how As a carrier, you know that not just "the last mile" but the last 100 feet into buildings and enterprises with high revenue potential are often the most challenging connections you have to make to stay competitive. NEESCom delivers both quickly and easily.

Our continually expanding family of fiber rings in metropolitan areas of New England pass a rich mix of business enterprises, office towers, data-dependent firms, IXC POPs, ISPs, wireless providers and CATV headends. We'll work with you to pre-market to marquee building owners, then take advantage of our pre-secured access rights to quickly build the crucial last link to your customers.

We've designed our Metro Rings to give carriers that vital fiber link directly to the businesses requiring integrated, advanced telecommunications services. NEESCom's experience doing business with municipalities and our knowledge of local regulations and permits can dramatically cut your costs and accelerate your speed to market.

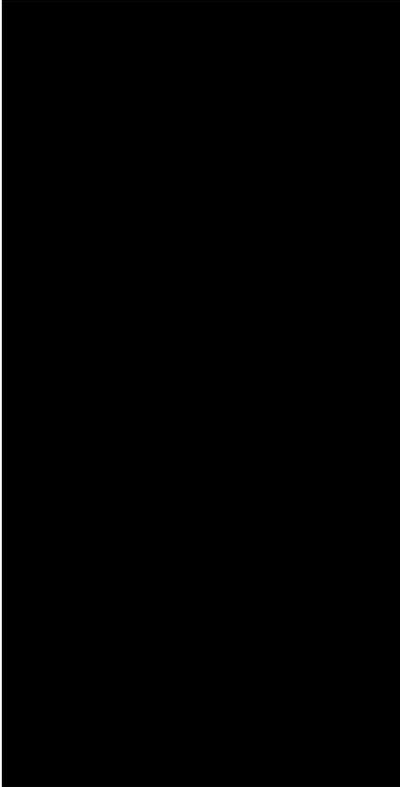
METRO RINGS/WORCESTER

The Worcester Hub Ring circles Worcester's main business district, including City Hall, the ILEC Tandem, the Centrum and, of course, the NEESCom Exchange Building, passing 92 buildings, 500 businesses and over 10,000 telephone and data users.

The WPI Ring provides coverage to the new Marriott Conference Center and the vibrant Northworks community in addition to serving one of Worcester's premier educational institutions, Worcester Polytechnic Institute. The WPI Ring passes 40 buildings, 135 businesses, and over 5,000 telephone and data users.

The Worcester BioMed Ring covers much of Worcester's medical community, including the UMass Medical School and Worcester Medical Center. It also provides access to BioTech Park. It passes 45 buildings, 100 businesses and over 5,000 telephone and data users.

METRO RINGS/PROVIDENCE



The Capitol Ring provides access to the R.I. State Capitol and municipal facilities, large downtown office complexes and the emerging Cyber District at *The Foundry*.

The Providence Hub Ring extends through the heart of the downtown business and financial district and to several major academic institutions. The Ring provides access to the ILEC Central Office.

METRO RINGS/METROWEST

The MetroWest region of Massachusetts is situated along the Route 495 beltway and is one of the highest growth regions in the area. MetroWest is a hotbed of high technology companies with many that are worldwide leaders in their field. NEESCom has constructed 4 Metro rings throughout the region designed to provide access to many of these leading firms. Companies along the NEESCom MetroWest Rings include EMC², 3COM, Compaq, Genzyme, Computer Associates, Bose, Fidelity Investments, State Street Bank, USDataCenters and Staples Corporate headquarters and the Staples Data Center. The MetroWest region is the home to some of the most advanced users of leading edge telecommunications services. .

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Collocation

Regeneration

NEESCom's collocation facilities have all you need to quickly install switches, servers, and routers.

Site Map

Facilities

NEESCom provides full-service [collocation](#) and [regeneration](#) facilities. Working with NEESCom means much more than access to our dark fiber backbone and metro rings. We offer complete, turn-key solutions fully supported by state-of-the-art collocation facilities and strategically located regeneration sites throughout our network.

Avoid the extra cost and time spent constructing and maintaining your own facilities or POPS by collocating at one of our Carrier Class buildings:

- [Marlborough, MA](#)
- [Providence, RI](#)
- [Worcester, MA](#)
- [Cambridge, MA](#)

Our regeneration facilities in Massachusetts are located in Brockton, Milford, Lowell, Shutesbury, West Charlton, North Adams and Salem.

Strategically located close to our backbone, NEESCom's facilities have all you need to quickly install switches, servers and routers so you can have them up and running fast. A diverse array of in-building interconnection options to CAPs, LECs and IXC offer all the benefits of precise, flexible network deployment at minimal cost.

We will work with you to meet your installation and interconnection requirements both now and in the future as our network and your business needs continue to expand. NEESCom goes the extra mile to help you make sure your equipment will be safe and secure at all times, freeing you to focus on your customer service and other business priorities. Every one of our buildings and regeneration sites features redundant HVAC, standby power supplies and 24 x 7 building monitoring and security.

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CORE™ Access

Site Map

NEESCom's CORE (Central Office Redundant Entry) system delivers fast, cost-effective access to more than 50 ILEC Central Offices ("CO") in New England.

From the carrier collocation space, CORE connects NEESCom customers quickly and easily to the NEESCom network via the CO fiber vault.

The CORE Access Program provides speed to market, lower network deployment costs and facilitates access to the ILEC local loop and unbundled network elements(UNEs).

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INTERNET2

Worcester Polytechnic Institute is playing a lead role in bringing Internet2 (I2) to New England by developing one of only two major "points-of-presence" (POPs) for the project in New England. WPI's I2 GigaPOP is located in NEESCom's Exchange Building in Worcester, MA.

Next Generation Internet Technology

It's called Internet2 and Worcester Polytechnic Institute is a big part of making it happen in New England. Like the current global Internet that was seeded with government money more than 30 years ago, Internet2 is a high-level research and development project on a closed system of connected computer networks.

The national membership now includes several hundred universities and corporations and a number of affiliate members (non-profits) and collaboration sites. Funded by members and the federal government, Internet2 promises to deliver a new generation of multimedia and collaborative applications that will eventually be transferred to the open, global Internet. These include virtual labs for interactive research and instruction; remote scientific instruments and diagnostics such as telemedicine; distributed computing and storage; wireless local area networks; digital libraries; streaming video and other multimedia applications.

Worcester Polytechnic Institute is playing a lead role in bringing Internet2 to New England by developing one of only two major "points-of-presence" (POPs) for the project in New England. The Goddard GigaPOP (named after the famous rocket scientist) in NEESCom's Worcester Exchange Building will provide many of the region's world famous academic institutions and technology corporations with low cost national access to the project. Internet2 members will be able to connect to the Goddard GigaPOP and Internet2 almost anywhere in New England.

Besides the many satisfactions of helping to develop the next generation of valuable new networking applications, Worcester Polytechnic Institute is inspired by the potential of Internet2 to stimulate high performance connectivity in New England and make a lasting contribution to the growth of a skilled technical workforce in the region.