

**Time Warner Cable**



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### About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small- and medium-sized businesses and enterprise-sized companies. Its phone, internet, ethernet and cable TV solutions are enhanced by award-winning customer service and local support teams. Time Warner Cable Business Class was founded in 1998, offering high-speed Internet service as Road Runner Business Class. Today, it serves more than 280,000 business customers in Time Warner Cable's 23 divisions.

### Our Objective

We value our customers and realize you are the forefront of our business. We will work closely with you to meet or exceed the specific business needs of your organization. As a trusted industry leader, you can count on Time Warner Cable Business Class to help your business grow.

#### How We Can Help You



See how Time Warner Cable Business Class can help your business communication needs.

[Click Here](#)

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Products and Services

# Business Class Products & Services

## Phone

Your secure communication needs are in trusted hands with our reliable, customizable digital phone service. Flexible plans are tailored to fit your unique business.

[MORE INFO](#)

## Internet

Fast, dependable broadband solutions let you access, download, and transfer data with confidence. Customize your plan with security upgrades, web hosting, and email options.

[MORE INFO](#)

## Ethernet

Choose from dedicated local private network plans designed to meet your unique needs. Modify your plan with security services to match your requirements.

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## Cable TV

Select real-time access to news and entertainment programming for your business environment. Tailor an entertainment package that bundles premium cable television and digital music.

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## Bundles

Choose the communication services you need to excel, without spending more than you want. With our flexible packaging options, you will find reliable service and valuable tools built right into your customized package.

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## Partners

We know the value of professional partnership. With richer offerings and enhanced solutions we'll meet your business needs.



[More info](#)

## Vertical Solutions

As a leading provider of communications services to enterprise customers, we understand your unique needs.



[More info](#)

## Multi-Location Solutions

Multiple offices call for robust and secure connections. Let us customize a solution for your ever-expanding business.



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# Internet

Always-on Internet access is essential to achieving your business goals. But you also require speed, reliability and security. Most importantly, you need an Internet plan that can adapt to the needs of your growing business.



Looking for more?

Visit our business solutions section to find industry specific products.

[Learn More](#)

## Internet Products

### Dedicated Internet Access

**Bandwidth available from 5 - 100 Mbps**

For companies with 20 or more employees in one location, or multiple branch offices within a given area.

[MORE INFO](#)

### High Speed Internet Access

Always-on, high-speed Internet access is up to 100 times faster than dial-up modems with much larger capacity for instant downloads. And, unlike DSL, it doesn't drop over distance.

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# High Speed Internet Access

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The Premium Business plan is recommended for 20-50 users with continuous traffic on the network, allowing users to send and receive large files with ease.

Through our advanced Hybrid Fiber Coax network, we deliver secure, efficient, always-on connectivity to the Internet. Customize your plan with added services, such as integrated firewall and static IP addresses.

Our technical support team is available around the clock.



With the Medium Business plan you also receive the following free of charge:



- 50 vanity or non-vanity email addresses
- 50 GB SmartDrive account for backup
- 1 domain



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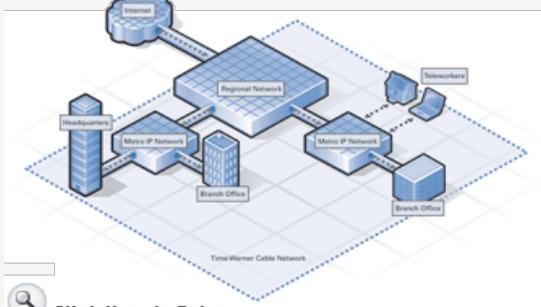
TECH SPECS

FAQ

- Tiered Service Levels
- Broadband infrastructure
- Scalable capacity

Downstream*	Upstream
7 Mbps	768 Kbps
10 Mbps	1 Mbps
10 Mbps	1.5 Mbps
15 Mbps	2 Mbps
10 Mbps	1.5 Mbps - Home Based Business
15 Mbps	2 Mbps - Home Based Business

## Time Warner Cable Business Class Broadband Network



[Click Here to Enlarge](#)

\* Access tiers listed not available in all areas.  
Actual speeds may vary. Mbps = 1,024 Kbps

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## Technical Specifications

- Commercial packets prioritized
- Scalable and reliable HFC network
- Public Internet access best effort performance
- Flexible technologies to meet the business requirement

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# Dedicated Internet Access

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If your business has multiple offices or employs telecommuters, your top Internet priorities are data security and fast, reliable connections. Dedicated Internet Access from Time Warner Cable Business Class delivers a continuously protected link between your local area network (LAN) and the Internet. Our network works seamlessly with the same Ethernet protocol used for LAN connectivity. That means you can leverage your existing technical expertise without burdening your IT staff with additional training.



The Dedicated Internet Access plan is designed for an office with more than 20 users or using technology requiring high availability and low latency such as servers or audio conferencing. Our service level agreements ensure optimum performance and availability for your mission-critical operations.

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# Dedicated Internet Access

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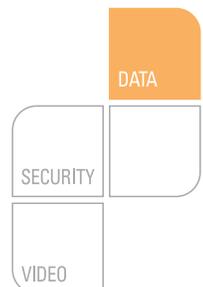
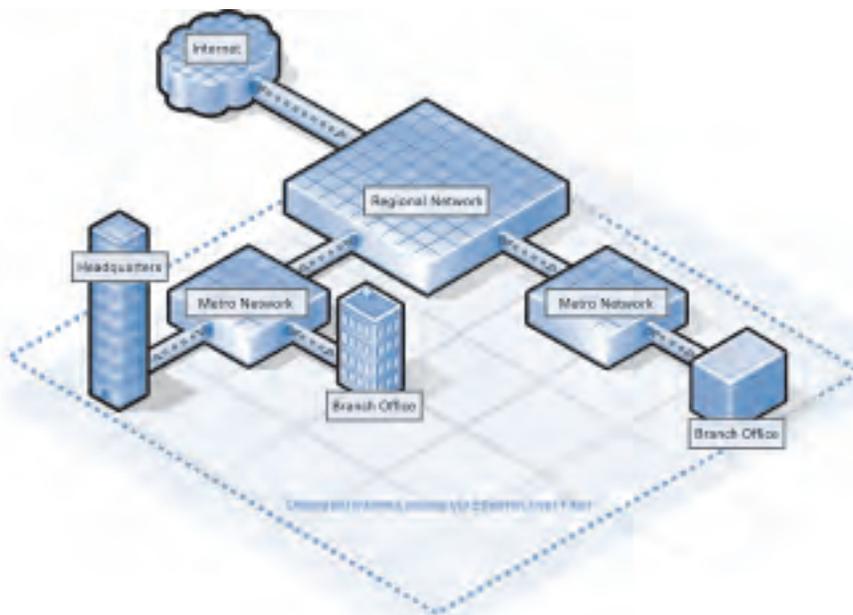
## DEDICATED INTERNET CONNECTIVITY for Secure Business Operations

For organizations with multiple branch offices or a large number of telecommuting employees, reliable, secure online Internet connectivity is critical. Dedicated Internet Access from Time Warner Cable Business Class provides that connectivity on a high-capacity fiber network that can deliver a dedicated and continuous link between your local area network (LAN) and the Internet. In fact, because our network is based on the same Ethernet protocol used for LAN connectivity, you can leverage your existing technical expertise without incurring costs to train your IT staff.

Additionally, we understand that every organization has unique communication needs; that's why we offer connectivity speeds ranging from 1 Mbps to 10 Gbps – so you get the exact bandwidth that matches your specific business requirements. And, we provide Service Level Agreements to ensure high performance and availability for your mission-critical operations.

Time Warner Cable Business Class offers a comprehensive suite of data, security, and video communications solutions. Contact your local Time Warner Cable office for a consultation on how to best meet your business communications requirements.

- > **Dedicated Connectivity**  
continuous connectivity between your LAN and the Internet
- > **Flexible Bandwidth Options**  
speeds ranging from 1 Mbps to 10 Gbps
- > **SLAs**  
stringent service level agreements and advanced monitoring tools to ensure high performance





# Dedicated Internet Access

The elements of business.™

## Benefits

- > High-bandwidth, dedicated access using optical fiber technology
- > Range of bandwidth options and variety of connectivity choices.
- > Reliable, secure connectivity
- > Dedicated local account management, providing a single point of contact
- > Scalable bandwidth from 1 Mbps to over 10 Gbps\*
- > A network infrastructure that exceeds business demands for network availability and performance

## Features

- > Dedicated Internet Access over the Time Warner Cable fiber network
- > Extensive Time Warner Cable metro fiber networks
- > High performance monitoring tools to validate the uptime of the dedicated Internet connection
- > Dedicated 24 x 7 customer support to address any questions

## National Presence



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\* Not all configurations available in all markets. Please contact a Time Warner Cable Account Representative for a consultation.



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# Dedicated Internet Access

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We offer a flexible level of service you can update and adapt to your usage needs.

Standard Features Include:

- High-bandwidth, dedicated access using fiber optic technology
- Consistent network availability, minimal latency and low packet loss
- Large-scale data transfer to or from the Internet
- Dedicated local account management, providing a single point of contact

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## Service Level Commitments (Metro)

- Latency (round trip) <40 ms
- Availability >99.97%
- Packet Loss <0.1%

## Service Level Commitments (Intra-Regional)

- Latency (round trip) <50 ms
- Availability >99.97%
- Packet Loss <0.15%

Current monitoring capability includes the following:

- Bandwidth
- Latency
- Availability
- Packet Loss

Standard Services range between 5 and 100Mbps

Dedicated Internet Access bandwidth options are 5, 10, 20, 30, 45, 60, 70, 85, 100, 300, 500, 700, or 1000 (Mbps)

Optical Dedicated Internet Access is IP over IEEE 802.3 based Full Duplex non-circuit switched services provisioned on dedicated fiber optic facilities from the customer premises to the TW Cable hub-site rate limited at the Ethernet Aggregation switch from 5 Mbps to 1 Gbps

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# Business Class Ethernet

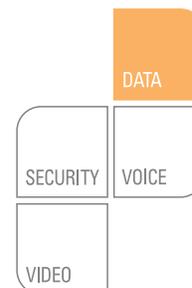
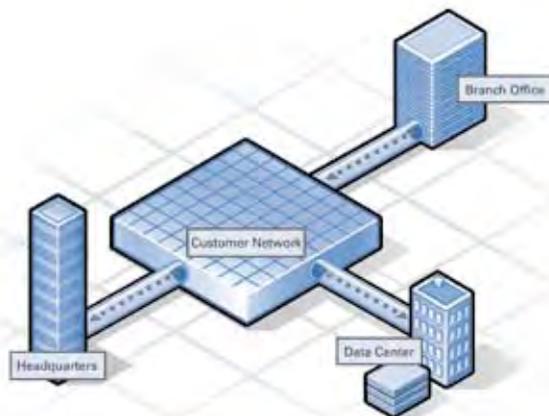
## ETHERNET CONNECTIVITY helps boost productivity

Now businesses seeking to seamlessly extend their Local Area Network (LAN) without the difficulties of owning and managing their own Wide Area Network (WAN) have an excellent alternative to Frame Relay, Private Line and Data T1 solutions: Business Class Ethernet from Time Warner Cable Business Class. This cost-effective solution allows businesses to migrate to an Ethernet solution over Time Warner Cable Business Class's reliable state-of-the-art network. Organizations such as educational institutions seeking to connect multiple locations as one network, financial institutions seeking a point-to-point connection to securely transfer private financial data, or hospitals that need to connect multiple departments to transfer vital patient information can implement an Ethernet solution affordably.

Business Class Ethernet offers customers a flexible and scalable means to migrate to an advanced Ethernet solution. With this flexible Ethernet solution, customers will enjoy scalable bandwidth tiers at 512 kbps, 1.5 mbps and 2 mbps symmetrical service\*, ensuring minimal disruption for businesses that anticipate a need for increased bandwidth in the future. Another advantage is that it allows simple customer management of proven Ethernet technology. And it can be easily upgraded with just one phone call. In addition, Business Class Ethernet is a cost-effective solution that affords more value to businesses and organizations since it can lower total cost of ownership by reducing capital outlay on routers, switches and hardware.

Time Warner Cable Business Class offers a broad range of voice, data and video solutions. Contact your local Time Warner Cable office for a free consultation today.

- > **Scalability**  
Minimal disruption for enterprises anticipating the need for increasing bandwidth.
- > **Value Through Availability**  
A cost-effective alternative to Frame Relay, Private Line and Data T1 solutions.
- > **SLAs**  
Ensuring high performance with advanced network monitoring.
- > **Industry-Leading Certification**  
Business Class Ethernet is Metro Ethernet Forum (MEF) certified.





# Business Class Ethernet

## Benefits



- > Highly affordable — an excellent alternative to Frame Relay, Private Line and Data T1 solutions
- > Scalable — providing incremental bandwidth options, so organizations can purchase only the level of service they need
- > Convenient — offering organizations the benefit of working with just one company to meet all of their data, voice and video needs with one point of contact and one bill
- > Easy to upgrade — enterprises can upgrade their Business Class Ethernet service with just one phone call
- > Easy to implement and manage — since organizations can maintain their existing LAN, Business Class Ethernet is easy to install. It is also easier to integrate and extend now that complex LAN-to-WAN conversion technologies have been eliminated

## Features

- > Bandwidth versatility achieved through multiple circuit configurations and options
- > Includes point-to-point and point-to-multipoint functionality and features
- > Reliable performance — backed by robust SLAs
- > Round-the-clock, proactive end-to-end network monitoring ensures continuous network accessibility
- > Dedicated customer support 24/7 to resolve any questions

## National Presence



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# Ethernet



Your business relies on the fast and secure transfer of information. Whether your connectivity occurs between two points – or a multitude of them – Time Warner Cable Business Class offers a protected Ethernet solution to meet your requirements.



## Need options?

Get the unique service you need with a dedicated representative to help customize your solution. 1-866-689-3678.

## Ethernet Products

### Metro Ethernet

For those needing scalable bandwidth up to 100 Mbps and dedicated account management.

[MORE INFO](#)

### Business Class Ethernet

For businesses seeking scalable bandwidth, this is an affordable alternative to Data T1 solutions.

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# Business Class Ethernet

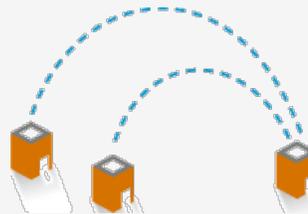
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Businesses that depend on secure, cost-effective connectivity turn to Time Warner Cable Business Class Ethernet. Regardless of your organization's size, we deliver a flexible and scalable Ethernet solution over our advanced, industry-leading network.



From simple to complex networks – Business Class Ethernet is an affordable and reliable alternative to T-1 private line solutions. Our network is compatible with existing Ethernet systems, making installation fast. Upgrades can be made with a phone call.

Making the jump from local to wide area networking has never been easier.

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## Ethernet Solutions

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Standard Features Include:

- Robust SLAs for availability, latency/repair and mean-time-to-repair (MTTR)
- End-to-end network monitoring to ensure reliable operations
- Performance monitoring tools streamline work efficiency
- Layer 2 transmission and performance advantages with Ethernet services
- Local, dedicated account management for a single point of contact
- Flexible pricing (flat rate or usage based)
- Dedicated customer support 24/7

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# Business Class Ethernet

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## Technical Specifications

- Business Class Ethernet service provides a dedicated point-to-point circuit with a standard Ethernet handoff of 10/100BaseT
- Topology is hybrid coax-fiber to fiber
- Business Class Ethernet Service is a private Layer 2 bandwidth solution with speeds ranging from 256 Kbps to 3 Mbps symmetrical service

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## Business Class Ethernet

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### Why is Business Class Ethernet superior to LAN?

Ethernet's bandwidth offering, extended beyond the LAN, provides access in the increments the customer wants; access is not fixed by the Time Division Multiplexing (TDM) hierarchy. Compared to traditional access, Ethernet is generally reliable, easy to understand, and a proven service.

### Is Business Class Ethernet faster than traditional telco circuits?

Business Class Ethernet has faster service delivery and bandwidth upgrades than traditional telco circuits.

### Is Business Class Ethernet scalable to my business size?

Metro Private Solutions' range of bandwidth options make it appropriate for any size business. With incremental bandwidth options, Ethernet services allow you to only pay for bandwidth that you use.

### What are the cost benefits of using Business Class Ethernet?

Low-cost CPE can be used to terminate Ethernet connections. No specialized training is required for the IT staff in order to operate/maintain an Ethernet connection.

### I want the best connection there is, is Business Class Ethernet right for me?

"Cutting Edge" services are delivered over TWC's metropolitan networks. Superior service quality and real-time exchange of information.

### How reliable is the network?

Business Class Ethernet Solutions are protected with industry leading Service Level Agreements (SLA's). Ring-based network topology, diverse fiber routing and built-in equipment redundancy provided network reliability. Ring-based network topology maximizes availability and service quality. Industry leading SLA metrics include availability, Latency/Delay, Packet Loss, and MTTR.

### Can this product interface with emerging technologies?

Compatible with new network technologies. A stable product that can interface seamlessly with emerging IP based technologies, Business Class Ethernet Solutions allows customers to run the latest IP applications between multiple points on their networks.

### What kind of support do I get?

24x7 proactive network monitoring ensures that TWCBC's network is available and reliable and trouble resolution is handled in a timely manner, providing more efficient network operation and management, which enables better network performance.

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### Ethernet Solutions

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# Metro Ethernet Solutions

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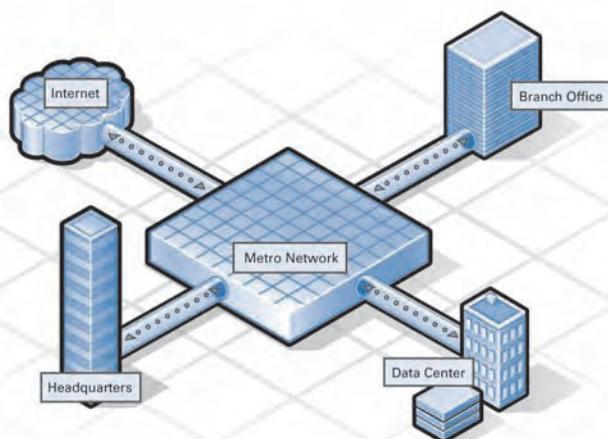
## ETHERNET CONNECTIVITY for Business

Boundless and scalable bandwidth capability, service level agreements (SLAs), and a reliable fiber-optic network infrastructure – these are necessities for enterprise organizations that are deploying data-centric enterprise applications, such as video, distance learning, videoconferencing, and CRM, as well as mainstream servers and applications that enable block-based storage traffic for data backup.

That's why Time Warner Cable Business Class offers Metro Ethernet Solutions designed specifically for enterprise organizations that need ample bandwidth across the network. This suite of optional network configurations includes point-to-point connectivity, point-to-multipoint connectivity and multipoint connectivity to meet the unique – and changing – requirements of your business. Increase productivity with LAN-to-LAN collaborative applications and enhance computing connectivity at various remote offices. In addition, because these options utilize the Layer 2 Ethernet protocol, you can leverage your existing IT expertise and eliminate the need for training or additional technical resources.

Time Warner Cable Business Class offers a comprehensive suite of data, security, and video communications solutions. Contact your local Time Warner Cable office for a consultation on how to best meet your business communications requirements.

- > **Point-to-Point Connectivity**  
Dedicated interconnectivity between two facilities
- > **Point-to-Multipoint Connectivity**  
High-capacity connections between one site and multiple additional sites
- > **Multipoint Connectivity**  
High-bandwidth connections between multiple sites
- > **Teleworker Aggregation**  
Reliable data connectivity for teleworkers into corporate resources
- > **SLAs**  
Ensuring high performance with advanced network monitoring tools





# Metro Ethernet Solutions

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## Benefits

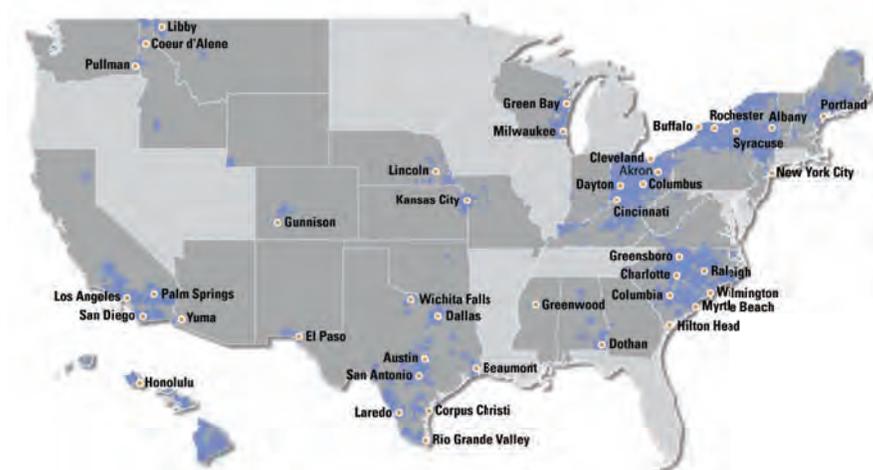


- > Time Warner Cable metro fiber optic networks and regional rings enable superior performance
- > Local, dedicated account management for a single point of contact
- > Layer 2 transmission and performance advantages with Ethernet services
- > Scalable bandwidth up to 10 Gbps\*
- > Lower your total cost of ownership (TCO) by reducing capital outlay on routers, switches and hardware
- > Flexible pricing (flat rate or usage based)
- > Simple customer management of proven Ethernet technology

## Features

- > Metro Ethernet communications services conforming to industry IEEE 802.3 standards
- > Scalable bandwidth and minimal disruption for businesses that anticipate increased bandwidth needs
- > Robust SLAs for availability, latency/repair, packet loss and mean-time-to-repair (MTTR)
- > End-to-end network monitoring to ensure reliable operations
- > Performance monitoring tools to validate the uptime of mission critical operations
- > Dedicated customer support 24 x 7 for any questions

## National Presence



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# Metro Ethernet

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Metro Ethernet delivers mission-critical connections between you and your business locations. Provided via the Time Warner Cable fiber optic network, we offer high-capacity links between multiple offices over your existing Ethernet lines. That means you get a trusted dedicated fiber connection, not a shared network subject to costly upgrades.



Metro Ethernet can be scaled to any size business, and will support your needs as you grow. Our superior fiber optic networks and regional rings are cost-efficient because they reduce the need for routers, switches and hardware. No local loop charges. No additional costs. And all upgrades can be completed within 72 hours.

Let us help you select the Ethernet plan that is right for your business.

To order, call our toll free number



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## Metro Ethernet Tutorial



Take a moment to learn about

Time Warner Cables Metro Ethernet Solutions via this unique tutorial.

*\*This tutorial requires a flash browser plugin, please [click here](#) to download.*

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- End-to-end network monitoring to ensure reliable operations
- Performance monitoring tools streamline work efficiency
- Layer 2 transmission and performance advantages with Ethernet services
- Local, dedicated account management for a single point of contact
- Flexible pricing (flat rate or usage based)
- Dedicated customer support 24/7 for any questions

## Point-to-Point

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site needs within the Time Warner Cable Business Class footprint.

## Point-to-Multipoint

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site needs within the Time Warner Cable Business Class footprint.

## Multipoint-to-Multipoint

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site to multi-site needs within the Time Warner Cable Business Class footprint.

To order, call our toll free number



1-866-689-3678

Please enter your ZIP code to check for serviceability.

## Metro Ethernet Tutorial



Take a moment to learn about

Time Warner Cables Metro Ethernet Solutions via this unique tutorial.

*\*This tutorial requires a flash browser plugin, please [click here](#) to download.*

## Ethernet Solutions

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# Metro Ethernet

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## Service Level Commitments (Metro)

- Latency (round trip) <40 ms
- Availability >99.97%
- Packet Loss <0.1%

## Service Level Commitments (Intra-Regional)

- Latency (round trip) <50 ms
- Availability >99.97%
- Packet Loss <0.15%

## Current monitoring capability includes the following:

- Bandwidth
- Latency
- Availability
- Packet Loss

To order, call our toll free number 1-866-689-3678

Please enter your ZIP code to check for serviceability.

## Metro Ethernet Tutorial



Take a moment to learn about

Time Warner Cables [Metro Ethernet Solutions](#) via this unique tutorial. *\*This tutorial requires a flash browser plugin, please [click here](#) to download.*

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# Metro Ethernet

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Take a moment to learn about Time Warner Cables Metro Ethernet Solutions via this [unique tutorial](#).

### Why is Ethernet superior to LAN?

Ethernet's bandwidth offering, extended beyond the LAN, provides access in the increments the customer wants; access is not fixed by the Time Division Multiplexing (TDM) hierarchy. Compared to traditional access, Ethernet is generally reliable, easy to understand, and a proven service.

### Is Ethernet faster than traditional telco circuits?

5 - 1,000 Mbps speeds available. Access provided using Fast E or Gig E ports. Faster service delivery than traditional Telco circuits. Faster bandwidth upgrades, especially when crossing traditional Telco bandwidths.

### Is Metro Ethernet scalable to my business size?

Metro Private Solutions' range of bandwidth options make it appropriate for any size business. With incremental bandwidth options, Ethernet services allow you to only pay for bandwidth that you use.

### What are the cost benefits of using Metro Ethernet?

Low-cost CPE can be used to terminate Ethernet connections. No specialized training is required for the IT staff in order to operate/maintain an Ethernet connection.

### I want the best connection there is, is Metro Ethernet right for me?

"Cutting Edge" services are delivered over TWC's metropolitan networks. Superior service quality and real-time exchange of information.

### How reliable is the network?

Metro Ethernet Solutions are protected with industry leading Service Level Agreements (SLA's). Ring-based network topology, diverse fiber routing and built-in equipment redundancy provided network reliability. Ring-based network topology maximizes availability and service quality. Industry leading SLA metrics include availability, Latency/Delay, Packet Loss, and MTTR.

### Can this product interface with emerging technologies?

Compatible with new network technologies. A stable product that can interface seamlessly with emerging IP based technologies, Metro Ethernet Solutions allows customers to run the latest IP applications between multiple points on their networks.

### What kind of support do I get?

24x7 proactive network monitoring ensures that TWCBC's network is available and reliable and trouble resolution is handled in a timely manner, providing more efficient network operation and management, which enables better network performance.

Please enter your ZIP code to check for serviceability.

## Metro Ethernet Tutorial



Take a moment to learn about Time Warner Cables [Metro Ethernet Solutions](#) via this unique tutorial.

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## Teleworking

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## Business Solutions

Your business may have started with one building, but now you are adding offices around the country, establishing home offices or looking to implement robust business continuity solutions. We can help you expand your horizons by connecting campuses, offices and remote employees across America to realize business efficiencies. Our solutions deliver high-speed, robust, secure connections, while reducing communications costs and billing complexity.

You have a choice when it comes to your network. Since we are a facilities-based service provider, we provide reliability, scalability and alternative routing with our unique network infrastructure to bypass the local telecom infrastructure.

Contact one of our knowledgeable national account representatives today to find out how you can expand your company's footprint and improve the efficiency of your business with our national offerings:

- [Metro Ethernet Solutions](#)
- [Dedicated Internet Access](#)
- [Teleworker Solutions](#)

A TWCBC National Sales representative can help customize a solution for you. Contact us today:

Toll-free: 1-866-689-3678

E-mail: [nationalprograms@twcbc.com](mailto:nationalprograms@twcbc.com)

## Additional Resources

- [Metro Ethernet Solutions \[PDF\]](#)
- [Branch Office Connectivity & Teleworker Solutions \[PDF\]](#)
- [Dedicated Internet Access \[PDF\]](#)
- [Business Continuity & Disaster Recovery \[PDF\]](#)
- [National Sales Order Entry Order Management \[PDF\]](#)

## Downloads

- [Standard Business Class Contract Terms and Conditions](#)
- [Metro Ethernet Contract Terms and Conditions \[PDF\]](#)
- [Boeing Employee Service Offering and Agreement \[PDF\]](#)

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## Enterprise

As a large business, you require reliable Internet access and private network solutions while spending as little time with customer service as possible. And, if there is a problem, you want a solution fast. We know you are looking for an established provider you can trust. Our local account teams will work with you to develop a cost-effective, integrated solution that addresses your needs and provides your business with a competitive advantage. With highly redundant networks and local, dedicated customer service representatives, we can maximize the effectiveness of your network to give you an edge in today's competitive marketplace.

Time Warner Cable Business Class provides customized solutions for various industries:

- [Financial Services](#)
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- [Manufacturing](#)
- [Retail](#)

### Voice



**Business Class Phone** offers crystal-clear digital phone service to small business customers. [\[PDF\]](#)

### Business Class Ethernet



Allows businesses of all sizes to migrate to an Ethernet solution. [\[PDF\]](#)

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## Financial Services

Customers demand the most from their financial services company - better service, more locations and more features. Because we understand your needs, work with you to build a network that meets your customers' needs, as well as your own.

Contact one of our, knowledgeable account representatives today to find out how TWCBC can help you develop a network that exceeds your customers' expectations with our financial services offerings:

- [Ethernet Solutions](#)
- [Dedicated Internet Access](#)
- [Teleworker Solutions](#)
- [Managed Security](#)

### Financial Services Solutions



Time Warner Business Class offers network solutions for financial services institutions to avoid costly downtime and support greater connections with employees and customers. [\[PDF\]](#)

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## Technology that turns mission critical into mission accomplished.

You conduct business in a world where diligent continuity planning and alternate route-path strategies are not an option — they are a necessity. Customers demand 24/7 access to their accounts. Regulators demand records, redundancies and fail-safe systems unheard of just a few years ago.

### Your lifeline to business continuity with speed and savings

Your Time Warner Cable Business Class Account Representative can show you how our wholly owned network and unique infrastructure can help you control costs as you provide continuity of services to your customers. Our secure, highly redundant network becomes your lifeline to:

- **Business Continuity:** With a unique cable plant infrastructure and regional ring topology, independent of other telecom companies, we can provide continuous delivery of services in case of an emergency.
- **Service Levels to Address Compliance:** As performance, transparency, customer data replication and privacy standards become more demanding, our strict Service Level Agreements (SLAs) on packet loss and data latency can help address compliance standards, saving you time and resources.
- **Secure Remote Access:** A network built and maintained by the latest managed security services provides your customers with the confidence that their information is secure, no matter how they access the network.

### The Business Continuity Challenge

Thirty-seven percent of financial institutions list business continuity as one of their top five priorities. Only 63% of respondents have an information security strategy to address business continuity.\*

For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

## Solutions for a flexible and cost-effective network

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Use Ethernet technology for connectivity between remote offices. These solutions let you cost-effectively run networked applications.
- **Dedicated Internet Access:** Enjoy a dedicated fiber-optic connection for data transmissions on our high-capacity fiber network, all with the high availability, minimal latency and strict packet loss Service Level Agreements (SLAs) you need for business-critical, highly regulated financial applications.
- **Managed Security:** Protect sensitive data and systems with proactive security monitoring, intrusion detection, isolation and response, while freeing IT staff from this burden.
- **Branch Office Connectivity:** Provide secure Internet connectivity and incredibly fast transmission speeds to dispersed locations that need to run high-bandwidth financial applications.
- **Teleworker Solutions:** Bring secure, high-speed Internet and always-on network connectivity to home workers. You can potentially reduce real estate costs, improve productivity and retain valuable employees.



For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

## Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless of which you choose, we have the infrastructure and dedicated local support in place to implement it quickly and without disruption.

Call today. And get a lifeline to the business continuity solution your mission critical network applications need.

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## Healthcare

When patients require immediate care and medical staff demand access to the latest information, the last thing any healthcare organization wants to worry about is the performance and security of its network. We understand that your number one priority is providing quality care, which is why we offer a robust, high-speed network that can support your entire organization and be scaled to your business needs. We provide you with access to an established national network that offers superior managed security services to support your adoption of electronic health records. So you can stop worrying about your patients' privacy and start focusing on their health.

Contact one of our, knowledgeable account representatives today to find out how you can enhance patient care and improve operating efficiency with our healthcare service offerings:

- [Ethernet Solutions](#)
- [Dedicated Internet Access](#)
- [Teleworker Solutions](#)
- [Managed Security](#)

## EHR Research Results



Time Warner  
Business  
Class

commissioned an online survey to better understand consumer viewpoints on EHR privacy and security concerns. [Click Here](#) to obtain a complete summary of the survey results.

## Healthcare Solutions



Time Warner  
Cable  
Business  
Class

understands your healthcare business requirements because we've helped organizations like yours improve network performance to provide better patient care.

[\[PDF\]](#)

## Case Studies

Time Warner Cable Business Class delivers connections to Cincinnati Children's Hospital. [\[PDF\]](#)



## Delivering data and precision when there's no room for error.

The healthcare field is going through an enormous technological shift. Electronic Health Records (EHR), the Nationwide Health Information Network (NHIN) initiative and Health Insurance Portability and Accountability Act (HIPAA) legislation demand better communication and protection of critical patient data. And you are expected to invest in technology even as you face pressures to reduce costs.

### Your lifeline to a secure healthcare network

Your Time Warner Cable Business Class Account Representative can help you implement a data network solution to easily transfer and manage patient records, so physicians and administrators can concentrate on improved patient care. Our secure, highly redundant network is your lifeline to:

- **Electronic Health Records:** Our unique network infrastructure and regional ring topology provide unprecedented network bandwidth and the flexibility to scale as needed for EHR and NHIN.
- **Privacy Protection:** Leverage our network infrastructure and managed security solutions, so you can securely transmit patient information through a network and address healthcare regulations.
- **Pricing Flexibility:** Since our network is independent and wholly owned, we can provide the bandwidth you need with a simple, cost-effective data solution.

### The Drive To Electronic Health Records

In an effort to improve the nation's healthcare system through technological innovation, the government expects widespread adoption of EHRs by 2014. In 2005 alone, use of EHR in office-based practices increased 24%.\*

For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

## Solutions that can increase quality of care, even as you reduce costs

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Use Ethernet technology for connectivity between hospitals and remote offices. These solutions let you cost-effectively run networked applications.
- **Dedicated Internet Access:** Enjoy a dedicated fiber-optic connection for business-critical data transmissions on our high-capacity fiber network, all with the high availability, minimal latency and strict packet loss Service Level Agreements (SLAs) required by medical applications.
- **Managed Security:** Protect sensitive data with proactive security monitoring, intrusion detection, isolation and response, while freeing IT staff from this burden.
- **Branch Office Connectivity:** Bring high-speed Internet access and always-on network connectivity to dispersed offices that need to run high-bandwidth applications. Further secure your solution with available Static IP and automated remote backup.
- **Teleworker Solutions:** Give remote healthcare workers broadband access to your networks for more efficient record transfers, staff utilizations and workflow.



For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

### Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless of which you choose, we have the infrastructure and local people in place to implement it quickly and without disruption.

Call today. And get a lifeline to the advanced communications that keep records safe and accurate, and patients better cared for.



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Hospitality

Hotel guests demand a lot. Access to high-speed Internet and a wide range of cable television channels is no longer an amenity. It is critical to providing a better in-room experience for guest satisfaction and loyalty.

Our secure, wholly owned network can provide scalable Internet bandwidth for a better in-room experience to even the most remote hotels. And the solutions are secure and reliable enough for mission-critical reservations, procurement and Enterprise Resource Planning (ERP) applications.

Contact one of our, knowledgeable account representatives to find out how TWCBC can help you improve the in-room experience and improve hotel operations with our hospitality offerings:

- o [Ethernet Solutions](#)
- o [Dedicated Internet Access](#)
- o [Managed Security](#)
- o [Cable TV for Guests](#)

Hospitality Solutions



Time Warner Cable Business Class provides reliable Internet bandwidth for mission-critical applications and a greater customer in-room TV channel selection. [\[PDF\]](#)

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## Better in-room experiences begin with better in-room technology.

In a business as competitive as hospitality, hotel guests can demand a lot. That “home away from home” you provide now has to include access to high-speed Internet, from anywhere in the hotel. And when it comes time to relax in front of the television, guests want a lot of choices. Fortunately, you can address these issues through a simple solution with one point of contact and one bill.

### Your lifeline to happier, more satisfied guests

Your Time Warner Cable Business Class Account Representative can help you build better satisfaction and loyalty through a better in-room experience. Our secure, highly redundant network is your lifeline to:

- **Advanced Communications Services:** A unique cable plant infrastructure and regional ring topology reliably provide both high-bandwidth HDTV services and high-speed Internet connectivity.
- **Better In-Room Entertainment:** As a cable television provider, Time Warner Cable Business Class can provide a diverse and flexible array of digital and high-definition television channels.
- **Connect Properties and Headquarters:** Use our wholly owned network to create private networks, connect properties, offices, and systems for reservations, procurement, Enterprise Resource Planning (ERP) and more.
- **Simplified Account Management And Billing:** Local and national account management gives you a single point of contact and consolidates your Time Warner Cable Business Class spending on one bill.

### Guests Look For In-Room Services

In a study conducted by Mintel, 60% of hotel guests said in-room entertainment and high-speed Internet were significantly important to them.\*

For more information, call 1-866-689-3678 or visit [www.twcbc.com](http://www.twcbc.com)

## Solutions that take care of your business and guests

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Use Ethernet technology for connectivity between properties and headquarters. These solutions let you run networked applications cost effectively.
- **Dedicated Internet Access:** Enjoy a dedicated fiber-optic connection to our high-capacity fiber network. Your guests enjoy high-bandwidth Web services. Your business benefits from the high availability, minimal latency and strict packet loss Service Level Agreements (SLAs) you need for mission critical applications.
- **Managed Security:** Protect sensitive data and systems with proactive security monitoring, intrusion detection, isolation and response, while freeing IT staff from this burden.
- **Video to Guest:** Customize a digital and high-definition channel selection to best suit the needs of your clientele.

### Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless of which you choose, we have the infrastructure and dedicated local support in place to implement it quickly and without disruption.

Call today. And get a lifeline to the entertainment and Internet access guests want for a better in-room experience.



For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)



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## Manufacturing

With intense competition knocking, manufacturers must maintain a competitive advantage while coping with constrained IT budgets and aging systems. We provide your manufacturing group with the edge you are looking for by offering the tools you need to better manage supplier, worker and customer relationships. With robust data networks that reach even the most remote location, TWCBC allows you to leverage high-bandwidth applications that reduce costs and increase productivity.

Contact one of our, knowledgeable account representatives today to find out how TWCBC can help you build solutions that are specific to your changing communications needs with our manufacturing offerings:

- [Ethernet Solutions](#)
- [Dedicated Internet Access](#)
- [Teleworker Solutions](#)
- [Branch Office Services](#)
- [Managed Security](#)

### Manufacturing Solutions



Manufacturers leverage Time Warner Cable Business Class solutions to avoid costly network downtime and create cost-effective relationships with suppliers, customers and employees. [\[PDF\]](#)

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## Ensuring your data is where it needs to be, so your products are, too.

To be successful in manufacturing these days, legacy networks between plants, engineers, procurement, sales, accounting, even customers and vendors, have to be upgraded. But that's easier said than implemented. You need scalable bandwidth to deploy Internet-based applications and data networks. This is especially difficult in rural areas that are not wired for broadband. And if the networks aren't fully utilized, your entire supply chain suffers.

### Your lifeline to turning your network into an advantage

Your Time Warner Cable Business Class Account Representative can help you design a scalable data communications solution to effectively communicate with partners, increase productivity and reduce downtime. Our secure, highly redundant network is your lifeline to:

- **Upgrade Legacy Systems:** Collaborate and bring your partners together on an IP-based network that uses resilient ring technology to provide outstanding reliability, reducing strain on your operations and increasing productivity and profitability.
- **Speed to Market:** Match bandwidth to application requirements for a more expedited workflow and greater ability to move and store documentation.
- **Extending Your Network to More Partners:** Our wholly owned network goes beyond urban areas, so you can provide state-of-the-art connectivity and communications to outlying areas for greater speed and efficiency.

### Manufacturing Need For Network Availability

Each hour of downtime can cost a manufacturer up to \$1.5 million in lost sales, employee productivity, supply chain disruption, service level penalties and damage to share value.\*

For more information, call 1-866-689-3678 or visit [www.twcbc.com](http://www.twcbc.com)

## Manufacturing a smoother supply chain

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Dedicated data networks between facilities provide cost-effective, high-capacity connectivity for your applications.
- **Dedicated Internet Access:** Enjoy a dedicated fiber-optic connection for business-critical data transmissions on our high-capacity fiber network, all with the high availability, minimal latency and strict packet loss Service Level Agreements (SLAs) required by complex financial, supply chain and Enterprise Resource Planning (ERP) applications.
- **Managed Security:** Protect sensitive data and systems with proactive security monitoring, intrusion detection, isolation and response, while freeing limited IT staff from this burden.
- **Branch Office Connectivity:** This solution provides Internet connectivity to plants, sales offices and engineering facilities that need to run high-bandwidth supply chain and custom applications.



For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

## Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless of which you choose, we have the infrastructure and dedicated local support in place to implement it quickly and without disruption.

Call today. And get a lifeline that brings you and all your supply chain partners together in one converged network.



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## Retail

Network technologies play a major role in the retail experience. One-time back-office systems for inventory and supply-chain management are now customer service resources. To avoid delays at the checkout counter, sensitive data has to move quickly and securely through multiple "points of service" and authorizations.

TWCBC can help you leverage our high-bandwidth services for retail applications through our highly redundant, wholly owned network that extends out to suburban and rural locations.

Contact one of our, knowledgeable account representatives to find out how we can help you improve the customer experience and better manage transactions with our retail offerings:

- [Ethernet Solutions](#)
- [Dedicated Internet Access](#)
- [Managed Security](#)
- [Cable Television](#)

### Retail Solutions



Retailers can leverage Time Warner Cable

Business Class solutions for inventory, customer service and transaction-processing applications, even in suburban and rural locations. [\[PDF\]](#)

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## When your network experience is great, your in-store experience is even better.

You do business in one of the most innovative times in retail history. Inventory, for instance, is no longer a backroom system, but a real-time information and customer service resource. Sensitive customer data has to move securely through multiple “points of service” and authorizations. Also, there are administrative complexities that come with managing multiple locations and systems.

### Your lifeline to greater efficiency and customer satisfaction

Your Time Warner Cable Business Class Account Representative can show you how to improve your customers’ experience and encourage repeat business. Our secure, highly redundant, wholly owned network is your lifeline to:

- **Efficient Data Management:** Create a private data network to facilitate the secure and efficient movement of data, from your point of sale to all your locations and trading partners, so you can better and more profitably manage inventory and customer service.
- **Secure, Reliable Transaction Processing:** Our cable plant infrastructure and resilient ring topology reliably speeds customer transactions and protects their critical data.
- **Single Source Simplicity And Billing:** Through a single provider with dedicated, local account support, you get a single point of contact for multiple locations, so you can more easily expedite billing and resolve service issues.

### Retail Businesses Prioritize Security

Far outweighing other priorities, retail organizations are focused on updating to a secure network. In a recent 2007 study, 1/3 of retail businesses were surveyed as saying that upgrading their security applications is a major initiative for 2008.\*

For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

### Solutions that improve the in-store experience

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Private data networks between stores, warehouses and remote offices provide secure, cost-effective, high-capacity connectivity for your communications and applications.
- **Dedicated Internet Access:** Run your mission-critical Internet applications through a dedicated fiber-optic connection to the Internet. Our high-capacity network delivers high availability with minimal latency and low packet loss.
- **Managed Security:** Protect sensitive customer and transaction data with proactive security monitoring, intrusion detection, isolation and response, while freeing limited IT staff from this burden.
- **Branch Office Connectivity:** Provide dispersed locations with Internet connectivity and throughput speeds they need to run high-bandwidth e-commerce applications.
- **Cable Television:** Time Warner Cable Business Class can help you develop a digital and high-definition TV channel selection that suits the tastes of your customers.



For more information,  
call 1-866-689-3678 or  
visit [www.twcbc.com](http://www.twcbc.com)

### Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless which you choose, we have the infrastructure and dedicated local support in place to implement it quickly and without disruption.

Call today. And get a lifeline to more efficient operations and a better customer experience.



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## Government Solutions

Time Warner Cable is a leading provider of high-speed data and communication services to Federal, State and Local government agencies. Our network enables agencies to achieve telecom diversity and address Continuity of Operations Planning.

## Continuity of Operations for the Government

Time Warner Cable understands the unique needs for secure and resilient collaboration. Our goal is to help facilitate "the ability to communicate with COOP personnel, other agency employees, leadership and other agency elements, to include bureaus, regions and field offices."

Federal government agencies are increasingly sharing information with partner agencies and needing secure, resilient collaboration. Teleworking, Branch Office Connectivity, and Dedicated Access solutions ensure telecom diversity by using technology proven in other public and private sector organizations.

## A Provider You Can Rely On

Time Warner Cable understands that government needs differ from those of other businesses. Our goal is to always provide the service and solutions government agencies demand.

Call today or [email us](#) for more information about Time Warner Cable Government Solutions: 866-877-4851.

\* Federal Preparedness Circular (FPC) 65, Annex F

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## Branch Office Connectivity

## Scalable Connectivity to Enhance Your Network

Time Warner Cable Branch Office Solutions facilitate government agencies with dispersed offices, reliable access to information. By leveraging a state-of-the-art infrastructure that is independent from other telecom carriers we can quickly deliver high-performance, high-bandwidth solutions to support critical applications across multiple government locations.

## Turn COOP Requirements into Productivity Enhancements

Time Warner Cable Branch Office Solutions help agencies meet Continuity of Operations Planning (COOP) requirements. We can enable the continuity of operations and productivity during unforeseen disruptions to other communications systems, networks, or government applications.

- Augment agency network communications and reduce the dependency upon traditional telco infrastructures.
- Leverage multimedia government applications-including video conferencing, voice applications, image file transfer, and virtual private networking (VPN)-while reducing the additional costs for higher bandwidth requirements.
- Create high-bandwidth infrastructure capable of supporting real-time data backup, storage and e-government initiatives.

## Increase Telecom Diversity Simply and Efficiently

Time Warner Cable's infrastructure simplifies implementation. We build and maintain our own state-of-the-art cable infrastructure and regional rings enabling agencies to communicate as a team and perform at the highest level possible. We provide:

- Service Level Agreements (SLAs) for rapid response and restoration services.
- Online ordering and provisioning management tool.
- Ability to scale to growing branch office bandwidth needs, supporting multiple users.

## Get the Benefits of Choosing a Strong, Experienced Provider

Time Warner Cable's network infrastructure meets your agency requirements. Our goal is to always provide you with the service and solutions your agency demands. We offer:

- Comprehensive solutions that will enable your agency to build an effective, productive IT workforce.
- Control IT and telecom costs by migrating to an IP environment.
- Single and custom billing options.
- 24x7 customer support, including expert technical support.

Call today or [email us](#) for more information about Time Warner Cable Government Solutions: 1-866-877-4851

## Downloads


[Branch Office](#)

Connectivity products are designed to help agencies consolidate and/or diversify their infrastructure for contingency planning.

[Branch Office Connectivity \(PDF\)](#)

## Contact Details

Toll-free: 1-866-376-3676

E-mail: [nationalprograms@twcbc.com](mailto:nationalprograms@twcbc.com)



## Scalable Branch Office Connectivity to Enhance Your Network

Time Warner Cable Branch Office Connectivity solutions facilitate the operation of government agencies with dispersed offices by providing reliable access to information. We employ a state-of-the-art infrastructure that is independent from other telecom carriers to quickly deliver high-performance, high-bandwidth solutions supporting critical applications across multiple locations.

### Turn COOP Requirements into Productivity Enhancements

Time Warner Cable Branch Office Connectivity solutions help agencies meet Continuity of Operations Planning requirements. As a result, we enable productivity during unforeseen disruptions to other communications systems, networks, or government applications. Agencies can rely on us to:

- Augment network communications and reduce an agency's dependency upon traditional telco infrastructures
- Leverage multimedia government applications — including video conferencing, voice, image file transfer, and virtual private networking (VPN) — while reducing the additional costs for higher bandwidth requirements
- Create a high-bandwidth infrastructure capable of supporting real-time data backup, storage, and e-government initiatives

### Increase Telecom Diversity Simply and Efficiently

Time Warner Cable's infrastructure simplifies implementation. We build and maintain our own state-of-the-art cable infrastructure and regional fiber rings. This enables agencies to communicate as a team and perform at the highest level possible. We provide:

- Service Level Agreements (SLAs) for rapid response and restoration services
- Online ordering and provisioning management tools
- The ability to scale and meet growing branch office bandwidth needs, including multiple user support

### Get the Benefits of Choosing a Strong, Experienced Provider

Time Warner Cable's network infrastructure meets your agency requirements. Our goal is to always provide the service and solutions government agencies demand. We offer:

- Comprehensive solutions that enable agencies to build an effective, productive IT workforce
- Scalable products to reduce IT and telecom costs
- Single and custom billing options
- 24x7 technical support

### Time Warner Cable on GSA Schedule

- Time Warner Cable is a preselected vendor. We can help agencies focus on their IT needs instead of budget pressures
- Leveraging the GSA Schedule lets each agency take advantage of lower administrative costs, billing in arrears, optional payment by government credit card, and expedited network installation
- GSA Schedule GS-35F-043 1 K \*

Time Warner Cable Branch Office Connectivity delivers scalable and continuous high-bandwidth solutions to ensure uninterrupted information sharing, knowledge flow, and IT productivity. **The result:** Agencies can facilitate communications and cross-collaboration by designing data networks to meet their critical communications needs.

Call today for more information  
**1-866-877-4851**  
or visit [www.twcbc.com](http://www.twcbc.com)

TIME WARNER CABLE  
**Government Solutions**

BRANCH OFFICE CONNECTIVITY

Time Warner Cable is a leading provider of high-speed data and video communication services to government agencies. Our network enables agencies to achieve telecom diversity, enhance their Continuity of Operations Planning (COOP), and dynamically allocate their data bandwidth requirements.

 TIME WARNER CABLE  
**Business Class**

\* Time Warner Cable solutions are available on Comtech's GSA Schedule GS-35F-043 1 K. Comtech is a minority, woman-owned small business.

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## Dedicated Internet Access

## Critical Communications Redundancy

Time Warner Cable's unique network infrastructure delivers fiber-based Ethernet solutions that enable government agencies to capitalize on the capabilities of the Internet and to design private networks. In the event of disruptions to other systems, our government solutions offers redundancy so agencies can stay in touch and productive.

## Continuity of Operations for Government Agencies

Time Warner Cable Dedicated Access solutions help agencies address Continuity of Operations Planning (COOP) requirements. We help address the continuity of operations and productivity during unforeseen disruptions to other communications systems, networks, or government applications. Solutions that allow for secure and resilient collaboration are a key component of meeting today's challenges. Agencies can rely on us to:

- Facilitate the sharing of information between the federal government and partner agencies.
- Provide access to data systems and services to conduct essential functions when other primary systems fail.

## Meets Bandwidth Requirements

Time Warner Cable offers Ethernet bandwidths in flexible increments (5 Mbps to 1 Gbps) to eliminate over-provisioning and the high cost of rigid TDM bandwidth circuits. No matter what type of bandwidth requirement is necessary, Time Warner Cable Dedicated Access can meet it.

- Fiber-based point-to-point Ethernet connectivity provides dedicated interconnectivity between government facilities.
- Fiber-based point-to-multipoint Ethernet connectivity provides high-capacity connections between multiple facilities.
- Dedicated Internet access provides scalable high-speed Internet connection.

## Facilitates Migration and Expansion

Time Warner Cable Dedicated Access solutions allow agencies to consolidate infrastructure and migrate from legacy transport protocols (ATM, Frame Relay) to diverse, fiber-based Ethernet solutions. Our solutions are built on plug-and-play Ethernet technology, delivering bandwidth on-demand.

Call today or [email us](#) for more information about Time Warner Cable Government Solutions: 1-866-877-4851

## Downloads


[Branch Office](#)

Connectivity products are designed to help agencies consolidate and/or diversify their infrastructure for contingency planning.

[Branch Office Connectivity \(PDF\)](#)

## Contact Details

Toll-free: 1-866-376-3676

E-mail: [nationalprograms@twcbc.com](mailto:nationalprograms@twcbc.com)



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### Federal Contract Vehicles

#### GSA Schedule

Time Warner Cable is on the GSA Schedule. That makes vendor selection faster and gives you the confidence that comes from working with a company that meets stringent government standards.

Leveraging the GSA Schedule lets each agency take advantage of lower administrative costs, shorter lead times, and expedited network installation.

Time Warner Cable Government Technology Solutions are available on Comtech's GSA Schedule GS-35F-043 1 K.\*

[Email us](#) for more information.

*\* Comtech is a minority, woman-owned small business and has been one of the region's fastest-growing companies utilizing best-of-class solutions, state-of-the-art technologies and leading-edge practices.*

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## State Contract Vehicles

Today, state and local government agencies must maintain steady and direct contact with citizens. Whether providing online services or responding to a crisis, you need to share information around the clock and without interruption. We understand government requirements to stay in contact with employees, other agency elements and constituents. We offer a robust, reliable network that provides broadband and fiber solutions such as teleworking and branch office connectivity - ensuring that government agencies have the information and resources needed to govern.

Time Warner Cable Business Class provides you with the custom network solutions you need to support continuity of operations (COOP) initiatives, plan for disaster recovery and develop robust teleworking programs for a dispersed workforce. To find out more about our offerings in your state, please contact your state's contracting office.

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## Teleworking

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## Government Teleworking

## Dependable High-Speed Teleworking Solutions for Increased Productivity

Time Warner Cable Teleworking solutions ensure a home-based teleworker the same high-speed connectivity as they are accustomed to in their office. Our services include software security, large file transmission, off-site data storage, and robust videoconferencing capabilities. For employees, that means a reduced risk of work disruption in the event of unforeseen circumstances. For managers, it means employees can be as productive at home as they are in the office.

## Secure and Resilient Collaboration

Teleworking is an integral part of continuity of operations planning (COOP), enabling the Federal Government to remain responsive at all times. Time Warner Cable Teleworking Solutions help ensure that a disruption to an agency's network, government applications, or workforce communications will not interfere with the operations of that agency or its partners.

- Facilitate "the ability to communicate with COOP personnel, other agency employees, leadership and other agency elements, to include bureaus, regions and field offices."
- Ensure telecom diversity by using established technology already deployed in other public and private sector organizations.
- Static IP option for virtual private networks.

## Meeting the Teleworker Compliance Challenge

Time Warner Cable Teleworking Solutions help increase agency teleworking and utilization rates to meet or exceed federal legislative compliance guidelines, while our infrastructure allows us to implement solutions efficiently.

- Meet or exceed Teleworker Policy provisions within the FY2005 Consolidated Appropriations Act.
- Adhere more closely to the Clean Air Act, Family and Medical Leave Act, and Americans with Disabilities Act.
- Most technologically advanced, best-clustered cable systems for service provisioning and faster implementation of agency teleworking programs.

## Increased Productivity

Always-on connectivity, high-speed access, fast transmissions, and a host of other Time Warner Cable products can significantly enhance teleworker productivity by delivering a computing environment that makes working at home as seamless as being in the office.

- No reconnect slowdowns, transmission delays, or phone charges common with dial-up services.
- Trim download and upload times to send large data files easily and efficiently.
- Back up work laptop with a SmartDrive account for file replication and backup to off-site storage (100 MB of storage).
- Interactive communication by videoconferencing.

Teleworker Network

## Downloads



"Work is not a place"  
Time Warner

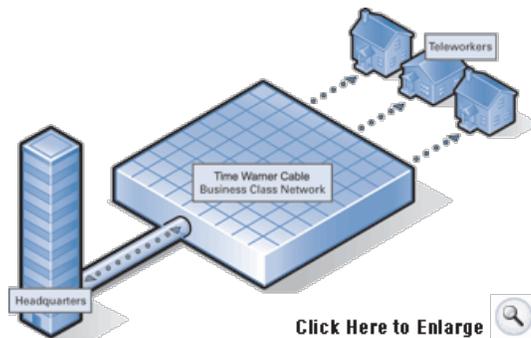
Cable's Teleworker solutions allow agencies to deliver IT communications for a laptop-enabled workforce.

[Teleworking \(PDF\)](#)

## Contact Details

Toll-free: 1-866-376-3676

E-mail: [nationalprograms@twcbc.com](mailto:nationalprograms@twcbc.com)



Call today or [email us](#) for more information about Time Warner Cable Government Solutions: 1-866-877-4851

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# Dependable High-Speed Teleworking Solutions For Increased Productivity

Time Warner Cable Teleworking Solutions ensure home-based teleworkers the same high-speed connectivity that they are accustomed to in their offices. Our services include software security, the ability for off-site data storage, and the enabling of robust videoconferencing — giving managers the confidence that their employees can be as productive at home as they are in the office.

## Turn COOP Requirements into Operational Advantages

With Time Warner Cable Teleworking Solutions, agencies improve their “ability to communicate with COOP personnel, other agency employees, leadership and other agency elements, including bureaus, regions, and field offices.”\*\* Our solutions also increase security of operations, providing:

- Resilient intra-agency and partner collaboration
- Assurance that disruptions within an agency’s network, government applications, or workforce communications will not interfere with the operations of that agency or its partners

Time Warner Cable products can significantly enhance teleworker productivity by delivering a computing environment that makes working at home as seamless as being at the office.

- Backup of work laptop using SmartDrive account
- Off-site file and data archiving (100 MB of storage)
- Interactive communication by videoconferencing
- Static IP option for virtual private networks

Teleworking Solutions promote reductions in turnover and absenteeism, and serve as a powerful recruitment tool for top talent.†

## Meet the Teleworker Compliance Challenge

Time Warner Cable Teleworking Solutions help increase agency teleworking and utilization rates to meet or exceed federal legislative compliance guidelines; our infrastructure allows us to implement solutions efficiently.

- Meet or exceed Teleworker Policy provisions within the FY2005 Consolidated Appropriations Act
- Contribute to greater agency compliance with the Clean Air Act, Family and Medical Leave Act, and Americans with Disabilities Act
- Offer the most technologically advanced, best-clustered cable systems for service provisioning and faster implementation of agency teleworking programs

## Get the Benefits of Choosing an Experienced Provider

Time Warner Cable’s scalable infrastructure can meet and exceed agency requirements. Our goal is to always provide you with the service and solutions your agency demands.

- Agency and Telework Coordinator consultations to establish program goals and expectations
- Single and custom billing options
- Web-based order tracking to help you bring service to new teleworkers quickly
- 24x7 customer support

## Time Warner Cable on GSA Schedule

- Time Warner Cable is a preselected vendor, so we can help you focus on your agency’s IT needs instead of your budget pressures
- Leveraging the GSA Schedule lets each agency take advantage of lower administrative costs, billing in rears, shorter lead times, and expedited network installation
- GSA Schedule GS-35F-043 1 K\*\*

Time Warner Cable Teleworking Solutions bring reliable high-speed connectivity directly to where employees live and work. **The result:** Agencies are enabled with a secure and productive workforce, in compliance with federal teleworker mandates, and ready for anything.

Call today for more information

**1-866-877-4851**  
or visit [www.twcbc.com](http://www.twcbc.com)

\* Federal Preparedness Circular (FPC) 65, Annex F.

† Goals put forth in *Telework: A Management Priority — A Guide for Managers, Supervisors, and Telework Coordinators*. GSA Office of Personnel Management.

\*\* Time Warner Cable Solutions are available on Comtech’s GSA Schedule GS-35F-043 1 K. Comtech is a minority, woman-owned small business.



TIME WARNER CABLE  
**Government Solutions**

TELEWORKING

Time Warner Cable is a leading provider of communications services to government agencies. Our proven network technology solutions enable agencies to fully comply with COOP while increasing employee productivity.

 TIME WARNER CABLE  
**Business Class**



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## Access Product Overview

### Access - Overview

The Time Warner Cable Business Class service currently is offered to businesses up to 2 Mbps x 384 Kbps standard rate of speed upstream. By offering additional upstream and downstream data rates (tiers), the tiered Access service enables Time Warner Cable Business Class to provide businesses with more choices for their level of high-speed Internet access.

### Description

TWCBC's tiered Access service is a multi-level broadband service that operates across a Hybrid Fiber Coax (HFC) network via a cable modem. Tiered Access service offers a variety of data rates for commercial businesses\* to choose from, depending on their business needs. It enables a variety of upstream and downstream rates. Currently, service tiers include a minimum data rate of up to 128 Kbps x 128 Kbps and a maximum data rate up to 5 Mbps x 128 Kbps (available Access tiers vary by location).

### Risks

Data rates are delivered in a "commercially reasonable effort" manner. Meaning the service is provided without guaranteed or assumed Quality of Service (QoS) features.

Due to the use of "commercially reasonable effort" tiers, users will receive a variety of actual data transmission rates. Contact your local Time Warner Cable Business Class provider for further information or support.

### Tiers

The following tiers are targeted to businesses that fit the corresponding profiles:

- 1 Mbps x 256 Kbps (Single User Teleworker) - Customer seeking a low cost solution with greater speed and reliability than a dial-up modem.
- 1.5 Mbps x 768 Kbps (Small office) - Offices up to 10 employees. Business with little upstream requirements, such as e-mailing large files.
- 3 Mbps x 768 Kbps - Offices up to 30 employees. Business with similar upstream requirements as the 1.5Mbps x 768Kbps option above.
- 4 Mbps x 384 Kbps (Large office) - Offices up to 100 employees. Business with little need for upstream speed.
- 1.5 Mbps x 1.5 Mbps - The T1 option, considering the maximum data rate is the identical to the T1 line. Businesses with large upstream requirements, such as hosting a Web server.
- 4 Mbps x 2 Mbps - Currently, this is the fastest tier available and businesses with mid-sized offices and up to 100 employees who require greater upstream bandwidth.

How to determine what high-speed solution is the best for your business:

- How many employees do you currently have working out of your office?
- How many employees do you have working offsite?
- Are you hosting a Web server?
- Do you send large files via E-mail/FTP?
- Do you download audio, video, or large documents?

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## What is Access?

### Access

TWCBC's tiered Access service is a multi-level broadband service that operates across a Hybrid Fiber Coax (HFC) network via a cable modem. Tiered Access service offers a variety of data rates for commercial businesses\* to choose from, depending on their business needs. It enables a variety of upstream and downstream rates. Currently, service tiers include a minimum data rate of up to 128 Kbps x 128 Kbps and a maximum data rate up to 5 Mbps x 768 Kbps (available Access tiers vary by location).

\* Tiered Access service is designed for Time Warner Cable Business Class customers only and is not available to residential customers.

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Customer Service / Customer Service Home / Is there a difference between Time Warner Cable Business Class' cable Internet access and DSL?

## Is there a difference between Time Warner Cable Business Class' cable Internet access and DSL?

DSL service speeds are distance sensitive. The DSL service you get depends on how close you are to the provider's central office. With Time Warner Cable Business Class, distance is not an issue. You will be able to get the product you have purchased no matter how far away you are from Time Warner Cable's offices. Installation with DSL also takes several weeks or months to get installed. Time Warner Cable Business Class can be installed within five business days at a serviceable address.

One of our biggest benefits is reliability. Time Warner Cable Business Class Internet solutions are delivered over a proven, dependable fiber-optic network. Cable modem-based high-speed Internet access is less complex than DSL, easier and less costly to expand, and it provides the fastest speed at the best value for your business dollar. And with the financial backing and stability of Time Warner Cable behind us, you can be assured that we, and your Internet access, are here to stay.

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# **OTHER COMPETITIVE WIRELINE PROVIDERS**

# **Broadview Networks**



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## ***About Broadview Networks***

Broadview Networks is the communications provider who pays as much attention to your satisfaction as we do your service. At Broadview, we are passionate about being counted on by our customers for providing solid communications solutions. Our customers trust us to recommend the best mix of services for their often-complex communications needs.

- We deliver a broad array of integrated communications solutions – including voice, data, Internet and IP based solutions and premium quality hardware.
- We deliver service on our own leading-edge integrated network with around-the-clock surveillance, troubleshooting and maintenance at our Network Operations Center.
- We serve customers with one-call customer service efficiently handled by caring associates using our proprietary OPENnet™ software.
- We offer highly cost-effective solutions through an experienced team of communications consultants for our small and medium-sized business clients.

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### ***My point of view.***

ART,  
SENIOR VICE PRESIDENT  
OF OPERATIONS

*"Whether you want to call it commitment or tenacity – it's making sure that we do what we say we're going to do, and stay until the end – it's our job. We're a critical part of our customer' lives."*



***A Different View.***

What makes  
Broadview unique!

***That's  
the smart View!***

***Service Coverage Area***

Broadview Networks owns and operates an advanced converged network that provides businesses across the country with reliable, flexible and scalable services. This network is built on a redundant fiber-optic backbone so we can deliver cost-efficient solutions. We offer a wide variety of services and unlike many of our competitors guarantee quality for many of our services.

- Broadview Networks
- Investor Relations
- Executive Team
- Upcoming Events
- News Room
- **Service Coverage Area**
- Partners
- Community Partnership
- Careers





**A Different View.**

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- **Data & High-Speed Internet**
  - Dedicated Internet Access
  - ZOOM
  - Integrated Access Solutions
  - ADSL & SDSL
  - FrontLine MPLS
- FrontLine Managed Security
- Voice Solutions
- Phone Systems
- Services & Network Integration
- Government Services

## Data & High Speed Internet

Discover the Full Potential of Your Business - Switch to Leading-Edge Data Communications. With the power of broadband, your business can soar.

Our data services enable you to distribute vital business information to employees, colleagues, customers and vendors - at maximum speed. The opportunities for productive collaboration are unlimited: e-commerce, telecommuting, video communications, distance learning and a whole world of network applications.

We've designed a complete family of data networking services and Integrated Access Solutions to help you compete in the rapidly evolving business scene. Whether you want high-speed dedicated Internet access or an integrated solution for your voice and internet services, we deliver. Call or e-mail us and find out how to get connected now.

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**My point of view.**

STEPHEN,  
NOC TECHNICIAN

*"We monitor the network from the customer's perspective to ensure that everything is operating the way it's supposed to."*



### **Innovation.**

State-of-the-art  
network.

**The different View!**

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- FrontLine Managed Security
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- Phone Systems
- Services & Network Integration
- Government Services

## *Broadspeed Dedicated Internet Access*

### **Keep your business running at its most efficient speed with Broadspeed Dedicated Internet Access.**

This business communications solution from Broadview Networks lets you take advantage of dedicated connections at speeds up to 6.0 Mbps for all your Internet needs.

### **Experience the benefits of Broadspeed Dedicated Internet Access.**

- **High Quality** - Enjoy high-speed Internet connections at speeds of 6.0 Mbps. Guaranteed 4-hour committed response time, remote monitoring capabilities, and a 99.9% network availability guarantee ensure high quality and reliability.
- **24/7 connection** - No delays for dial-ups or logins and no busy signals. Your business is connected day and night.
- **Security** - Safeguard your service with 24x7 remote monitoring through our Network Monitoring Center. Our state-of-the-art monitoring capabilities allow us to resolve most network problems without interruption to or detection by our customers.
- **Simplicity** - Pay one low, flat fee every month - for unlimited usage of your dedicated Internet service.
- **Flexibility** - Internet access at the speed and price that best fits your business: select up to 6.0 Mbps.

For more information, or to add Broadspeed Dedicated Internet Access, contact your Account Executive or call 1-866-BROADSPEED (1-866-276-2377)



## A Different View.

What makes  
Broadview unique!

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- Services & Network Integration
- Government Services

## Broadspeed ZOOM

### HIGH SPEED INTERNET

In today's business world customers are increasingly demanding competitively priced high-speed, multi-megabit Internet connections for applications such as video, remote storage, business continuity and e-commerce.

Traditionally, service providers have met this bandwidth demand by either deploying fiber optic connections to the customer's location, or by offering DS3 or multiple T1 services using the existing metro copper plant.

However, installing fiber direct to a customer's premise is typically cost prohibitive – in fact less than 10% of all buildings have fiber access – and many customers can not afford the high costs associated with DS3 or multiple T1 solutions.

ZOOM from Broadview Networks takes high-speed Internet connectivity to the next level.

ZOOM provides business-grade, dedicated Internet access at fiber-like speeds ranging from 5 Mbps to 30 Mbps, direct to the customer premise, without sacrificing service performance or quality. EFM+ grooms multiple digital copper circuits into a fiber-quality carrier-grade link which is delivered via an Ethernet hand-off at the customer's location.

Since the quality of existing metro copper facilities can vary, EFM+ was designed specially to overcome non-optimal conditions including bad splices, cut lines, bridged taps, and other noise which could potentially impact service performance. The system is intelligent and adaptive – capable of transparently removing problem circuits from the groomed link in the event that service degradation occurs.

The dynamic and near hitless response capability of ZOOM provides customers with an outstanding level of link protection and overall survivability. As such, Broadview is proud to extend our 99.95% uptime guarantee to the Service Level Agreement (SLA) for all ZOOM offerings.



### ***A Different View.***

What makes  
Broadview unique!

***That's  
the smart View!***

- Voice over IP Solutions
- Data & High-Speed Internet
  - Dedicated Internet Access
  - ZOOM
  - Integrated Access Solutions**
    - Broadspeed Dynamic IP
    - ADSL & SDSL
    - FrontLine MPLS
- FrontLine Managed Security
- Voice Solutions
- Phone Systems
- Services & Network Integration
- Government Services

## *Broadspeed Integrated*

**Announcing a new level of flexibility, simplicity and speed.**

Tap into the full power of communications with *Broadspeed® Integrated Access Solutions*. Using a single connection, Broadview Networks meets all your needs for local, regional, long distance and high-speed Internet access in one cost-efficient package.

### ■ **Broadspeed Dynamic IP**

Our Broadspeed Dynamic IP package dynamically allocates your voice and high-speed IP access on a single Dedicated facility – maximizing efficiency and minimizing cost.

With options to add MPLS for your [Private IP VPN](#) applications and minutes of use allowance plans or measured-rate calling plans, Broadspeed Dynamic IP delivers the ultimate in flexibility and savings for your business.

[Click here](#) to learn more.



### ***My point of view.***

STEPHEN,  
NOC TECHNICIAN

*"We monitor the network from the customer's perspective to ensure that everything is operating the way it's supposed to."*



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## Broadspeed Dynamic

### The ultimate in speed, flexibility and savings.

Integrate your Voice and High-Speed Internet Access with Broadview Networks Broadspeed Dynamic IP.

Broadspeed Dynamic IP allows your unused voice circuits to become part of your data bandwidth -- optimizing your performance and value. Using Dynamic Bandwidth Allocation to flexibly increase the capacity of your data access when your phones are not in use, your IP bandwidth is burstable up to a full 1.5 Mbps. This increases employee productivity and minimizes your cost.

- Add MPLS enabled Private IP Class of Service for your secure, [Private IP VPN](#) applications

### Optimize Performance and Value

With our measured rate and minutes of use allowance calling plan options, you can select local, regional, and long distance services with a customized plan that meets your needs and fits your budget.

- \$750 installation fee is eligible for a 50% rebate.

Broadview Networks also provides you with reliable, high quality connections. Our leading Edge IP Based network delivers a guaranteed 4-hour committed response time, 24x7 remote monitoring capabilities through our Network Operations Center, and a 99.9% network availability guarantee.

Get the power of Broadspeed Dynamic IP with a configuration built for the specific needs of your business. All from one company, all on one bill and with your own dedicated Total Solutions Manager to help you manage all your business communications needs.



### My point of view.

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- Government Services

## ***Broadspeed ADSL & SDSL***

### **Broadspeed® DSL for Around-the-Clock Internet Connection**

- **Accelerated download speed** - Up to 25x faster than a 56K modem - the most productive choice for businesses that use the Internet daily for e-mail, customer communications, research, ordering and more.
- **24/7 connection** - No delays for dial-ups or logins and no busy signals. Your business is connected day and night.
- **Flat Monthly Fee** - No more per minute usage charges.
- **No slow-downs due to traffic on your line** - Unlike with cable modem connections, speed isn't affected by other companies in the area sharing your connection.
- **Reliable** - Don't put your business at risk. Our proven technology takes advantage of existing, highly-reliable telecommunications infrastructure.
- **Secure** - We use private telephone wires and advanced security. That helps protect your business against intruders or shared-network hackers.

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## A Different View.

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- Government Services

## FrontLine MPLS

Broadview Networks *MPLS* connects your offices and locations securely into one seamless network. *MPLS* services from Broadview Networks utilizes Multi-Protocol Label Switching (MPLS) operating over our secure network that is optimized uniquely for your business to adjust to the demands of your priority applications – voice, video, data, and Internet traffic.

### Why *MPLS*

- MPLS Class of Service (CoS) Prioritization provides a MPLS network that can support your wide area network (WAN) and is specifically engineered for next generation IP applications like Voice and Video
- Secure your data using MPLS networking rather than the open "public" network of the Internet
- Define classes of service and priority queuing so your network knows which traffic is the most important and ensures it takes priority over other traffic across your WAN
- Save money by combining or replacing existing Frame Relay, ATM, or private line networks and Internet networks to a single network
- No in-house IT staff required to build, manage, and maintain prioritization
- Further converge your networks by adding prioritization for mission-critical applications such as Voice over IP and video
- Ease network management by supporting just one network and one protocol

### Why Broadview Networks *MPLS*

Our MPLS enabled services are built upon a state-of-the art network designed to support emerging IP applications such as Voice over IP (VoIP) as well as legacy applications.

- An efficient network built with industry leading Juniper Routers that are optimized for your specific traffic requirements
- An intelligent network that adjusts moment by moment to the demand of your priority applications
- A guaranteed network with critical metrics such as latency and jitter ensured by design, and protected by our industry leading Service Level Agreements (SLAs)
- A turnkey solution available with Broadview Networks Managed Hardware
- View overall network performance of Broadview Networks backbone online through the e-Care Center.

[Download](#) and read "Best Effort gets Better with MPLS", Broadview Networks and Juniper Networks co-authored whitepaper now.

To build your Broadview Networks Total Solution contact your Account Executive or call us at 1-800-BROADVIEW.



**Innovation.**

**State-of-the-art  
network.**

**The different View!**

- Voice over IP Solutions
- Data & High-Speed Internet
- FrontLine Managed Security
- Voice Solutions
- Phone Systems
- Services & Network Integration
- **Government Services**

## Government Services

For the past 12 years Broadview Networks has designed and deployed a variety of voice, data and infrastructure solutions for hundreds of Education, Healthcare and Government customers under the names InfoHighway Communications and ARC.

We are New York State certified and pride ourselves in taking a personalized approach towards meeting your specific need, while at the same time being mindful of your budgetary constraints.

Broadview Networks offers a full portfolio of products backed by- leading edge technology, best-in-class billing and superior customer service - to help keep your network efficiency high and your costs low!

- A \$500 Million leading total solutions provider offering voice, data, Internet and IP based services as well as premium quality hardware.
- Headquartered in New York, serving over 70,000 business customers in the Northeast and Mid-Atlantic U.S.
- Listed among Crain's Magazine List of Top 200 Largest Privately Held Companies in New York for the past three consecutive years

Please [click here](#) to contact one of our government services specialists.



### ***A Different View.***

What makes  
Broadview unique!

***That's  
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- [About Our Services](#)
- [Resellers](#)
- [Carriers](#)
- [Data Colocation](#)
- [Request More Info](#)

## *Wholesale Reseller Services*

### **Dedicated Services - Data T1, PRI, and Dynamic Bandwidth T1**

A comprehensive portfolio of dedicated circuits is available from the end user premises to Broadview's switching centers. For Data T1 and PRI services, Broadview will provision last mile facilities for your end users anywhere within our footprint. Broadview's Dynamic T1 service combines the benefits of Data T1 and Voice T1/PRI services and provides end users up to 24 voice channels with dynamically allocated IP bandwidth burstable up to 6 Mbps. Resellers receive daily CDR for all dedicated voice usage associated with their circuits through an FTP site.

### **UNE-P Alternative**

Carriers and Resellers interested in expanding their service footprint quickly with a stable price structure can obtain POTS services from Broadview. Broadview provides all of the features and benefits of a traditional ILEC service including LNP, Operator Services and Directory Assistance, E911, and an extensive list of end user calling features. Plus the availability of CDR files and Loss of Line reporting streamlines end user management and billing of these services. Broadview has the most experience providing an alternative Wholesale POTs service in the industry and has performed more hot cuts than any other carrier. Our proven track record of successfully migrating large volumes of POTs lines On-Net can be largely attributed to Broadview's patented hot cut processes and systems.

### **Ethernet First Mile (EFM) Service - High Speed Data**

Our EFM service is designed for Carriers interested in provisioning data speeds up to 30 Mbps to the end user premise. Broadview's state-of-the-art network and numerous patented processes and systems enable us to provide high-speed data service quickly and cost-effectively. Coupled with our Data Colocation services, EFM can extend your private IP network to satellite offices or end user sites through to your space in one of Broadview's Colocation facilities.



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- [Carriers](#)
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- [Request More Info](#)

## **Wholesale Carrier Services**

### **PSTN Origination - Termination Services**

Broadview offers both DID and DOD services for Carriers looking to aggregate and terminate nationwide long distance and international voice traffic over Broadview's network via a common point of interconnection. Flexible pricing plans are available based on call type and duration.

### **T1 Aggregation - Layer 2 - Clear Channel T1 Service**

Our dedicated product for VoIP and Hosted PBX providers leverages Broadview's extensive transport network. Instead of ordering long mileage T1 loops from an ILEC, Carriers can order Layer 2/Clear Channel T1 facilities from their end user locations for use with their platform through Broadview.

### **Data Colocation Services**

Broadview offers multiple secure Carrier Class environments for facilities-based providers, ISP, ASP, and VoIP providers that desire IT service redundancy or disaster recovery services. Broadview's complete Central Office environment minimizes loop costs, provides rapid IP and PSTN connectivity, multi carrier meet-me rooms, and multi market access. In addition to 24 x 7 monitoring and maintenance, all Broadview colocation facilities offer secure cage space, private locking cabinets, and full and half racks. These climate-controlled environments have N+1 power and network connectivity, and offer Carriers diverse routes to the Internet backbone. Broadview has colocation facilities in New York City, Boston, and Philadelphia.

# **Cavalier Telephone**



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## Business



Cavalier's Commercial Services organization, a division of Cavalier, is a full-service provider of reliable telecommunications solutions for enterprise customers. We provide strategic services to a wide variety of clients in diverse industries, from small business to Fortune 500 enterprises.

Our network is built for speed and resilience, supporting everything from traditional telecom services to the most advanced voice and private network applications, at Ethernet speeds up to 10 Gigabit per second. We are committed to our ongoing investment in network and infrastructure with increased Central Office (CO) density in served markets. We're adding diverse fiber routes, adding capacity and investing in advanced IP technologies. Cavalier's advanced network design and connection to over 600 colocations (more than half on our own fiber) empowers us to support the increasingly sophisticated requirements of our customers.

From landline voice to managed network services, customers depend on Cavalier Commercial Services for a wide range of communications products that drive their businesses and simplify their lives. We provide the basic services customers count on to communicate, and we've added a range of advanced services that provide the security, reliability and speed our customers need.

Voice  
 PRI Business Talk  
 International Calling  
 Toll Free Advanced Call Routing

Internet  
 Dedicated Internet Access  
 DSL  
 Integrated Access Services  
 Accelerate

Transport  
 DS3  
 Metro Ethernet  
 SONET

Hosted PBX  
 IPeer

Private Networking  
 MPLS  
 VPLS

Managed Services  
 Managed Router  
 Performance Monitor  
 Virtual Server  
 Web Hosting  
 E-mail Hosting  
 SPAM and Virus Protection

Security Services  
 Firewall  
 Data Back-up  
 Colocation / Data Center Services

Conferencing Services  
 Audio Conferencing  
 Web and Video Conferencing



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We provide home services in: Baltimore Maryland, Philadelphia Pennsylvania, Hampton Roads Virginia, Richmond Virginia, Pittsburgh Pennsylvania, Detroit Michigan, Columbus Ohio, Buffalo New York, Cleveland Ohio, Syracuse New York, New Jersey, and Delaware.

We provide business services in: Alabama, Delaware, Florida, Georgia, Kentucky, Louisiana, Maryland, Michigan, Mississippi, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Virginia, Washington D.C.



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## Network Technology

With a state-of-the-art fiber optic network spanning more than 17,000 route miles and \$1B invested in the infrastructure, Cavalier is one of the largest network providers in the country, offering voice, data, and private network services for business, enterprise and government customers.



### Company

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### Press

- [Cavalier Press](#)

### Legal

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- [Privacy Policy](#)
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- [Services Agreements](#)
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We provide home services in: Baltimore Maryland, Philadelphia Pennsylvania, Hampton Roads Virginia, Richmond Virginia, Pittsburgh Pennsylvania, Detroit Michigan, Columbus Ohio, Buffalo New York, Cleveland Ohio, Syracuse New York, New Jersey, and Delaware.

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## Markets Served

Cavalier serves consumer, commercial, carrier, and government customers in 16 states and the District of Columbia.

- Residential
- Business**
- Government
- Carrier



- Alabama
- Birmingham
- Montgomery
- Mobile
- Huntsville
- Delaware
- Newark
- Dover
- Wilmington
- New Castle
- Florida
- Pensacola
- Gainesville
- Georgia
- Atlanta
- Albany
- Kentucky
- Louisville
- Louisiana
- New Orleans
- Lafayette
- Lake Charles
- Monroe
- Shreveport
- Baton Rouge
- Maryland
- Baltimore
- DC Beltway
- Eastern Shore
- Mississippi
- Jackson
- Biloxi
- Hattiesburg
- Tupelo
- Columbus
- Meridian
- Michigan
- Detroit
- Grand Rapids
- Saginaw
- Flint
- Holland
- Ann Arbor
- Kalamazoo
- Traverse City
- Benton Harbor
- Lansing
- New Jersey
- Atlantic City
- Princeton
- Trenton
- New York
- Buffalo
- Syracuse
- North Carolina
- Raleigh
- Charlotte
- Cary
- Gastonia
- Ohio
- Cleveland
- Columbus
- Akron
- Toledo
- Pennsylvania
- Philadelphia
- Pittsburgh
- Tennessee
- Memphis
- Nashville
- Chattanooga
- Knoxville
- Collierville
- Virginia
- Richmond
- Hampton Roads
- Fredericksburg
- Northern VA



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[Government](#)

[Carrier](#)



- |              |               |                |
|--------------|---------------|----------------|
| Alabama      | Maryland      | New York       |
| Birmingham   | Baltimore     | Buffalo        |
| Montgomery   | DC Beltway    | Syracuse       |
| Mobile       | Eastern Shore |                |
| Huntsville   |               | North          |
|              | Mississippi   | Carolina       |
| Delaware     | Jackson       | Raleigh        |
| Newark       | Biloxi        | Charlotte      |
| Dover        | Hattiesburg   | Cary           |
| Wilmington   | Tupelo        | Gastonia       |
| New Castle   | Columbus      |                |
|              | Meridian      | Ohio           |
| Florida      |               | Cleveland      |
| Pensacola    | Michigan      | Columbus       |
| Gainesville  | Detroit       | Akron          |
|              | Grand Rapids  | Toledo         |
| Georgia      | Saginaw       |                |
| Atlanta      | Flint         | Pennsylvania   |
| Albany       | Holland       |                |
|              | Ann Arbor     | Philadelphia   |
| Illinois     | Kalamazoo     | Pittsburgh     |
| Chicago      | Traverse City |                |
|              | Benton Harbor | Tennessee      |
| Indiana      |               | Memphis        |
| Indianapolis | Lansing       | Nashville      |
| South Bend   |               | Chattanooga    |
|              | New Jersey    | Knoxville      |
| Kentucky     |               | Collierville   |
| Louisville   | Atlantic City |                |
|              | Princeton     | Virginia       |
| Louisiana    | Trenton       | Richmond       |
| New Orleans  |               | Hampton        |
| Lafayette    |               | Roads          |
| Lake Charles |               | Fredericksburg |
| Monroe       |               |                |
| Shreveport   |               | Northern VA    |
| Baton Rouge  |               |                |



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- Illinois
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- Indiana
- Indianapolis
- South Bend
- Maryland
- Baltimore
- DC Beltway
- Eastern Shore
- Michigan
- Detroit
- Grand Rapids
- Saginaw
- Flint
- Holland
- Ann Arbor
- Kalamazoo
- Traverse City
- Benton Harbor
- Lansing
- New Jersey
- Atlantic City
- Princeton
- Trenton
- New York
- Buffalo
- Syracuse
- North Carolina
- Raleigh
- Charlotte
- Cary
- Gastonia
- Ohio
- Cleveland
- Columbus
- Akron
- Toledo
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## Network Technology



With a state-of-the-art fiber optic network spanning more than 17,000 route miles and \$1B invested in the infrastructure, Cavalier is one of the largest network providers in the country offering reliable and efficient network and data solutions for carriers, enterprise and government customers.

### Private Line

Metro transport: DS1 to OC-48. Layer your value-add services on top of the Cavalier Network. Let Cavalier aggregate your metro traffic and deliver it to your POP over a hub facility. Take advantage of our dense footprint in 215 Verizon COs.

### Private OC-48 and Gig-E Rings

Cavalier has extensive experience in designing and building private networks for carriers and enterprise customers in our footprint.

### Metro Dark Fiber Rings

Give Cavalier your targeted building list, and we will design a diverse fiber ring from our inventory with laterals into those buildings.

### Internet

Take advantage of our reliable & robust Data Network. (DS-1 to OC-3 & Ethernet)

### Data Center Co-Location

Collo your equipment with us in a high-security, temperature and humidity controlled locations and gain access to our entire footprint, partnering vendors and our metro advantage.

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We provide business services in: Alabama, Delaware, Florida, Georgia, Kentucky, Louisiana, Maryland, Michigan, Mississippi, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Virginia, Washington D.C.



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**CavConnect Portal**

Call us toll-free:  
**1.800.291.9699**



**Interactive Network Map**



**Customer Service**  
Superior customer service driven by well-trained and committed employees.

- Blog
- Publications
- News

- October 6, 2010
- The Return of Layer 2 - How Data Center Networking Requirements Will Change the WAN
- September 20, 2010
- Q&A with Cavalier's Indirect Channel Managers- the Program, the Show, and the Future
- August 30, 2010
- Healthcare Automation from the Telecom Perspective

**ENTERPRISE GRADE TELECOMMUNICATIONS**

**Commitment**  
Gaining customer trust through commitment to accountability and customer-oriented decision making

**Network**  
Robust, unique fiber network with an ongoing investment for maximum reliability, increased capacity and deeper coverage

**Products**  
Simple products that deliver differentiated value

**Stability**  
Proudly serving 50,000 business customers for over 10 years

**FEATURED PRODUCT:**



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[View Demo](#)

**IPeer - Cavalier's Advanced IP Telephony System**

[Instant Pricing](#)





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Browse our Product Portfolio or Select from the Index below

Internet Access, Hosted PBX, Conferencing, Private Networks, Transport, Colocation

### Check for Service

Enter number and state to view services available in your area.

AL

[CHECK NUMBER](#)



View Cavalier's Private Network Solutions



<p><b>Colocation</b></p> <p><b>Conferencing Services</b></p> <p>Audio Conferencing Web Conferencing</p> <p><b>Hosted PBX</b></p> <p>IPeer-IP Telephony Package Auto attendant Unified Communications Remote Office</p>	<p><b>Integrated Access</b></p> <p>Accelerate (Voice &amp; Data) SIP Trunking</p> <p><b>Internet Access</b></p> <p>DSL 2-8Mb T1/DS1 1.544-40Mb Ethernet 1-40Mb</p> <p><b>Private Networks</b></p> <p>MPLS VPLS</p>	<p><b>Managed Services</b></p> <p>Managed Router Performance Monitor Virtual Server Web Hosting E-mail Hosting Spam &amp; Virus Protection</p> <p><b>Security Services</b></p> <p>Firewall Data back-up</p>	<p><b>Transport</b></p> <p>T3/DS3 6-45Mb Metro ethernet 1-40Mb SONET 10-622Mb</p> <p><b>Voice</b></p> <p>PRI Business Talk International Calling Toll Free Advanced Call Routing</p>
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Home Office/Small Office

**Commercial Products**

- Business Talk Voice
  - Business Calling Features
- Voice PRI
- Dynamic PRI
- IPeer™ HPBX
- Internet T1
- Integrated Access
  - IP Voice Service (SIP Trunking)
  - Integrated T1
- Private Networks
  - Private Network Solutions
- MPLS
- VPLS
- Business Class DSL
- Complete PRI: Voice and Data
- Ethernet Express
- Secure IP
- Managed Services
  - Managed Backup
  - Managed Router
  - Managed Virtual Instances
- Colocation Services

Commercial Services

## Commercial Products

Choose from a variety of reliable, cost-effective voice & data products that fit your needs and help grow your business.

### VOICE

**Business Talk Voice:** Get the right calling plan for your business with our affordable, customizable packages.

**Voice PRI:** Maximize efficiency and reduce extra costs by combining inbound and outbound calling on a single T1 circuit. Great for businesses using a PBX system and call centers.

**IPeer™ HPBX:** A solution for businesses that wish to leverage the rich features and functionality of IP telephony without incurring the significant upfront capital costs for new hardware and the associated maintenance fees.

### DATA

**Internet T1:** Maintain your vital business communications around the clock with our dependable Internet T1 solution.

**Enterprise Express:** Gain control of your network with Enterprise Express. Connect your locations with secure, high-speed, private networking services.

**Business Class DSL:** Send and receive large files over our reliable network with a dedicated High-Speed Internet connection.

**Ethernet Express:** Network your business. Enjoy faster speeds & consistent connectivity without worrying about the cost.

**Secure IP:** Protect your valuable data with our affordable, comprehensive security suite, including firewall & bandwidth reporting, desktop anti-virus and VPN service.

### VOICE & DATA

**Accelerate Integrated T1:** Combine your data and voice services into a dynamic, customizable T1 solution. Assign your choice of 3-24 voice channels and get 1.5 - 3.0 Mbps internet bandwidth on the same circuit.

**Complete PRI:** Combine your voice and data services into a cost-effective, reliable T1 solution. Choose from 7-19 voice channels and get 256 - 1024K guaranteed internet bandwidth on the same circuit.

### Check for Service

Enter number and state to view services available in your area.

AL

[CHECK NUMBER](#)

Care: 1.800.291.9699

Help: [Customer Portal](#)

Check: [Email](#)

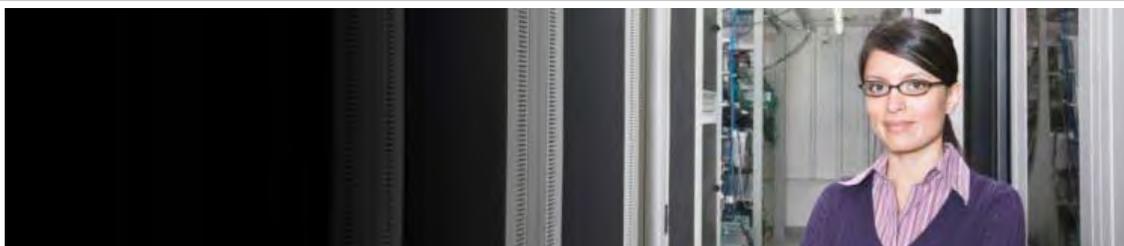
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  - Business Calling Features
- Voice PRI
- ▶ Dynamic PRI
- IPeer™ HPBX
- Internet T1
- Integrated Access
  - IP Voice Service (SIP Trunking)
  - Integrated T1
- Private Networks
  - Private Network Solutions
- MPLS
- VPLS
- Business Class DSL
- Complete PRI: Voice and Data
- Ethernet Express
- Secure IP
- Managed Services
  - Managed Backup
  - Managed Router
  - Managed Virtual Instances
- Colocation Services
- Commercial Services

## Dynamic PRI

Dynamic PRI is the communication technology that large companies use to increase efficiencies and lower costs. Cavalier makes this leading edge technology affordable for small and medium sized businesses.

### One Smart Connection

Dynamic PRI provides all the voice and data communication services your business needs on one smart connection. Equip your business with information technology that will give you an advantage in the marketplace.

- FEATURES
- BENEFITS

- Internet**
- 1.5 - 4.5 Mbps available Internet bandwidth
  - 25 Email addresses
  - Web hosting with 250Mb of disk space
  - Up to 13 usable static IP addresses
  - Cost effective optional managed security solution (firewall, anti-virus/anti-spam, VPN)
  - DID capability incoming allows calls to reach a specific number served by a PBX without the use of a call attendant
  - Configurable with Call by Call Allocation, Dedicated Trunk Groups, Clear Channel Capability (B8ZS) and Enhanced 911
- Voice**
- Voice Channels available in increments of 8, 12, 16 and 23
  - Caller ID with Name included
  - Unlimited Local Calling
  - Domestic Long-Distance included (250 minutes per channel)

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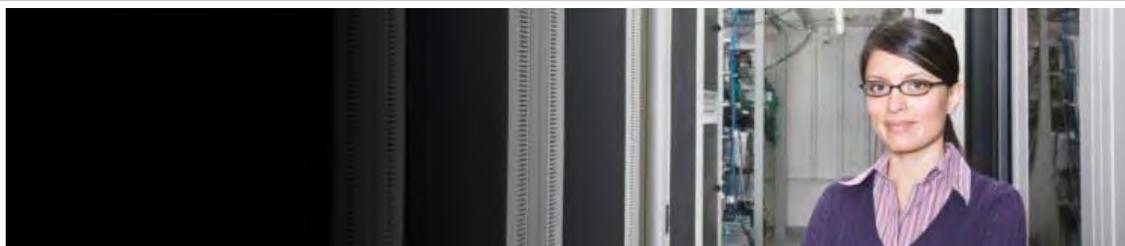
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## Dynamic PRI

Dynamic PRI is the communication technology that large companies use to increase efficiencies and lower costs. Cavalier makes this leading edge technology affordable for small and medium sized businesses.

### One Smart Connection

Dynamic PRI provides all the voice and data communication services your business needs on one smart connection. Equip your business with information technology that will give you an advantage in the marketplace.

FEATURES

BENEFITS

- **Reliable.** Dynamic PRI is backed by Cavalier's stringent service level agreement covering network availability, network latency and packet loss. Our commitment to customer satisfaction has helped us achieve an industry-leading T-1 retention rate greater than 99% reliability.
- **Flexible.** Super-fast Internet connection automatically maximizes bandwidth when voice lines are idle. Easily adjust the number of voice lines as needed.
- **Affordable.** Critical communication services are bundled into one low, predictable monthly cost.

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## Internet T1

Maintain your vital business communications around the clock with our dedicated, dependable Internet T1 solution.

### FEATURES

### BENEFITS

- 1.5 Mbps Internet bandwidth
- Bonded T1 options deliver 3.0 Mbps, 4.5 Mbps, or 6.0 Mbps
- Full duplex, symmetrical service
- Web hosting with 500Mb of disk space and unlimited transfer
- Up to 13 usable static IP addresses
- Router rental included
- Domain name registration or transfer
- Easy-to-use website and e-mail administration tool
- Optional cost-effective managed security solutions (firewall, anti-virus/anti-spam, VPN)

### Check for Service

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## Internet T1

Maintain your vital business communications around the clock with our dedicated, dependable Internet T1 solution.

FEATURES

BENEFITS

- Reliable. Internet T1 is backed by Cavalier's stringent service level agreement covering network availability, network latency and packet loss. Our commitment to customer satisfaction has helped us achieve an industry-leading T1 retention rate greater than 99%.
- Affordable. High-speed performance at a low monthly cost.

### Check for Service

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## Integrated Access

Combine Voice and Data Services into a Customizable Solution

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Realize greater flexibility, simplicity and value with a converged connection for telecommunications services. Cavalier's Integrated Access Service offers a choice of speeds, services and connections to address every business need.

Integrated Access Service works with your existing phone system, so there is no new equipment needed to purchase. It's also compatible with advanced IP PBX systems.

In a world where people have forgotten what clear calls are like, Cavalier is raising the bar. The fiber network your calls are carried on and all the systems in between are owned and operated by Cavalier, ensuring that connections are always up and voice quality is maintained to the highest standards. Dynamic bandwidth services share the same circuit for true efficiency, which allows for maximum bandwidth when voice lines are idle.

### Types of Integrated Access Service

[Integrated Access Brochure](#)

#### Dynamic T1:

**Accelerate: Integrated T1** service offers a flexible and scalable voice and data services that meets all of your companies communications needs. Customized specifically to meet your requirements, we ensure your solution with Cavalier interfaces with your existing telephony equipment, increases productivity and saves your company time and money.

#### Dynamic PRI:

**Dynamic PRI** interfaces with your advanced phone system while delivering a speedy and reliable data connection. Fully dynamic in nature, this single, smart connection allocates available bandwidth constantly which allows your business to experience robust data speeds while always maintaining high quality voice services when you pick up the phone.

#### SIP Trunking:

**IP Voice Service (SIP Trunking)** achieves seamless interoperability with today's most advanced IP-based phone systems. Designed to provide a fully-featured yet cost effective IP connection to use for all your voice and data needs, SIP Trunking uses Quality of Service (QoS) across our network to ensure your communications are prioritized to meet your business' needs.

### Check for Service

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## IP Voice Service (SIP Trunking)

IP Voice Services offer the convergence of your voice and data networks with exceptional reliability and performance. IP Voice enables greater call routing control and increases capability with unique features. Pair this technology richness with our network reliability and QoS (quality of service) to ensure your voice receives the highest priority. Efficient and economical, IP Voice Service delivers every local and long distance voice call across Cavalier's secure, private network.

[SIP Trunking Brochure](#)

### FEATURES

### BENEFITS

- **Compatible with Industry Leading Platforms.** Cavalier has tested the interoperability and can seamlessly interface with many IP-PBX vendor platforms.
- **Many Advanced Voice Options.** Select from Local, National and International Calling, Unlimited Local Calling, Long-Distance Call Packs and Enterprise Dialing Plans.
- **Traditional Voice Services.** Call Re- Direct, Direct Inward Dialing (DID), Caller ID with Name, E-911, and advanced capabilities like multi-location and enterprise wide shared trunking.
- **Multiple Access Options.** Dedicated Internet Access and Private Networking Services including MPLS, and VPLS.

### Check for Service

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## Integrated T1

Combine your data and voice services into a dynamic, customizable T1 solution. Assign your choice of 3-24 voice channels and 1.5 Mbps internet bandwidth on the same circuit.

- FEATURES
- BENEFITS

### Internet

- 1.5 Mbps-45Mbps Internet bandwidth. Available in select markets.
- 25 E-mail addresses
- Web hosting with 250Mb of disk space
- Up to 13 usable static IP addresses
- Cost-effective optional managed security solutions (firewall, anti-virus/anti-spam, VPN)

### Voice

- 3 voice lines included. Up to 24 additional lines available
- Caller ID with Name, Speed Calling, Three Way Calling and many other convenient calling features included
- Unlimited Local Calling
- Domestic Long-Distance

### Check for Service

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## Private Networks

**Secure Enterprise Communication with Any-to-Any Connectivity**

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Managing information flow is significantly more complex for organizations that are distributed geographically. Communication networks have become the backbone of their business operations. Whether an organization has just a few locations or hundreds of sites distributed nationally, senior management must be aware of trends affecting how they tie offices and employees together for maximum productivity.

**Types of Private Networks:**

**MPLS/ IP VPN:**

For multi-location businesses, the performance, availability and security of their network can be critical to operational performance and financial results. Cavalier's **MPLS private networking solutions** provide mid-market businesses with a powerful but simple private networking solution that is based on Ethernet and IP technologies. Cavalier private networking offers greater security, performance and control compared to internet based VPNs yet with greater simplicity compared to other MPLS/ IP VPN and point-to-point solutions due to its Ethernet-based delivery.

Education:  
[Private Networking Brochure](#)  
[Distributed Enterprise Brochure](#)  
[White Paper](#)  
[Case Study](#)

**VPLS**

Today's business applications and virtualized infrastructure is placing new demands on the enterprise network that requires greater flexibility, control and isolation than traditional IP VPN solutions can provide. In addition to supporting business-critical applications, many enterprise WANs must now support data center interconnectivity, SAN replication and instantaneous failover between data centers in the event of an outage. Cavalier's **VPLS solution** offers customers the control and flexibility to meet these requirements with the ability to access Cavalier's Ethernet-based VPLS network from any access technology.

**Check for Service**

Enter number and state to view services available in your area.

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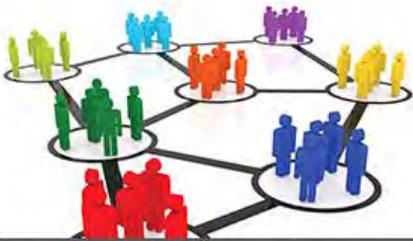
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## MPLS

For multi-location businesses, the performance, availability and security of their network can be critical to operational performance and financial results. Cavalier's MPLS private networking solutions provide mid-market businesses with a powerful but simple private networking solution that is based on Ethernet and IP technologies. Cavalier private net-working offers greater security, performance and control compared to internet based VPNs yet with greater simplicity compared to other MPLS/ IP VPN and point-to-point solutions due to its Ethernet-based delivery.

[Enterprise Express MPLS Case Study](#)

### FEATURES

### BENEFITS

### EDUCATION

- Layer 3 IP routing (RFC 2547)
- Ability to use private IP address blocks
- Multiple access options (EFM, NXT1, Gig-E)
- Any-to-any connectivity between sites
- Enhanced Service Level Agreement
- Control of Internet and internal network traffic
- Centralized Management
- Ethernet hand-off at customer premises for all access types
- Ability to mix connection options (EFM, NxT1)
- Secure communication
- Integration of voice, internet and private network traffic

### Check for Service

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## MPLS

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[Enterprise Express MPLS Case Study](#)

### FEATURES

### BENEFITS

### EDUCATION

- **Predictable service levels.** Priority data must be delivered in a reliable and timely manner. MPLS offers flexible traffic flow planning using standard classes of service, providing end-to-end Quality of Service (QoS) for mission critical applications such as transaction processing, voice and video.
- **Security.** Customers' MPLS traffic is completely contained within a dedicated Virtual Routing and Forwarding (VRF) domain, ensuring that customer traffic is automatically forwarded across Cavalier's MPLS backbone and can only be delivered to its original intended destination.
- **Scalability.** Set up only one connection per site, no matter how many locations. MPLS automatically provides fully-meshed, any to any connectivity without the need for complex routing configurations. Additionally sites can easily be added without the need to reconfigure the network or make any changes to existing sites or routing.
- **High availability.** MPLS ensures the availability and transmission of all applications. Cavalier's MPLS backbone provides multiple Label Switched Paths (LSPs) to all MPLS POPs and failover options can be configured to route traffic to alternate access facilities to provide enhanced resiliency at critical sites.
- **Flexibility.** Customers can combine voice and multiple data applications onto their choice of network access options, including T1, Ethernet Express, DS3, SONET and Gigabit Ethernet.
- **Manageability.** Fully flexible traffic flow planning using standard classes of services (CoS) allows customers to consolidate their traffic on a single network while ensuring that critical applications receive the bandwidth they need.
- **Simplicity.** Customer's IT staff and routers are shielded from any implementation details as all MPLS labeling is performed on the Cavalier network and MPLS labels are never passed to the customer router.

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## VPLS

Today's business applications and virtualized infrastructure are placing new demands on the enterprise network that requires greater flexibility, control and isolation than traditional IP VPN solutions can provide. In addition to supporting business-critical applications, many enterprise WANs must now support data center interconnectivity, SAN replication and instantaneous failover between data centers in the event of an outage. Cavalier's VPLS solution offers customers the control and flexibility to meet these requirements with the ability to access Cavalier's Ethernet-based VPLS network from any access technology.

[Enterprise Express VPLS Case Study](#)

### FEATURES

### BENEFITS

### EDUCATION

- Layer 2 switched service enables customer to maintain control over IP routing decisions and protocols
- Ability to provide native, end-to-end Ethernet connections over multiple access technologies (EFM, SONET, T1 etc)
- Accommodates non-IP traffic
- Maintains customer VLAN tagging
- Ethernet hand-off
- Secure communication
- Bandwidth can be increased quickly
- Integration of voice, internet and private network traffic

### Check for Service

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[Enterprise Express VPLS Case Study](#)

- FEATURES
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- Predictable service levels. Priority data must be delivered in a reliable and timely manner. VPLS offers flexible traffic flow planning using standard classes of service, providing end-to-end Quality of Service (QoS) for mission critical applications such as transaction processing, voice and video.
- Security. Customers' VPLS traffic is completely contained within a dedicated Layer 2 switch domain with all routing and VLAN segmentation done on the customers' equipment.
- High availability. VPLS ensures the availability and transmission of all applications. Cavalier's MPLS backbone provides multiple paths to all POPs and failover options can be configured to route traffic to alternate access facilities to provide enhanced resiliency at critical sites.
- Transparency. Extend your existing LAN to a remote site without the need for any configuration changes, sub-netting or even deploying a router. Ethernet devices at both sites will automatically communicate as if they are in the same building.
- Scalability. Set up only one connection per site, no matter how many locations. VPLS automatically provides bridged, any to any connectivity without requiring routing. Services grow easily without labor-intensive configuration changes.
- Customizability. Customers can control their own IP routing, transport non-IP traffic and leverage VLANs for traffic segmentation while getting the benefits of an MPLS backbone.
- Flexibility. Customers can leverage the most cost effective type of access including T1, Ethernet Express, DS3 or SONET.
- Simplicity. All customer sites appear as a single Ethernet access circuit, allowing your LAN professionals to work with a familiar technology.

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## Complete PRI: Voice and Data

Combine your voice and data services into one cost-effective, reliable T1 solution. Choose from 7-19 voice channels and 256K - 1024K guaranteed internet bandwidth on the same circuit.

FEATURES

BENEFITS

Voice

- Configured with 7-19 voice channels delivered over a Primary Rate Interface
- Local Calls. Per local call or unlimited local pricing available.
- Caller ID with Name available

Internet

- 256K - 1024K available bandwidth guaranteed
- E-mail addresses available
- Web Hosting
- Additional static IP addresses available

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## Ethernet Express

Network your business with Ethernet Express. Enjoy faster speeds and reliable connectivity without worrying about the cost.

- FEATURES
- BENEFITS

- Full duplex, symmetrical internet access available from 3-40 Mbps
- Delivered using multiple circuits with built-in redundancy to ensure 99.99% service availability
- Service level agreement providing 99.5% packet delivery and 30 ms latency
- Ethernet hand-off to simplify future bandwidth upgrades
- Includes 13 usable static IP addresses

Available options:

- Web hosting
- E-mail hosting
- Additional static IP addresses
- Cost-effective managed router and security solutions (firewall, anti-virus/anti-spam, VPN)
- Performance monitoring portal for visibility into circuit performance and utilization with application-layer visibility

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## Ethernet Express

Network your business with Ethernet Express. Enjoy faster speeds and reliable connectivity without worrying about the cost.

FEATURES

BENEFITS

- Robust, reliable connectivity Ethernet Express is built to survive. Even a partial loss of last mile access won't stop your business from communicating at high speed.
- Streamlined Customer Support Most LAN applications are built on Ethernet. Ethernet from the carrier means fewer protocol conversions. This simplifies your help desk and reduces support costs.
- Flexible Growth Need more bandwidth quickly for your growing business? No problem. Ethernet Express bandwidth can be increased in days, not weeks.
- Improved Application Performance Virtual LANs function across the enterprise without complication, and users enjoy a more seamless experience.
- Enables Easy LAN Expansion Low cost Ethernet protocol enables cost-effective expansion of LAN applications to MAN and WAN environments
- Outstanding Value Ethernet Express makes 3Mb, 5Mb and 10 Mb connections affordable for any size business.

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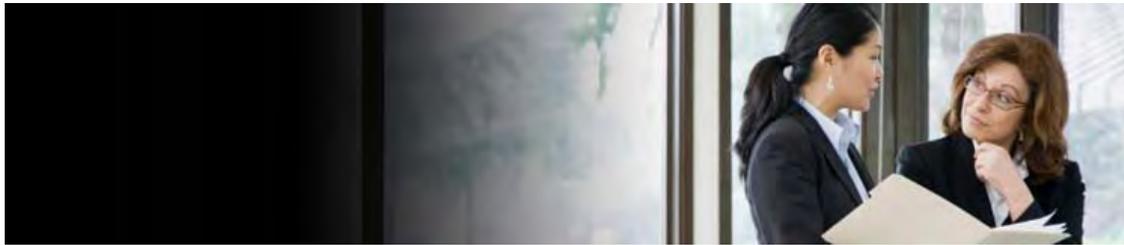
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Home Office/Small Office

Commercial Products

- Business Talk Voice
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- Dynamic PRI
- IPeer™ HPBX
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- Integrated Access
  - IP Voice Service (SIP Trunking)
  - Integrated T1
- Private Networks
  - Private Network Solutions
- MPLS
- VPLS
- Business Class DSL
- Complete PRI: Voice and Data
- Ethernet Express
- Secure IP
- Managed Services
  - Managed Backup
  - Managed Router
  - Managed Virtual Instances
- Colocation Services

Commercial Services

## Secure IP

Protect your valuable data with our Secure IP solution. Our affordable, comprehensive security suite shields your company's network from internet-based threats, and provides excellent monitoring and reporting tools to ensure that your network always performs at its best.

FEATURES

BENEFITS

### Secure IP Firewall and Bandwidth Reporting

- Monitor employee internet usage and restrict access to improve productivity
- Mask company computers on the LAN from outside threats
- Minimize the need for public IP address
- Enable dynamic IP allocation on the LAN
- E-mail anti-virus protection
- Spam controls
- Private web portal interface for reporting incident response, firewall security and bandwidth statistics, anti-virus reporting and network advisories.

### Virtual Private Network Service

- Site-to-site VPN creates a secure network connection to all company locations using the public internet.
- Remote Access VPN service allows employees to access the company's network while using the internet from a hotel, home or wireless network provider

### Desktop Anti-Virus

- Provides multi-layered protection option to ensure a virus-free LAN environment

### Check for Service

Enter number and state to view services available in your area.

AL

CHECK NUMBER

Care: 1.800.291.9699

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## Government



Intellifiber Networks, a division of Cavalier, has a facilities-based network that delivers progressive telecommunications solutions to federal, state and local governments. Our advanced switching platform, self-healing fiber optic network and advanced monitoring capabilities provide system and network reliability and quality. Intellifiber provides advanced independent local networks across 16 states and the District of Columbia, mission critical agency needs for local voice, data and video, and provides agencies 100% local network facilities diversity in compliance with OMB directive (M-05-16) for COOP.

Voice Services  
Audio and Web Conferencing  
Bundled Local and Long Distance  
FiberTREN (Centrex)  
VoIP  
ISDN PRI/T1 - Unlimited (Local Calling)

Custom Solutions  
10/100 and Gigabit Ethernet  
1G - 10G Wavelength Services  
Network Redundancy & Diversification  
Private Metro Area Networks  
Low Latency Routing

High Speed Data  
DS1 and DS3  
DSL  
DWDM  
Ethernet  
ISDN  
SONET ( up to OC-192)

Internet/IP  
Full Suite of ADSL, SDSL Offerings  
Internet Speeds up to 1Gbps

Managed Security  
VPLS/MPLS



More information can be found at  
[www.intellifiber.com](http://www.intellifiber.com)



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## Carrier



Intellifiber Networks, a division of Cavalier, sells, installs and maintains high-capacity services for hundreds of enterprise businesses, cable, Internet, wireless, international and regional service providers, as well as federal and state government agencies. Intellifiber is committed to providing intelligent, advanced network technology solutions with the highest level of customer responsiveness. Its product suite currently includes private networks, SONET, wavelength, Ethernet, data and voice. Existing and new customers will experience innovations in a broad range of service areas such as provisioning, proactive customer care and more.

### SONET

Our SONET service is a dedicated local access solution that offers fiber-based, physically diversified connectivity using industry-standard SONET technology. Service speeds range from DS-1 to OC-192 and offer exceptional performance for applications requiring real-time, low-latency connectivity.

### Wavelength

Our Wavelength service is a high-bandwidth solution that provides a point-to-point optical connection anywhere across our extensive network. This service provides our customers a dedicated optical connection without the expense of owning or operating a network infrastructure. The service is scalable up to 10 Gbps and is data-protocol transparent.

### Ethernet

Intellifiber offers metro and long-haul Ethernet capability, including Ethernet over Copper throughout the entire network. Bandwidth options range from less than 3 Mbps to over a 1000 Mbps. All Ethernet services, across the network, can be handed off over a single Network to Network Interface (NNI).

### Custom Networks & Collocation

Intellifiber engineers can architect solutions to meet your specific network requirements. Our custom approach covers all aspects of transport, including designs for space and power. The expansive fiber network of Intellifiber, covering over 1000 lit buildings, provides for ample collocation facilities to meet your needs.



More information can be found at  
[www.intellifiber.com](http://www.intellifiber.com)



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**Cbeyond**

About Cbeyond

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### ABOUT CBEYOND

Using a 100% private all IP network, Cbeyond provides IT and communications services to small business throughout the United States. We offer more than 30 productivity-enhancing applications, including [local](#) and [long-distance](#) voice, [broadband Internet](#), [mobile](#), [BlackBerry®](#), [broadband laptop access](#), [voicemail](#), [email](#), [web hosting](#), [fax-to-email](#), [data backup](#), [file-sharing](#) and [virtual private networking](#).

Cbeyond is a publicly traded, Atlanta-based company (Nasdaq: CBEY) and the world's first 100% [Voice over Internet Protocol \(VoIP\)](#) local phone network. Cbeyond serves customers in Atlanta, Chicago, Dallas-Ft. Worth, Houston, Denver, Los Angeles, San Diego, Detroit, San Francisco, Miami, Minneapolis, Seattle, and Washington DC.

[→ Learn More About Our Story](#)



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## SMALL BUSINESS FOCUSED

Integrated IT Services and Communications Solutions Built for Small Business

We focus solely on small businesses like yours.

We recognized that competitive small businesses need the same IT and communication services as big companies and service providers just weren't delivering.

We saw how busy entrepreneurs had to deal with multiple providers, analyze services for the best value, worry over obsolete systems or outdated equipment, sift through an assortment of bills and teach themselves about the latest and best technologies.

We built a company to change that experience. We embraced new [Voice over Internet Protocol technology](#), built a simplified voice and data network and designed the services, programs, and prices that meet the needs of small businesses

- Bring together the IT services and communications tools that a business needs - starting with voice, [high speed Internet access](#) and IP-based applications such as [email](#), [web hosting](#) and [VPN](#).
- Use one network and [one business support system](#) to create a streamlined, seamless communications experience.
- Offer a single point of contact for all of your communications needs.
- Deliver web-based management tools that empower our customers and meet their needs for flexible, any-time self care.



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### Service Areas

- ▶ Atlanta
- ▶ Boston
- ▶ Chicago
- ▶ Dallas/Fort Worth
- ▶ Denver
- ▶ Detroit
- ▶ San Francisco Bay Area
- ▶ Houston
- ▶ Los Angeles
- ▶ Miami
- ▶ Minneapolis/St. Paul
- ▶ San Diego
- ▶ Seattle
- ▶ Washington, D.C.
- ▶ T-1 versus DSL service
- ▶ T-1 versus other services

## CBEYOND SERVICE AREAS

### T1 Availability & Service Areas

For customers in Atlanta, Boston, Chicago, Dallas-Fort Worth, Denver, Detroit, Greater San Francisco Bay Area, Houston, Los Angeles, Miami, Minneapolis/St. Paul, San Diego, Seattle, Washington D.C. Cbeyond provides an extensive serving area.

To view the serving area for your city, click on the link below.

<a href="#">Atlanta</a>	<a href="#">Houston</a>
<a href="#">Boston</a>	<a href="#">Los Angeles</a>
<a href="#">Chicago</a>	<a href="#">Miami</a>
<a href="#">Dallas-Fort Worth</a>	<a href="#">Minneapolis/St. Paul</a>
<a href="#">Denver</a>	<a href="#">San Diego</a>
<a href="#">Detroit</a>	<a href="#">Seattle</a>
<a href="#">Greater San Francisco Bay Area</a>	<a href="#">Washington D.C.</a>

### Cbeyond has arrived in San Francisco!

Cbeyond and Cisco teamed up on May 15, 2008 to host a networking breakfast and panel discussion called "Going Green: What Entrepreneurs and Small Business Owners Need to Know About Becoming Eco-friendly" to celebrate the opening of Cbeyond's Greater San Francisco Bay Area service area.

Check out the panel bios and resources from the speakers and participants and watch the video.

[→ Learn More](#)


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Small Business Solutions

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- ▶ Marketing Services
- ▶ Installation & Support Services
- ▶ Industry Solutions
- ▶ Upgrading Your Service
- ▶ Product Demos



### SMALL BUSINESS SOLUTIONS

Cbeyond provides high-quality phone and Internet services, personalized attention, reasonable prices, and advice on how to use next-generation communication technologies to improve the way you do business.

We deliver all your small business communication and IT services needs - high-speed broadband Internet access, reliable local and long distance phone service, business-grade mobile service, fully integrated email, business-marketing tools, PC and document security and more - through one provider and one bill.

### Core Packages

*BeyondVoice Office Edition*  
*BeyondVoice Mobile Edition*

<p><b>Voice &amp; Broadband</b></p> <ul style="list-style-type: none"> <li>• High Speed Internet</li> <li>• International VoIP</li> <li>• Local Phone Service</li> <li>• Long Distance Phone Service</li> <li>• Toll-Free Service</li> <li>• BeyondVoice with SIPconnect</li> </ul>	<p><b>Data Backup &amp; Security</b></p> <ul style="list-style-type: none"> <li>• Secure Backup</li> <li>• Secure Desktop</li> <li>• Managed Firewall</li> <li>• VPN</li> <li>• Network Configuration</li> </ul>
<p><b>Messaging &amp; Collaboration</b></p> <ul style="list-style-type: none"> <li>• Audio &amp; Web Conferencing</li> <li>• Fax to Email</li> <li>• Hosted Microsoft Exchange</li> <li>• Voicemail</li> <li>• Virtual Receptionist</li> </ul>	<p><b>Marketing Services</b></p> <ul style="list-style-type: none"> <li>• Domain Services</li> <li>• IP Addresses</li> <li>• Web Hosting</li> <li>• Web Marketing</li> </ul>
<p><b>Mobile Services</b></p> <ul style="list-style-type: none"> <li>• Mobile Phones &amp; Devices</li> <li>• BeyondMobile Order Request</li> <li>• Mobile Workforce Manager</li> <li>• Laptop Access</li> <li>• Feature Phones</li> <li>• BlackBerry Smartphones</li> </ul>	<p><b>Installation &amp; Support Services</b></p> <ul style="list-style-type: none"> <li>• Smart Start Installation Support</li> <li>• Smart Start Application Support</li> <li>• Moves</li> </ul>



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CORE PACKAGES

50% of small businesses with 20 to 99 employees say their biggest IT challenge is the integration of different applications and systems.<sup>1</sup>

Designed with small businesses in mind, Cbeyond offers flexible services and packages that meet your company's needs. Each BeyondVoice package includes the business basics like local and long distance calling and high speed Internet, plus voicemail, email, PC backup, security software and Website hosting. Start by choosing the package that's right for you, and then customize your package with additional services to meet your company's unique needs.

<sup>1</sup> Source: Yankee Group



BEYONDVOICE OFFICE EDITION

All the business basics your small business needs to get up, running and fully connected.

PACKAGE INCLUDES

BASICS

- 1.5 Mbps Bandwidth
- Up to 8 Local Phone Lines
- 3 Toll Free Numbers
- 1 Inbound Fax to Email

VOICE LINE CALLING FEATURES

Basic Calling Features:

- Three Way Calling
- Call Hunting
- Call Blocking
- Call Transfer
- Accounting Codes
- Caller ID with Name
- Call Forwarding
- Remote Call Forwarding

Personal Call Assistant

BEYONDVOICE MOBILE EDITION

Core business basics plus, the added value of our fully integrated mobile devices.

PACKAGE INCLUDES

BASICS

- 1.5 Mbps Bandwidth
- Up to 8 Local Phone Lines
- 3 Toll Free Numbers
- 1 Inbound Fax to Email

VOICE LINE CALLING FEATURES

Basic Calling Features:

- Three Way Calling
- Call Hunting
- Call Blocking
- Call Transfer
- Accounting Codes
- Caller ID with Name
- Call Forwarding
- Remote Call Forwarding

Personal Call Assistant

SERVICE AT HOME

The high-quality, high-speed Cbeyond services you love at the office, **now at home** for the senior executive at your firm.

**BeyondOffice service upgrade** can be added to any BeyondVoice package and includes local phone service, long-distance calling minutes, voicemail, email and more. You don't even have to change your phone number. With BeyondOffice, you get all the benefits of Cbeyond service and you get it at home.

- ▶ Voice & Broadband
- ▶ Messaging & Collaboration
- ▶ Mobile
- ▶ Data Backup & Security
- ▶ Marketing Services

(SIPconnect Only) - 1  
 DIDs - up to 200  
 Basic Directory Listing - 1  
 Pooled Domestic Long Distance, Toll Free, Conferencing and Pay-Per-Use Mobile Minutes - 1,000 minutes

**MOBILE SERVICES**

Available a la carte

**WEB & HOSTED APPLICATION SERVICES**

5 Landline Voicemail Boxes  
 1 Domain and Website  
 Up to 200 Basic Email  
 5 GB Storage for PC Backup  
 5 Secure Desktop Subscriptions

**EQUIPMENT**

1 Integrated Access Device

**SMART START SET UP**

Installation of the broadband connection, IAD, activation of voice services, and set up of key applications such as Email, Secure Desktop, Secure Backup, Web Hosting, Domain Information and Virtual Receptionist.



**BASIC CALLING FEATURES:**  
 3 Way Calling, Call Hunting, Call Blocking, Call Transfers and Accounting Codes, Call Forwarding, Remote Call

Forwarding

**GET A QUOTE**

(SIPconnect Only) - 1  
 DIDs - up to 200  
 Basic Directory Listing - 1  
 Pooled Domestic Long Distance, Toll Free, Conferencing and Pay-Per-Use Mobile Minutes - 1,000 minutes

**MOBILE SERVICES**

Receive up to \$180 of Mobile Value

Options include:

1. Feature Phone with Unlimited Voice Plan
2. Smartphone with Unlimited Voice, Data, and Text
3. Laptop Card with 5GB Data Plan

Additional mobile services available a la carte

**WEB & HOSTED APPLICATION SERVICES**

5 Landline Voicemail Boxes  
 1 Domain and Website  
 Up to 200 Basic Email  
 5 GB Storage for PC Backup  
 5 Secure Desktop Subscriptions

**EQUIPMENT**

1 Integrated Access Device

**SMART START SET UP**

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**BASIC CALLING FEATURES:**  
 3 Way Calling, Call Hunting, Call Blocking, Call Transfers and Accounting Codes, Call Forwarding, Remote Call

Forwarding

**GET A QUOTE**

**CUSTOMER TESTIMONIAL**



Find out how Phil Hilton from Brighton Feed & Saddlery in Brighton, Colorado, uses Cbeyond e-mail services to keep in contact with customers throughout the world.

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**BEYOND OFFICE**

1 out of 2 of the nation's businesses are operated from home<sup>1</sup>

BeyondOffice Delivers Small Business Solutions to Your Home. The high-quality, high-speed Cbeyond services you love at the office, now at home for the senior executive at your firm.

**Features & Benefits**

BeyondOffice includes local phone service, long-distance calling minutes, voicemail, email and more. You don't even have to change your phone number. With BeyondOffice, you get all the benefits of Cbeyond service and you get it at home.

**The Cbeyond Advantage**

BeyondOffice is billed to your main business account and connects to your multi-site VPN to give you access to all of your office applications (Cbeyond Secure VPN customers only).

**Product Specifications**

With BeyondOffice you can keep the same phone number(s) and also get the following features:

- 2 local phone lines with Call Waiting, Caller ID Number, Call Forwarding, 911 and operator services.
- T-1 (up to 1.5 Mbps) Internet Access
- 500 domestic long distance minutes/month
- 1 Toll-free number
- 5 directory assistance calls/month
- 1 directory listing
- Voicemail, for the whole family
- Email for the whole family, with 1 year of FREE domain name registration/hosting

<sup>1</sup> US Census Bureau



**CUSTOMER TESTIMONIAL**

*Cbeyond has made life easier for me. As a small business owner, I need to work from home all the time, and their Beyond office package that provides me with a t1 line to my house makes my life a lot easier.*

David Duncan and Gretchen Hollingsworth, Founders Paddywax

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- Wireless Backup

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### VOICE & BROADBAND

Your small business is unique, so why settle for service that's one-size-fits-all?

Cbeyond's BeyondVoice packages offer fully-loaded services and flexible packages that come standard with all the voice and broadband business basics you'll need, plus the option to add more than 30 productivity-enhancing products to your already robust line-up. So, as your business grows and changes, your Cbeyond package keeps you connected with the service that's right for you.

To get started, [select which BeyondVoice package best fits your business](#), and then customize with additional services to meet your company's unique needs.

Cbeyond's Voice service provides your customers access to your employees at a moment's notice and offers a variety of calling features like call forwarding and three way calling. Our Broadband Internet enables you and your employees to run at maximum efficiency, whether sending emails, researching information online, or downloading important files. Staying connected and productive enables your business to deliver the personalized service your customers count on.

We realize managing expenses is important to your business's bottom line, so Cbeyond allows you to share your Long Distance Calling, Mobile Pay-Per-Use, Toll-free, and Audio and Web Conferencing minutes. Your minutes are all the same to us, and are as flexible and dynamic as your small business. The more you use – the more you save. Your bill's predictable even if the activity of your business isn't.

We're committed to serving small businesses like yours with high-quality, flexible and affordable leading technologies from Cisco, Microsoft and more. We specialize in not only offering products that solve your company's challenges, but also recommending solutions you didn't even realize you needed.

You don't have to break the bank to get high-quality phone, Internet service, and more for your company. We provide the products you need at a price you can afford.

**Local Phone and Calling**  
Clear, quality phone connection with a quick and easy transfer from your current provider.

**Long Distance/ International Calling**  
Control costs with our simple to use rate structure and competitive pricing. No more unexpected billing, share your minutes across your voice applications.

**Toll-Free**  
Let customers, employees and

**Audio and Web Conferencing**



### CUSTOMER TESTIMONIAL



Melissa and Scott Currey owners of Cooking4Life, explains how much more efficient their business is with Cbeyond's Voice and Broadband solutions.

partners around the country contact you at no charge to them.	Whether connecting multiple offices, working away from your desk or hosting discussions with potential customers, collaborate anytime on a moment's notice.
<b>Virtual Private Network</b> Share your data and office network across multiple locations and while working remotely.	<b>BeyondVoice with SIPconnect</b> Serve your customers more efficiently while upgrading quality and reducing costs.
<b>Managed Firewall</b> Protect your computer, shield critical network resources and block unnecessary Internet traffic.	<b>Laptop Access</b> Stay connected whether you're traveling across town or across the country. Say goodbye to hunting for Wi-Fi "hotspots."
<b>Calling Card</b> Convenient long distance when you are away from the office.	<b>Broadband Internet</b> Broadband for integrated services and applications.
<b>Wireless Backup</b> For businesses that require an uninterrupted data connection even during a disaster, your data services will automatically failover to a 3G wireless connection.	

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- Toll-Free Service
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- Wireless Backup

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BROADBAND INTERNET

47% of small business owners use the internet to market or advertise their business<sup>1</sup>

Broadband for integrated services and applications

You'll notice a dramatic difference in how much faster you can send and receive email, upload and download files, and use the Web—which keeps your business moving in today's high-speed world. Our service can support multiple users with just a single connection so you can grow your business and add employees without worrying about outgrowing your technology.

Cbeyond gives your business an "always on," symmetric (both downloading and uploading), high-speed Internet connection.

Features & Benefits

- "Dynamic allocation of bandwidth" technology uses your idle phone lines to increase the capacity of your broadband pipe when your phones aren't in use. And that means you get the fastest connection speeds possible.
- Proven technology - Cbeyond's broadband internet service offers the reliability businesses demand with symmetric upload and download speeds.
- Use with virtually any network configuration.
- End-to-end Cisco technology gives you network reliability, with 99.999% availability.
- Voice options delivered via analog, PRI, CAS or SIPconnect

<sup>1</sup> Source: Open from American Express



CUSTOMER TESTIMONIAL



Click [here](#) to see how Boulder Beer Company uses Cbeyond's Broadband Internet for consistent, reliable communication service.

## Small Business Solutions

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**WIRELESS BACKUP**

Keep your company up and running when disaster threatens to take it down.

When you have critical, real-time business operations, it's crucial that they remain functional -- even in times of disaster. With Cbeyond's Wireless Backup, your data\* services will automatically failover to a 3G wireless connection in the unlikely event that your service is interrupted, so you can continue working with data services such as accessing the Web, sending and receiving emails, and processing credit card transactions. This can help your business avoid the typical financial loss associated with disruption of service, giving you peace of mind.

**FEATURES AND BENEFITS:**

- Automatic backup ensures data continuity in the unlikely event of broadband failure. Data is automatically rerouted to Cbeyond's wireless network at typical broadband speeds, and then switched back to the primary service once it's restored.
- Provides peace of mind and redundancy for your business's communications.
- Upload speeds from 400-800k; Download speeds from 600K-1.1M
- Fully integrated with your other Cbeyond data services, like Secure Backup, VPN and Virtual Receptionist, ensuring business continuity for your company.

*\*Does not work with Voice, 911, or E911 or in the event of a complete power outage.*


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Small Business Solutions

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MOBILE SERVICES

Most BlackBerry smartphone users can turn 60 minutes of downtime into productive work time each day and increase the efficiency of a team by nearly 30%.<sup>1</sup>

**Mobilizing your company just got easier.**

Never miss an important phone call or lose a deal because you were away from your desk again. Your customers expect an immediate response. For times when you just can't wait until you get back to the office to reply, Cbeyond offers nationwide mobile voice and data services to keep you and your employees productive and connected. Turn your downtime into productive time so you never miss out on that important communication.

We get it. You need a communications service that will grow and adapt to your changing needs and mobile workforce. We make it easy. Are you a road warrior that uses a lot of minutes? If so, our unlimited plan is a good fit. For those who talk less, the mobile pay per use plan will keep you connected and give you the flexibility to share your Mobile minutes with your Conferencing, Toll-free and Long distance minutes.

BeyondMobile was built with small business in mind, and, with mobile heavyweights like Microsoft and Research in Motion (RIM) as partners, you can rest assured that you will stay connected in the office, at home or on the go.

Our mobile solutions are more than just devices, they are tools to keep you productive.

- The contact feature on your phone enables you real-time access to customer and employee information so you can connect anytime, anywhere when you don't have your Rolodex in front of you.
- Use the GPS feature on your smartphone so even if you miss a turn, you don't miss out on that appointment.
- Stuck in the airport with a delayed flight? Pop in your [laptop card](#) and make the most out of your downtime.

Choosing BeyondMobile service means mobile voice and data on our nationwide 3G network and full integration between your core Cbeyond services like email and Virtual Private Network. Cbeyond has taken the extra step of ensuring your services are integrated and work together so smoothly, you'll may wonder if you ever need to go back to the office.

<p><b>Feature Phones</b> Small business functionality, perfect for running your small business on the go.</p>	<p><b>BlackBerry Smartphones</b> Designed to help your business work anywhere, increase productivity and improve customer relationships.</p>
<p><b>Mobile Workforce Manager</b></p>	<p><b>Laptop Access</b></p>



NEED MOBILE DEVICES?

Contact a Customer Solutions Advisor through the [Beyond Mobile Order Request Form](#) if you need to add or change your mobile devices



MOBILE ACCESSORIES



CUSTOMER

Improve the productivity of your mobile workforce, reduce costs, improve customer service and maximize your overall bottom line.

Stay connected whether you're traveling across town or across the country. Say goodbye to hunting for Wi-Fi "hotspots."

**Virtual Private Network**  
Secure interoffice data network communications are no longer restricted to the boundaries of your office walls. Share your data and office network across multiple locations and while working remotely.

**Virtual Receptionist**  
Route calls to your employees' BeyondMobile devices easily and effectively with a professional-sounding automated receptionist, keeping them connected while away from their desks.

## TESTIMONIAL



Listen to Kent Kast from Brighton Adventist Academy explain how Cbeyond's Mobile Service keeps him connected.

Source: 1: Ipsos-Reid, a leading market research firm

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WIRELESS LAPTOP ACCESS

43% of workers polled said they use laptops on vacation for work-related e-mails <sup>1</sup>

The convenience of high-speed Internet service- anywhere.

Are you tired of searching for wi-fi hotspots or paying for Internet access when away from your office? With LaptopAccess, you can take your office with you –wherever you go –and ensure your employees and customers get the quick responses they need.



FEATURES AND BENEFITS:

- Connect via USB
- 3.1 Mbps download speed
- 1.8 Mbps upload speed

Cbeyond offers mobile broadband access to email, the Internet, corporate networks and business applications with BeyondMobile Laptop Access.

Featuring the Novatel Ovation™ MC760 USB Modem, the latest addition to our variety of Cbeyond's mobile offerings that keep you connected whether you're traveling across town or across the country. Say goodbye to hunting for Wi-Fi "hotspots" - the BeyondMobile Laptop Access service gives you speeds of up to 3.1 Mbps wherever you can connect to the 3G cellular network. Once again, Cbeyond has done the research to select the best mobile data solution for the enterprising mobile workforce - all from one provider, one bill, one account management tool and one number to call for support.



NEED MOBILE DEVICES?

Contact a Customer Solutions Advisor through the [Beyond Mobile Order Request Form](#) if you need to add or change you mobile devices

MOBILE ACCESSORIES



Features	USB Broadband Modem
Computer Interface	Universal Serial Bus (USB)
User Interface Software	MobiLink™ Software
Size	2.24 (L) x 0.98 (W) x 0.47 (H) inches / 57 (L) x 25 (W) x 12 (H) mm
Weight	19 g / 0.67 oz
System Requirements	RAM / Memory: 32 MB Disk Space: 14 MB One Type A USB Port Internet browser software Processor: 166 MHz

Operating System Supported	Windows 2000 Windows XP (Home or Professional) Windows Vista Mac® OS X 10.3.9 or higher
Power Consumption	Voltage: 5 V Max Transmit: 500 mA Max Idle: 115 mA
Memory	Removable Memory Storage via microSD card up to 8 GB*
Technology / Bands	CDMA 1xEV-DO Rev. A & Rev. 0 CDMA 1xRTT CDMA 800/1900 MHz
Environmental	Operating Temperature: 0 to 45° Celsius Storage Temperature: -20 to 65° Celsius
Maximum Download Speed	3.1 Mbps
Maximum Upload Speed	1.8 Mbps
*MicroSD sold separately	

1 Source: Harris Interactive

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## VIRTUAL PRIVATE NETWORK (VPN)

1 out of 2 of the nation's businesses are operated from home<sup>1</sup>

Secure interoffice data network communications are no longer restricted to the boundaries of your office walls. Share your data and office network across multiple locations and while working remotely.


[Click to Enlarge](#)

If your company has more than one office location, Cbeyond Secure VPN makes it safe and simple to connect data networks throughout your business locations. With Secure VPN Remote user, you can access your office network remotely so you and your employees stay productive and efficient when out of the office. You can forget about making that extra trip to the office to grab an electronic file – now you can access it over your VPN.

**Secure VPN On-Net**

If not every location of your business is served by Cbeyond, you can still stay connected with Secure VPN Off-Net and exchange information with remote office locations with the same security and reliability as your on-network communications

**Secure VPN Off-Net**

If not every location of your business is served by Cbeyond, you can still stay connected with Secure VPN Off-Net. By creating pre-defined, protected tunnels through the public Internet using sophisticated encryption and authentication logic, you can exchange information with remote office locations with the same security and reliability as your on-network communications

**Secure VPN Remote User**

Rely on Secure VPN Remote User to equip your employees with on-demand, remote access to your network. Secure VPN Remote User allows individuals to access their corporate information while out of the office, using their existing Internet connection.

**Features and Benefits**

- Cbeyond's Secure VPN gives you data security equal to Frame Relay or ATM.
- Connect additional sites anytime - just contact us and we'll set it up right away


**CUSTOMER TESTIMONIAL**


Find out how Dr. Dexter Page and the other doctors of Atlanta Perinatal Associates utilize their VPN network with Cbeyond.

## Product Specifications

The Secure VPN product suite has the following technical requirements:

- Every Cbeyond site you wish to connect to Secure VPN must have a unique, private IP address block.
- Your protocols or network operating systems must use TCP/IP as either their default transport medium or their native protocol stack.
- Secure VPN does not support the following protocols and systems:
  - NetBeui
  - AppleTalk
  - Banyan Vines
  - IPX

### More Secure VPN On-Net Technical Requirements

- Secure VPN On-Net uses Multi Protocol Label Switching (MPLS) to create isolated paths for data transfer.
- All sites connected must have active Cbeyond service

### More Secure VPN Off-Net Technical Requirements

- Secure VPN Off-Net uses standard IPSEC/IKE encryption and authentication configurations to create static tunnels for data transfer
- Off network connection points are established through unique, predefined Source / Destination network pairs, not via dynamic or default network routing.
- Cbeyond does not support the following protocols and configurations:
  - Encryption Protocol = AES
  - Authentication Method = RSA signature, RSA encryption
  - Traffic Security Method = AH
  - IPSEC Mode = Transport
  - SA Establishment Method = Manual Configuration
- At least one site connected must have active Cbeyond service
- All sites connected must operate with a static IP address or a Dynamic IP Address with a Dynamic DNS entry

### More Secure VPN Remote User Technical Requirements

- Secure VPN Remote User operates with any PPTP-compatible desktop client with up to 128-bit MPPE encryption to create dynamic, user-authenticated sessions. Unsupported protocols and configurations include:
  - Compression Protocol = MPPC
  - Authentication Protocol = MS-CHAP-V2
  - Network Layer Protocol = IPX, Appletalk, NetBeui
  - DNS/WINS Address Assignment = User Configurable Servers
- Secure VPN Remote User has been certified for desktop clients using Microsoft Windows 98, 2000, ME and XP Operating systems.
- At least one site connected must have active Cbeyond service

1 Source: US Census Bureau

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### INDUSTRY SOLUTIONS

Comprehensive Solutions from Your Broadband Internet Provider

Communication Solutions Tailored to the Needs of Specific Industries.

At Cbeyond, our business is small businesses. Cbeyond is the voice and broadband Internet provider built exclusively to serve small businesses. We've designed our services, pricing, and packages specifically to meet the needs of entrepreneurial start-ups, small private practices, fast-growing businesses and the neighborhood shop that's quickly becoming regional.

"Without reliable Internet service, we couldn't enter properties to show...that would virtually put us out of business...Cbeyond is dependable, easy to use, and innovative."

— Terri Kellerman, Managing Broker and VP  
Century 21 Southern Crescent

[Read the success story | Solutions for your real estate firm](#)

Cbeyond delivers applications to make you and your business more productive. Cbeyond is the smart choice because we are the only communications provider with complete packages designed with your unique business needs in mind. Our 99% retention rate as a communications provider tells you how we treat our customers.

For more information about what Cbeyond can offer you, [click through to your industry:](#)

- [Solutions for your healthcare practice](#)
- [Solutions for your real estate firm](#)
- [Solutions for your law firm](#)

In addition to these industries, we serve a variety of other sectors. Here's great proof:

[see what customers in a selection of other industries have to say.](#)



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## HEALTHCARE COMMUNICATION SOLUTIONS

### Communications Designed for Healthcare Practices

Cbeyond works with hundreds of healthcare practitioners and medical offices. In between appointments with the front desk and keeping up with patient records, we've learned a lot about the communications challenges unique to your industry. Whether it's time-consuming technical difficulties, maintaining confidentiality, consultation over the phone or email—Cbeyond can help with innovative technology that can improve the productivity and efficiency of your office.

- [See the details on Cbeyond solutions designed for your medical office \(1.08mb pdf\).](#)

### Voice, Broadband and Mobile Solutions Designed to Fulfill the Specific Needs of Healthcare Professionals

#### Stay Connected

You aren't always in the office to access patient medical records, scheduling information, or other data. But you can remain productive with BeyondOffice™, a service that connects you remotely with a T-1 at home. Pair that with BeyondMobile™ for mobile voice and data services and you can maximize efficiency—even away from the office.

- [Learn more about our BeyondVoice Packages](#)

#### Maintain Confidentiality

Industry regulations demand privacy and confidentiality for patient information. Tighter data security is one way to adhere to those confidentiality regulations. Cbeyond's Secure Backup & Fileshare allows you to safely share and secure data through advanced encryption technology.

- [Learn more about Secure Backup Services from Cbeyond](#)

#### Increase Efficiency

Insurance reimbursements are shrinking, so you need to keep your costs even lower. Reliable data and voice services can improve the efficiency of your office. Cbeyond's BeyondVoice™ packages offer an integrated portfolio of voice and data services—at a price you can afford and all on one convenient bill.

- [Learn more about BeyondVoice Packages from Cbeyond](#)

#### Manage Faxes Efficiently

Keeping up with faxed paperwork can be a bottleneck for your business. Cbeyond offers Fax to Email service as part of its integrated communications packages. Using Fax to Email, you can route faxes quickly and easily to the right person, archiving them is a snap and you'll never lose a fax because they come right to your email inbox.

- [Learn more about Fax to Email Service from Cbeyond](#)



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## REAL ESTATE FIRM

Communications Designed for Real Estate Firms

Cbeyond works with hundreds of real estate businesses and we understand the unique communications challenges you encounter. That's why we offer innovative solutions to improve the productivity and efficiency of your business. Access data safely and securely when you're on the road, enjoy full T-1 access for fast document transfer, and save time with telecommunications packages from an all-in-one communications provider that include the services you need, like Fax to Email, mobile voice and data, and more.

- [See the details on Cbeyond solutions designed for your real estate firm \(940kb pdf\).](#)

Voice, Broadband and Mobile Solutions Designed to Fulfill the Specific Needs of Real Estate Firms

### Stay Connected

In the real estate business, you're on the move and need to be productive even when you're out of the office. With BeyondOffice™, stay connected remotely with a T-1 connection at home. BeyondMobile™ gives you mobile voice and data services all on one bill.

- [Learn more about our BeyondVoice Packages](#)

### Increase Efficiency

A slow connection makes it difficult to send and receive contracts and large files. Cbeyond's High Speed Internet Access gives you a full T-1 connection at a price you can afford.

- [Learn more about BeyondVoice Packages from Cbeyond](#)

### Maintain Confidentiality

Security and trust make for long-lasting relationships and great referrals. Adhere to confidentiality policies and ensure your clients' personal information is protected by effective data security. Cbeyond's Secure Backup & Fileshare helps you safely share and secure data through advanced encryption technology. Our Whailemail service helps you send and receive large data files with ease.

- [Learn more about Secure Backup Services from Cbeyond](#)

### Manage Faxes Efficiently

Keeping up with faxed contracts and paperwork can be a bottleneck for your business. Cbeyond offers Fax to Email service as part of its integrated communications packages. Using Fax to Email, you can route faxes quickly and easily to the right person, archiving them is a snap and you'll never lose a fax because they come right to your email inbox.

- [Learn more about Fax to Email Service from Cbeyond](#)



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**LAW FIRM**

Communications Designed for Law Firms

Cbeyond works with hundreds of law firms. We understand the unique communications challenges you face in developing your practice. Distracting "technical difficulties," slow data transfer rates, and legal compliance in the age of Sarbanes-Oxley can all complicate how you provide service to clients.

At Cbeyond, we've built our reputation around helping law firms combat these and other challenges. We offer innovative technology solutions to improve the productivity and efficiency of your firm—whether you're in the office, with a client, in the courtroom, or at home.

- [See the details on Cbeyond solutions designed for your law firm \(1.37mb pdf\).](#)

Voice, Broadband and Mobile Solutions Designed to Fulfill the Specific Needs of Law Firms

**Stay Connected**

Your work day is rarely over when you leave the office. Get a jump on your caseload with BeyondOffice™, a service for the senior partner that provides a T-1 at home. Pair that with BeyondMobile™ for mobile voice and data services and you can maximize efficiency—even away from the office.

- [Learn more about our BeyondVoice Packages](#)

**Increase Efficiency**

If you're conducting research for a case and mining for data on LexisNexis®, slow downloads and large files shouldn't compromise your productivity. Cbeyond's reliable High Speed Internet Access means you get a full T-1 connection at a price you can afford — and research gets a whole lot faster.

- [Learn more about High Speed Internet Access Services from Cbeyond](#)

**Maintain Confidentiality**

Managing proprietary client information requires a high level of data security, confidentiality, and other internal IT controls. Cbeyond can help you adhere to those restrictions. Cbeyond's Secure Backup & Fileshare allows you to safely share and secure data offsite through advanced encryption technology.

- [Learn more about Secure Backup Services from Cbeyond](#)

**Manage Faxes Efficiently**

Keeping up with faxed contracts and paperwork can be a bottleneck for your business. Cbeyond offers Fax to Email service as part of its integrated communications packages. Using Fax to Email, you can route faxes quickly and easily to the right person, archiving them is a snap and you'll never lose a fax because they come right to your email inbox.

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**Cogent**



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## About Cogent Communications

Cogent is a multinational Tier 1 Internet service provider consistently ranked as one of the top five networks in the world. Our primary service offering consists of Internet access and data transport, offered over our award-winning fiber optic, IP data-only network, along with colocation in any of our 40 Internet Data Centers. We service two customer segments: "Corporate" (small businesses to Fortune 100 companies) and "NetCentric" (access providers and content providers whose businesses rely primarily on Internet access).

Our innovative, facilities-based network spans across North America, across the Atlantic and throughout Western Europe. With over 50,600 miles of intercity route fiber and more than 14,200 metro fiber miles, we provide service to over 145 major markets and interconnect with over 3,250 other networks.

Cogent was founded on the premise that bandwidth can be treated like a commodity—produce mass amounts and position it for sale based on price. Leveraging new technologies, we built our own IP data network independent of the traditional voice-based networks owned by the RBOCs (Regional Bell Operating Companies). By doing so, we believed we could reduce the cost of high quality bandwidth down to a level never before offered in the marketplace. Less than five years after lighting our network backbone, we have become widely recognized as one of the largest carriers of Internet traffic in the world.

We stand apart from our competitors in many areas, but key differentiators include:

- Our customer connections are dedicated and non-oversubscribed
- Our prices are the lowest in the industry
- Our diversity from traditional carriers enables redundancy for customer data
- Our simple network structure allows for rapid provisioning
- Our 'self-healing' ring architecture design minimizes outages

Cogent is Smart Business Internet.

Cogent Communications is a public company trading on the NASDAQ under the symbol CCOI. Cogent is headquartered in Washington, D.C. For more information, click on the link below.

Cogent's value proposition is simple:

Provide Customers with the highest quality Internet service available - in terms of reliability, performance and customer service - while charging the lowest price in the industry.

Cogent is Smart Business Internet.

[Contact Us](#) or Call 1-877-875-4432.

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### SUCCESS STORIES

Hear what our  
Customers are saying.



## Smart Business Internet

## NETWORK

## Network Map

## Cogent Data Centers

## Cogent PoPs

## Performance

## Peering

## Looking Glass

## Network Map

Cogent's end-to-end optical network consists of multiple metropolitan IP-over-WDM fiber rings located in Cogent's major markets throughout the United States and Europe. Cogent currently has a presence in over 145 markets throughout North America and Europe. Cogent's network provides each building or data center with up to 80 Gbit/s of dedicated bandwidth. Layer 3 edge routers in each building are connected to Cisco Layer 3 Terabit core routers over two diverse optical paths. These core routers are tied together via an international backbone network consisting of multiple 10 Gbit/s DWDM optical links. With a currently implemented capacity of up to 520 Gbit/s, Cogent's international IP network is the largest in the world and is scalable to a total capacity of over one Terabit per second.



[Click to enlarge](#)

Today, using light to communicate provides nearly unlimited opportunities. Nothing can match the speed and capacity obtained by channeling multiplexed light waves through hair-thin strands of glass. In the past, fiber optic technology was prohibitively expensive. Cogent's radical economics have changed that.

Cogent Communications brings optical Internet access to your business for a fraction of the cost you're probably paying now for slower copper! With its own network, Cogent has 100% fiber both along its backbone and throughout its Metropolitan Area Networks (MANs). More importantly, Cogent takes its fiber the "last mile" into your building!

The MAN rings on Cogent's network are provisioned with a finite number of buildings. This configuration enables Cogent to offer each customer a fully dedicated, non-oversubscribed 100 Mbps connection that is not shared with anyone else. This approach represents a singular opportunity in the market place.

Cogent uses the most advanced optical networking technology and smart networking configurations to ensure you receive the highest performance levels. With optical networking's promise of speed and capacity and Cogent's commitment to quality, we're unleashing the Internet's true potential.



DEDICATED INTERNET ACCESS

Dedicated Internet Access

High Performance Bandwidth supported by world-class customer support ranging from 1.5 Mbps to 10,000 Mbps.

[Find out today what service is offered in your building.](#)

Cogent's goal is simple: To unleash the potential of the Internet by making vast quantities of bandwidth an affordable reality for your business. Our unique ability to provide a higher performing service at a lower price makes Cogent an obvious choice for your Internet service needs.

ETHERNET POINT-TO-POINT

COLOCATION SERVICES

SPECIAL PRICE PROMOTIONS

[Click for more information](#)



DEDICATED  
INTERNET  
ACCESS

ETHERNET  
POINT-TO  
POINT

COLOCATION  
SERVICES

SPECIAL PRICE  
PROMOTIONS

### Ethernet Point-To-Point

Cogent's multinational, independent IP backbone is the perfect vehicle for metropolitan, national, and global point-to-point services. Available in speeds of 100 Mbps to full GigE, we help you build custom connections according to your specific configuration needs.

With Cogent's Ethernet Point-to-Point solution, you can build your own connection between any two points on our network (where service is offered), transporting data from Point A to Point B to Point C at the speed of light, safely and securely. These pathways of communication are your personal way to privately conduct important business.

[Click for more information](#)

## Dedicated Internet Access Services

### PRODUCTS & SERVICES

#### Dedicated Internet Access

On Net  
Off Net

#### Ethernet Point-to-Point

#### Colocation Services

#### Success Stories

#### Special Price Promotions

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### SUCCESS STORIES

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Customers are saying.



## Dedicated Internet Access

IS YOUR BUILDING COGENT POWERED? CHECK THE SERVICE LOCATOR TO FIND OUT!

Cogent's goal is simple: To unleash the potential of the Internet by making vast quantities of bandwidth an affordable reality for your business. Our unique ability to provide a higher performing service at a lower price makes Cogent an obvious choice. We provide the horsepower--you take the wheel.

Cogent is ranked among the top five networks in the world. Our Internet access is dedicated, non-oversubscribed and backed by one of the best SLAs available. Indeed, Cogent is a refreshing change from your traditional telephone company. Right from the start, we will impress you--from our simple product, to rapid service installation, to proactive customer support. Our ability to provide reliable, yet affordable bandwidth has turned thousands of businesses into loyal fans.

Cogent provides **On Net** Internet access to more than 1,500 buildings directly connected to our IP backbone. In these buildings, Cogent's optical fiber physically runs through the building.

Cogent provides **Off Net** Internet access to more than 145 markets. Off Net traffic also runs over the Cogent network, but a telco tail circuit connects the customer premise to our IP backbone. Off Net service allows us to extend our reach exponentially, making Cogent service available to hundreds of thousands of additional businesses.

Is your building Cogent Powered?

If you locate your building using the search tool to the right, it is **On Net**.

If you do NOT locate your building, it is **Off Net**.

Visit our On Net and Off Net product pages after categorizing what service is available in your building.

### Service Locator

Is your building Cogent Powered?

Use the search tool below to locate your building.

If your building is currently on the list, it is On Net. If you can NOT locate your building, it is Off Net. Proceed then to our On Net and Off Net product pages to learn more.

Region:

Select Region...

City:

Please select a Region above...

Please Select the Appropriate Fields Above...

## Dedicated Internet Access Services

### PRODUCTS & SERVICES

#### Dedicated Internet Access

On Net  
Off Net

#### Ethernet Point-to-Point

#### Colocation Services

#### Success Stories

#### Special Price Promotions

### On-Net

#### On Net Services

Cogent's On Net services can only be compared to the wide open road. We offer pure bandwidth, unhindered by traffic bottlenecks caused by over-subscription. With more capacity than any other IP network in the world, traffic literally races across our network at the speed of light.

All On Net services are dedicated and non-oversubscribed. On Net services are available in over 1,500 buildings across North America and Europe.

#### Product Features:

**FULL SLA:** Our SLA guarantees 100% global network availability, 99.9% packet delivery, less than 45 milliseconds roundtrip latency and proactive outage notification within 15 minutes.

**RAPID INSTALLATION:** Your service will be installed in 17 days or less—guaranteed. Most service installations average just 8 days.

**CUSTOMER SUPPORT:** Technical expertise is just a phone call away 24 hours a day, 7 days a week, 365 days a year.

**SIMPLE HANDOFF:** No special wiring. No disruptions. No delays. All it takes to get connected is a Category 5 cable or cross connect plugged into your existing LAN or equipment.

**EASY-TO-UNDERSTAND BILLING:** Products are billed on a single sheet of paper with a single line item. Flat rate or burstable billing available.

**NO LONG TERM COMMITMENTS:** You can stay with us as long as you like, but we don't require multi-year commitments as part of our great prices.

#### Product Types:

**Fast Ethernet (100 Mbps):** Our flagship product. Price competitive with a T1, but 65 times more bandwidth. This service has fundamentally changed the business and productivity levels of our customers. You can afford more bandwidth than you ever thought possible. And with 100 Mbps guaranteed 100 percent of the time, you can run the applications you want when and how you want them.

**GigE (1,000 Mbps):** A favorite among our Enterprise customers and the NetCentric crowd. Our GigE connection provides all of the advantages of Fast Ethernet, just multiplied by 10! Cogent's GigE service gives you all the bandwidth you need. You can take it all at once, or burst until your business grows.

**Fiber500 (500 kbps):** Popular for offices with just a few people, Fiber500 competes with business DSL pricing but far exceeds it in quality and reliability. Why connect over copper when you can have fiber?

### Downloads



Service Level Agreement



Internet Services Brochure

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### SUCCESS STORIES

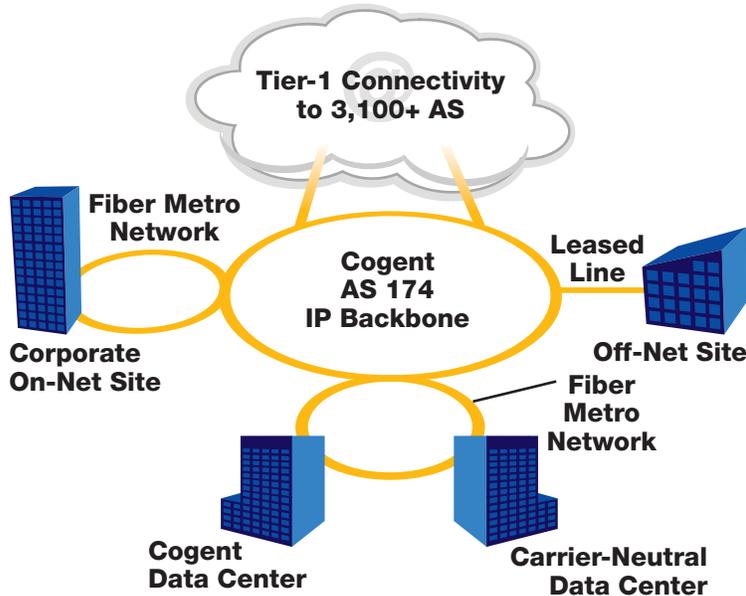
Hear what our  
Customers are saying.



# Connect with Cogent

## And Anything is Possible...

### Cogent's All-Optical IP Network



#### Industry Leading Service Level Agreement (SLA)

Cogent offers one of the most competitive SLAs in the industry:

Global Network Availability	100%
Packet Loss	<0.1%
Latency	
Europe	<35ms
North America	<45ms
Transatlantic	<85ms
Installation Guarantee	<17 days
Interfaces	
FastE	100 Mbps
GigE	200 - 1,000 Mbps
10 GigE	1,000 - 10,000 Mbps
Fiber500	500 Kbps

#### Customer Support

Available 24x7x365  
Global NOC in Washington, DC and Madrid  
Local Customer Support in Paris, Madrid, Frankfurt

Cogent Communications, currently ranked as one of the top five networks in the world, offers high quality and competitively priced connectivity. Our Dedicated Internet Access service is one of our core products and includes outstanding 24x7 customer support. We provide services to large and small customers, including national carriers, Fortune 100 companies, hosting companies, and small to medium-sized corporate offices. Whatever your connectivity needs, we have the solution. Here's why so many customers choose Cogent:

#### Dedicated Capacity

Cogent provides a dedicated circuit to ensure you have the full bandwidth you ordered all the time. You're not sharing access with any other users.

#### Performance and Reliability

Cogent's all optical, next generation network backbone is Layer 3 protected and is built in a series of rings. If a fiber cut occurs, data is re-routed around the network ring away from the cut, reaching you from the other direction and keeping you connected and in business.

#### Service and Support

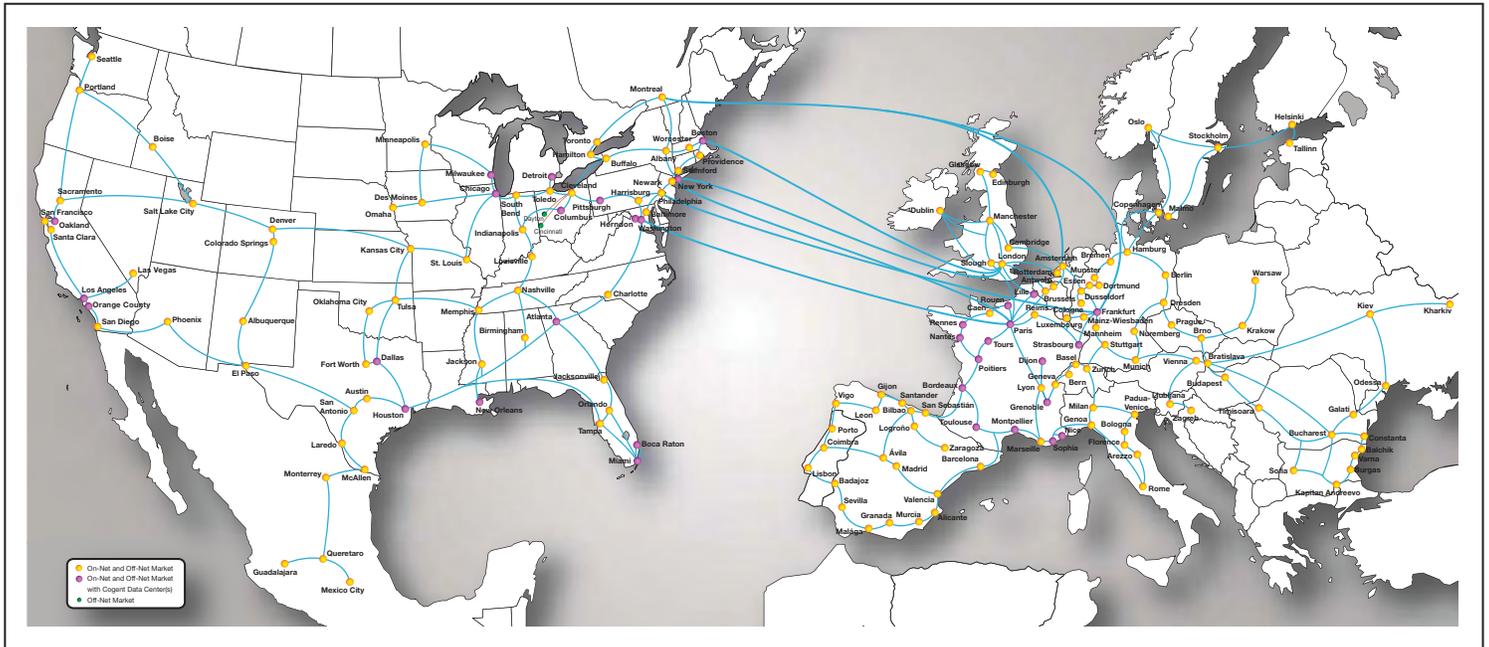
Our customers include premier Corporate and NetCentric businesses such as law firms, financial institutions, prestigious universities, ISPs, ASPs, VoIP providers and hosting companies -- all of which demand reliability and proactive customer support!

Approximately 22,200 businesses have an advantage over their competitors by using Cogent bandwidth. Priced well below the competition, Cogent enables these businesses to do more for less:

- A university provides its students with enough bandwidth to meet their needs without raising tuition.
- One of the largest providers of online video relies on Cogent as their primary bandwidth provider.
- An online weather service offers critical information instantly even under storm-induced traffic surges.
- A law firm can transfer large volumes of case work instantly, remaining cost effective to the client.
- Major financial stock exchanges handle online market spikes without issue.

**For thousands of businesses,  
Cogent is Smart Business Internet!**

# Cogent's Tier-1 All-Optical IP Network



## Cogent Communications All Optical IP Network

- Inter-City Fiber:** 50,000+ Route miles
- Metro Fiber:** 13,700+ Fiber miles
- Metro Rings:** 350+ Rings
- On-Net Buildings:** 1,475+ Locations
- Data Centers:** 40
- Data Center Space:** 352,000+ square feet
- Connects to 3,100+ Networks (Autonomous Systems)**
- Network Capacity:** up to 520 Gbps
  - Transatlantic:** Transatlantic Capacity over 360 Gbps across multiple cables/routes.
- Cogent Rankings:**
  - 2nd Largest Peered Network in the World.
  - Fixed Orbit & CAIDA
  - Pilot House Award - Best Customer Service
  - Nemertes Research

## Cogent is Smart Business Internet

As one of the world's top five Tier-1 ISPs\*, Cogent delivers high quality dedicated Internet access over the largest capacity all-optical IP network in the world. Cogent offers customers Dedicated Internet access, Ethernet Point-to-Point Transport and Colocation services at prices that are guaranteed to be the lowest in the industry. Cogent's IP Network provides great reach with service to over 145 markets in 28 countries across North America and Europe, meeting all your connectivity needs.

Our unique and successful business model enables Cogent to operate as a commodity business, generating massive amounts of bandwidth at very low cost. Cogent maintains one of the strongest balance sheets in the industry, virtually debt-free and profitable from operations.

Cogent serves approximately 22,200+ business customers including both NetCentric and Corporate users that account for approximately 17% of the Internet's traffic. Cogent is the provider of choice for many of the most demanding customers including multimedia content providers, carriers and financial stock exchanges.

\* as reported by independent third parties

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Optical Internet

## Dedicated Internet Access Services

### PRODUCTS & SERVICES

#### Dedicated Internet Access

On Net  
Off Net

#### Ethernet Point-to-Point

#### Colocation Services

#### Success Stories

#### Special Price Promotions

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### SUCCESS STORIES

Hear what our  
Customers are saying.



## Off-Net

### Off Net Services

Cogent's Off Net service connects customers via tail circuit to our Tier 1 backbone, guaranteeing the full benefits of our multinational fiber network. Thousands of customers today enjoy Cogent's dedicated T1/T3 service. From the low price on the invoice to the high capacity of the network, it's a winning combination. Think of it as your own private road to the Internet.

All Off Net services are dedicated and non-oversubscribed. Off-Net services are available in over 145 markets across North America and Europe.

#### Product Features:

**FULL SLA:** Our SLA guarantees 100% global network availability, 99.9% packet delivery, less than 45 milliseconds roundtrip latency and proactive outage notification within 15 minutes.

**IP ADDRESSES:** As many as you need at no charge.

**GUARANTEED INSTALLATION INTERVALS:** We guarantee installation of T1 service within 40 days and T3 service within 60 days.

**CUSTOMER SUPPORT:** Technical expertise is just a phone call away 24 hours a day, 7 days a week, 365 days a year.

**EASY-TO-UNDERSTAND BILLING:** Billing is simple and transparent. Local loops are priced at a flat rate with no hidden charges.

#### Product Types:

**T1 (1.5 Mbps):** Our most popular Off Net product, T1 connectivity meets the needs of most small businesses. Cogent differentiates itself by ensuring the service is dedicated to you (not shared) and competitively priced. We include unlimited static IP addresses and proactive monitoring of your line.

**T3 (45 Mbps):** Popular among our growing and larger customers, T3 service offers 45 Mbps of bottleneck-free connectivity.

**OC3 to OC48:** For our largest customers, we offer OC services from 155 Mbps (OC3) to 2.5 Gbps (OC48). These services take full advantage of connectivity to our non-oversubscribed backbone, able to support all the traffic our customers can produce.

**Fast Ethernet (100 Mbps):** For customers in buildings that don't connect directly to Cogent's network, we offer Off Net Fast Ethernet loops.

### Downloads



Service Level Agreement



Internet Services Brochure

## Connectivity Solutions to Meet Your Needs

Cogent's Dedicated Internet Access Service offers superior solutions for organizations and groups that need full-time, high-availability Internet access with maximum performance and reliability.

Unlike other ISPs that claim to offer dedicated service, but merely provide communal access to the Internet across shared pathways, Cogent's Dedicated Internet Access service directly connects your local area network to Cogent's powerful 520 Gbps fiber optic backbone via a dedicated circuit. It's your own private connection between your office and our backbone. This provides a dedicated connection that increases reliability, performance and productivity for you and your business.

### Dedicated T1 Service:

Cogent provides you with a full T1, all the time. There is no distance sensitivity or shared capacity that degrades the level of bandwidth you actually receive. Cogent maintains one of the largest IP networks in the world, enabling us to offer some of the lowest prices in the industry.

### Dedicated T3 Service:

For higher bandwidth requirements, or for fast-growing businesses that know their connectivity needs will increase, Cogent offers dedicated T3 services. Just like our other products, we offer you the full line rate of 45 Mbps without any sharing or quality concerns.

### Dedicated OC-x Service:

OC3 and up services are available for our largest customers. These customers transfer high levels of data and take full advantage of our non-oversubscribed Tier 1 backbone.

### Dedicated Ethernet Service:

Cogent offers 100 Mbps service to businesses located in fiber-connected buildings.

## Full Internet Access, High-Speed Fiber Backbone

Cogent is the 2nd largest peered network in the world and has multi-national Tier 1 status. Cogent's network enjoys a vast array of both private and public peering agreements that facilitate traffic flows to and from the Internet. These agreements, combined with Cogent's 520 Gbps multi-national backbone, and our single worldwide AS174, enables Cogent to provide you with a higher level of performance than what is typically offered by other ISPs.

### Service and Support You Demand

Cogent has brought financial and QoS relief to tens of thousands of businesses across the country. Our customers include premier Corporate and NetCentric business including law firms, financial institutions, prestigious universities and ISPs, ASPs VoIP providers and hosting companies -- all of which demand highly knowledgeable and proactive customer support! According to our customers, Cogent's success is due to three primary factors: our price, our high-quality network and our highly-trained customer service staff.

### Better Performance & Reliability Thanks to an Intelligent Fiber Optic Network Design

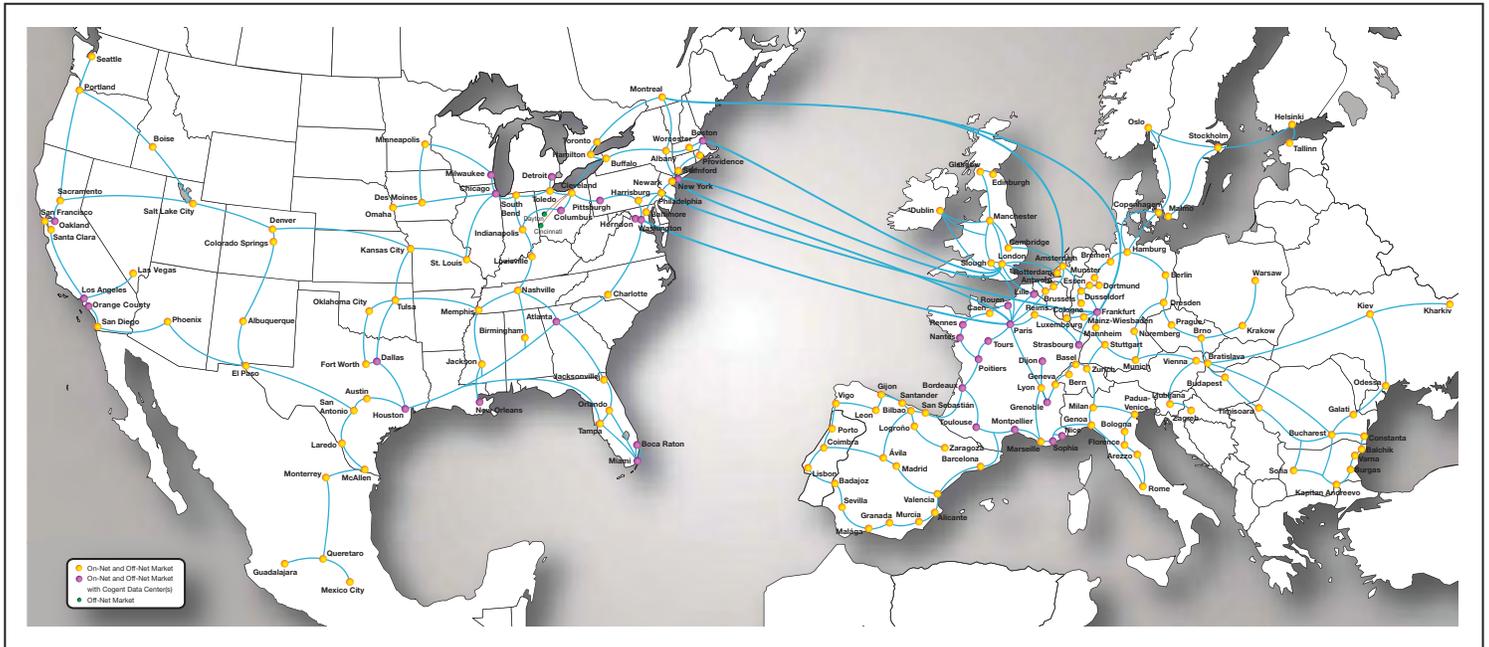
Dedicated Access services run on Cogent's multiple OC-192 network that is optimized for Internet connectivity. This 520 Gbps network is Layer 3 protected and is built in a series of rings. In the event of a fiber cut or fiber outage, data is re-routed around the network ring in the opposite direction, reaching its ultimate destination and keeping you connected to the outside world.

### All Backed by an Industry Leading SLA

Cogent offers one of the best SLAs in the industry. Cogent maintains 24x7 customer support, with NOCs in Washington, Paris, Frankfurt and Madrid. We proactively notify our Layer 3 customers within 15 minutes of an outage on their circuit.

- Global Network Availability: 100%
- Latency: Intra-North America: < 45 ms  
Intra- Europe: < 35 ms  
Transatlantic: < 85 ms
- Service Delivery: T1 / E1: 40 Days  
T3 / E3: 60 Days  
OCx / STMx: 90 Days

# Cogent's Tier-1 All-Optical IP Network



## Cogent Communications All Optical IP Network

- Inter-City Fiber:** 50,000+ Route miles
- Metro Fiber:** 13,700+ Fiber miles
- Metro Rings:** 350+ Rings
- On-Net Buildings:** 1,475+ Locations
- Data Centers:** 40
- Data Center Space:** 352,000+ square feet
- Connects to 3,100+ Networks (Autonomous Systems)**
- Network Capacity:** up to 520 Gbps
  - Transatlantic:** Transatlantic Capacity over 360 Gbps across multiple cables/routes.
- Cogent Rankings:**
  - 2nd Largest Peered Network in the World.
  - Fixed Orbit & CAIDA
  - Pilot House Award - Best Customer Service
  - Nemertes Research

## Cogent is Smart Business Internet

As one of the world's top five Tier-1 ISPs\*, Cogent delivers high quality dedicated Internet access over the largest capacity all-optical IP network in the world. Cogent offers customers Dedicated Internet access, Ethernet Point-to-Point Transport and Colocation services at prices that are guaranteed to be the lowest in the industry. Cogent's IP Network provides great reach with service to over 145 markets in 28 countries across North America and Europe, meeting all your connectivity needs.

Our unique and successful business model enables Cogent to operate as a commodity business, generating massive amounts of bandwidth at very low cost. Cogent maintains one of the strongest balance sheets in the industry, virtually debt-free and profitable from operations.

Cogent serves approximately 22,200+ business customers including both NetCentric and Corporate users that account for approximately 17% of the Internet's traffic. Cogent is the provider of choice for many of the most demanding customers including multimedia content providers, carriers and financial stock exchanges.

\* as reported by independent third parties

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## Ethernet Point-to-Point

### PRODUCTS & SERVICES

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### SUCCESS STORIES

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Customers are saying.



## Ethernet Point-to-Point

With Cogent's Ethernet Point-to-Point solution, you can build your own private connection between any two points on our network\*, transporting data from Point A to Point B to Point C at the speed of light, safely and securely. These pathways of communication are your personal way to connect privately on business that is of most importance to you and your organization.

Cogent's multinational, independent IP backbone is the perfect vehicle for metropolitan, national, and global point-to-point services. Available in speeds of 100 Mbps to full GigE, we help you build custom connections according to your specific configuration needs.

Product Features:

**FULL SLA:** Our SLA guarantees 100% global network availability.

**RAPID INSTALLATION:** Your service will be installed in 17 days or less.

**CUSTOMER SUPPORT:** Technical expertise is just a phone call away 24 hours a day, 7 days a week, 365 days a year.

**SIMPLE HANDOFF:** No special wiring. No disruptions. No delays. Just a simple Ethernet handoff.

**EASY-TO-UNDERSTAND BILLING:** With flat rate pricing, each port and virtual circuit is billed at the same rate each month, with no hidden surprises.

Product Types:

**Metro/National/Global Fast Ethernet (100 Mbps):** A popular option among our enterprise customers, many use Cogent's point-to-point FastE connections to create a personal connection between multiple office locations.

**Metro/National/Global Gigabit Ethernet (200 Mbps):** Cogent's point-to-point GigE connections are popular solutions for NetCentric customers who need room to grow. Implement a redundant or backup network or access remote storage locations. Cogent's network has the capacity you need.

\* where service is offered

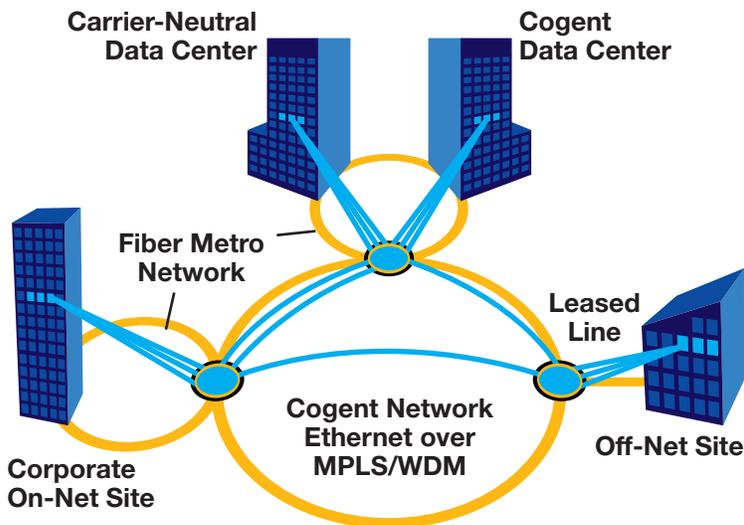
### Downloads


[Service Level Agreement](#)

[Internet Services Brochure](#)

## Build Your Own Affordable, Customized and Highly Reliable WAN or Data Storage Solution

### Layer 2 Point-to-Point Service



Getting your data from Point A to Point B quickly, safely and cost-effectively is Cogent's number one goal. As the largest Ethernet provider in the country with approximately 22,200 business customers, we provide mission-critical Point-to-Point services through our native Layer 2 transport network. Priced well below the competition, Cogent enables these businesses to do more for less:

- A stock exchange looks for large capacity pipes to transport mission critical trading information between New York and Chicago.
- A Colorado university connects to C-SPAN studios in Washington, DC to bring its students political experts live right into their classroom.
- A VoIP provider builds a nationwide network using Cogent's backbone to enable cost-effective and reliable VoIP service.
- A law firm sets up a secure WAN and a virtual client site that enable all lawyers to access data and work the same case.

Here's why so many customers choose Cogent:

**Dedicated Capacity** - A facilities-based, all-optical, ring-protected network backbone provides you with dedicated bandwidth all the time. Your Point-to-Point Layer 2 network will have ample capacity to meet your transport needs.

**Simplicity** - No tunneling or complex configuration work is needed on your end, you just pick your locations, sign up for service and then Cogent will deliver an Ethernet connection for your instant Layer 2 WAN. You won't find an easier experience with any other provider.

**Reliability** - If a fiber cut occurs, your data is re-routed around the network ring away from the cut, reaching you from the other direction and keeping you connected and in business.

**Diversity** - When you sign up with Cogent, you're automatically getting a second, independent line of communication that is completely autonomous from your phone service, safeguarding your business' communications.

**For Thousands of Businesses,  
Cogent is Smart Business Internet**

#### Industry Leading Service Level Agreement (SLA)

Cogent offers one of the best SLAs in the industry, with full end-to-end coverage of your circuit.

Global Network Availability	100%
Installation guarantee	<17 days

The best on-time installation record in the industry averaging <12 days

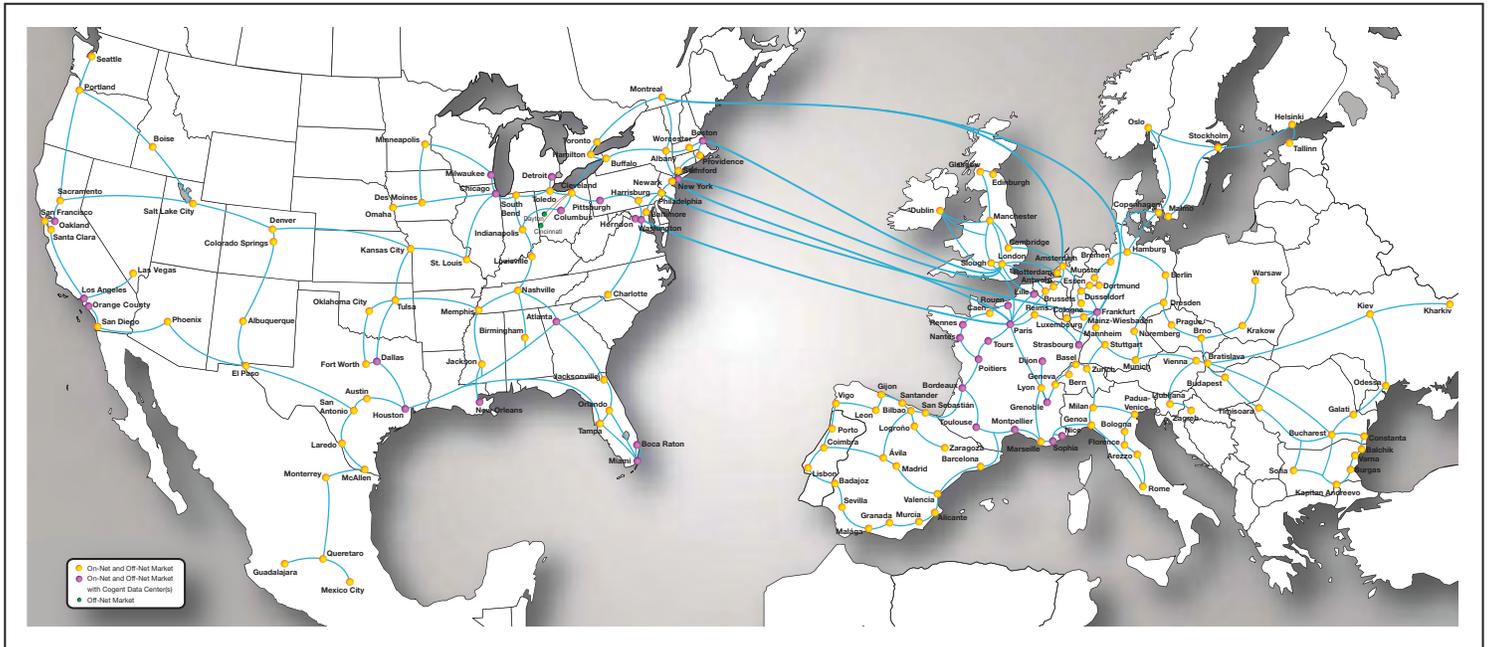
#### Interfaces:

FastE	100 Mbps
GigE	200-1,000 Mbps

#### Customer Support:

Available 24x7x365  
Global NOCs in DC and Madrid.  
Local Customer Support in Paris, Madrid, Frankfurt

# Cogent's Tier-1 All-Optical IP Network



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Optical Internet



## Smart Business Internet

## PRODUCTS &amp; SERVICES

Dedicated Internet Access

Ethernet Point-to-Point

Colocation Services

Success Stories

Special Price Promotions

### Special Price Promotions

Cogent service is priced so competitively that we rarely need promotions. But that doesn't mean we don't offer them!

For additional information contact your local sales representative or [click here](#) to fill out a sales inquiry form.

#### Off Net services:

Cogent has a local loop surplus in certain markets, allowing us tremendous flexibility on pricing. Please contact our Off Net specialist and mention this web page to find out if you're in one of our most competitive markets. Contact [T1sales@cocogentco.com](mailto:T1sales@cocogentco.com).

#### We'll Beat Any Price!:

Cogent offers Tier 1 Internet service at the most competitive prices in the industry. We can beat pricing offered by other providers for comparable on-net product, service, and commit levels. The combination of Cogent's efficient network design and business model allows it to offer and maintain such competitive pricing across the board, whereas other networks cannot sustain their offers of low price. Cogent's offer to beat competitor pricing is based on annual contracts for comparable services. Contact us today to find out if you qualify for this limited-time offer.

#### REGIONAL INCENTIVES

Contact your local sales rep to find out this month's incentive. Fill out our [sales inquiry](#) form with your city and state and the appropriate office will contact you within 24 hours. Be sure to mention "Regional Incentive" in the comment section.

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#### SUCCESS STORIES

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### SUCCESS STORIES

Hear what our  
Customers are saying.



## Success Stories

### WILLIAMS & JENSEN

Law & Lobbying Firm / Washington, DC USA

Williams & Jensen PLLC, a premier law and lobbying firm, relies on their 100 Mbps Internet access for a wide variety of bandwidth-intensive research functions. The 60-person Washington, D.C. office connected to the Internet via a burstable T-1 prior to signing up for Cogent's 100 Mbps service. As a law firm, Williams & Jensen conducts exhaustive legislative searches using multiple search engines and can examine vast quantities of documents online without hindering any other user's connectivity to the Internet. As a lobbying firm, they download massive volumes of Congressional bills and can do so in a matter of minutes as opposed to hours. To stay current on Congressional legislation, the Hill-savvy staff at Williams & Jensen often attends Congressional hearings. Before Cogent, this meant paying \$35/hour for professional line wait services for sometimes multi-day line waiting to secure a seat in a packed hearing room. But with Cogent, the firm's lawyers and lobbyists can now watch high quality live Congressional hearings streamed directly to their PCs. In addition to greater efficiency and productivity levels resulting from their 100 Mbps connection, Williams & Jensen also welcomed the simplicity of flat rate billing. Their previous metered billing soared in the fall and winter months, when Congress was busiest, making their overall expenditures difficult to predict. For nearly two years now, Williams & Jensen has been one happy Cogent customer.

### INPUT

Government Market Intelligence / Reston, VA USA

INPUT helps more than 1,000 clients win more than \$45 billion in government technology contracts annually. Staying on top of over \$500 billion in both federal, state and local, as well as European Union contract and grant opportunities requires very efficient data systems. The IT team at INPUT recognized early on that part of its competitive advantage hinged on the efficient use of technology. INPUT quickly developed plans for a number of applications that would increase efficiency, but together these apps required significantly more bandwidth than INPUT had in-house, even with a double T1. Enter Cogent. As soon as INPUT realized it had access to Cogent bandwidth, its plans became a reality. Today the company has all of its phone traffic carried over the Cogent network and fast web crawlers that comb millions of web pages daily to report updates on procurement opportunities. INPUT has researchers accessing federal databases to download opportunities, proposals, and requirements and its sales reps typically have up to 20 web demos with INPUT clients at a time. INPUT uses a single Cogent connection to the Internet and a layer 2 point-to-point connection to servers in its data center. In addition to the technical advantages Cogent offers, its IT team reports appreciation for Cogent's responsive install team and simplified billing process.

### CADWALADER, WICKERSHAM & TAFT LLP

Multinational Law Firm / New York, NY USA

Cadwalader, Wickersham & Taft LLP, one of the world's most prominent law firms, employs nearly 850 attorneys and staff at its One World Financial Center headquarters in New York City's Financial District. Cadwalader originally ordered a dedicated Internet connection from a reseller of RBOC (Regional Bell Operating Company) services. Cadwalader anticipated no problems when placing the order two months in advance of the date the firm required the service to be operational. But with a series of delays, Cadwalader closely monitored the situation as days turned into weeks. The poor coordination between the reseller and RBOC became evident and neither party was able to assure service installation within the two-month timeframe. With no guarantee of service in sight, Cadwalader contacted Cogent. Cogent's independent fiber network runs directly into One World Financial Center meaning guaranteed installation of any order within 17 days. And to accommodate Cadwalader's needs, Cogent handed off a dedicated Internet connection in less than 72 hours. That's 20 times faster than the 60 days originally allocated for the project!

### GEORGE WASHINGTON UNIVERSITY

University / Washington, DC USA

Meeting the bandwidth demands of the Net-Ready Student Body is no small challenge. By the end of the 2000-01 academic year, GW was faced with undertaking a major connectivity upgrade or implementing usage governors that would severely limit what the students could do on the Internet - an unrealistic option. So, the University went shopping for a connectivity upgrade. GW needed a giant, dedicated and uncluttered pipe to the Internet, stable service, diverse routing and, of course, the right price. The decision turned out to be easy. After initially selecting Cogent based on price and performance, the University

quickly appreciated the ease of installation and the overwhelming availability of bandwidth. Today the University continues to increase web-enabled administrative applications, enabling students to remotely check grades and register for classes. As GW watched user demand spike another 300% in the last academic year, it continues to rely on Cogent as its largest and primary bandwidth provider.

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 [WUNDERGROUND.COM](#)  
Content Provider / San Francisco, CA USA

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Wunderground.com is a classic example of how Cogent bandwidth has enabled a service that otherwise would be cost prohibitive. For over 10 years, Wunderground has been providing in-depth weather services to the general population, including the distribution of real-time and location-specific forecasts. Each year the company took advantage of the latest resources and expanded their website to include zip codes searches, weather warnings and advisories, and high resolution satellite imagery. But with each new addition to their site, they required more and more bandwidth. Ultimately, the company found itself making painful online concessions, eliminating or scaling back features that were too demanding. They took steps to scour their entire Web site, reducing the color and size of every icon, removing a majority of their online imagery and optimizing everything possible. This impacted one of their most comprehensive, yet largest bandwidth online features, their Animated Radar product, a favorite among site visitors. But there was no alternative at the time, as bandwidth was a major expense for the company, second only to salaries. Everything changed when they contracted with Cogent for bandwidth. Suddenly, the sky was the limit. They immediately saw a difference, not only because of the additional bandwidth, but also because it was dedicated and non-oversubscribed. Immediately they were able to restore old Web site features and make plans to add new bandwidth-intensive capabilities--without compromising the speed of their network or site. They were back in business!

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 [MONEY MANAGEMENT INSTITUTE](#)  
Association / Washington, DC USA

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Money Management Institute is the national association for the rapidly growing managed account industry, representing the interests of many financial advisors and investors. As with all financial organizations, connectivity to clients and members is critical to their success. Late last year, the Institute moved its employees to new office space, just down the street from its old location. All details of the move were handled, with their Internet provider notified of the move date well in advance. Unfortunately, upon arrival in their new offices, the Institute had no Internet access. Multiple calls to their provider resulted in two more weeks of broken promises and delivery dates. Employees were forced to work from home to get email access and net meetings defaulted to less-effective conference calls. Finally, the Institute heard from a fellow tenant that they were in a Cogent lit building. They placed an order on a Wednesday afternoon and were up and running the next day! Today the company gets multiple times their previous bandwidth for roughly the same price. Their favorite part about Cogent bandwidth? Our quick response time and our outstanding network performance (no downtime!).

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 [BLANK ROME, LLP](#)  
Law Firm / Philadelphia, PA USA

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Blank Rome is a growing, national law firm based in Philadelphia. With over 450 attorneys and a total of more than 1,150 personnel in 11 offices spread across the Eastern U.S., bandwidth demands at the Firm's larger offices were sky-rocketing over the past few years. The Firm had previously functioned adequately with T1 connectivity in each office, but sluggish access to centrally run systems was becoming increasingly evident. Technology was not keeping up with the requirements of the Firm, and--in a world of billable hours and tight schedules--there is no room for such bottlenecks. Because Blank Rome was located in Cogent powered buildings in Philadelphia and New York City, they had access to dramatically increased bandwidth for a very favorable price. The choice was obvious. Cogent connected the primary One Logan Square office for Blank Rome, allowing the company to funnel much of their external Internet access through this location. Similarly, the Firm was able to provide faster access to its centralized software applications, such as InterAction, its CRM system, and Carpe Diem, the Firm's time-entry system to its large New York office. Blank Rome reports that it is difficult to quantify the savings they've enjoyed as a result of the additional Cogent bandwidth, but they note there certainly is increased productivity in the Firm's offices connected by Cogent. Today, the Firm's Cogent connectivity is being extended to its Washington, DC office, in addition to the New York and Philadelphia office connections.

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 [BET.COM \(HOME OF BLACK ENTERTAINMENT TELEVISION\)](#)  
New York, NY

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From: Williams, Dale

To: Cogent Communications

Subject: Thanks

I just wanted to thank you for all your diligence in helping us secure a new 100Mbps bandwidth and internet service package. Although it isn't installed yet I'm very pleased with our dealings thus far. I love to complete deals quickly and I was impressed with your ability to provide information and to get your technical resources involved when necessary in order to give me answers, quickly and concisely. I truly appreciate that.

I also believe that the proof is in the numbers. Since I get a ton of solicitations and proposal and sales calls over the course of

my work week, I was surprised to find an actual quote in your initial package. The numbers made me look twice and look harder. My curiosity was obviously piqued and I had to give you a call to find out the real story. From there the rest is history.

We were literally days, if not hours, away from signing a 10Mbps deal with another carrier and I'm pleased to know that 10 days later I not only am awaiting installation of Cogent's cheaper solution but a 10x performance increase. As the final cherry on top, it will be installed LONG before the other vendor's commitment date. All things considered: 17-day install, cheaper, and 10 times faster...that's a win-win-win. That's uncommon.

I am looking forward to being a part of the Cogent family.

Dale Williams

Director, Network Operations

BET Interactive

New York, NY 10019

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