

Deltacom

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About Us

With a strong twenty-five year history, Deltacom is one of the largest business communications providers in the Southeast. Our robust and proven facilities-based network and genuine commitment to customers create enduring partnerships. From innovative integrated communications and equipment solutions to stand-alone services, Deltacom gives businesses the freedom to focus on what they do best.

Deltacom customers enjoy:

- ✔ One provider, one invoice
- ✔ Local sales and consultation
- ✔ DeltaviewSM web-based customer portal
- ✔ 24x7 service and repair
- ✔ World class networks operations maintenance team
- ✔ Ability to grow and evolve with your business

Multiple channels are key to our success. Deltacom's Equipment Solutions are built to adapt and grow to our customers needs. Our Agent Program partners with authorized resellers. Interstate FiberNet, a Deltacom company, is the Southeast's premier wholesale telecommunications provider. And our Enterprise Division creates a specialized networking solution for large organizations.

Whether you own a small business, run an enterprise or seek a lucrative partnership, we invite you to experience the Deltacom Difference.

Quick Facts

1982	Deltacom founded
\$469M	Annual revenue*
\$23.5M	Record adjusted EBITDA**
1,400	Employees
415,000	Access lines
16,428	Fiber miles (12,483 owned or IRU)
20	Switches
294	ILEC locations
Huntsville, AL	Corporate headquarters
Anniston, AL	Network operations / customer care centers
Arab, AL	Provisioning center
40	Southeastern US sales offices in eight states

*For 2009

**Adjusted EBITDA for 2Q 2010 (the highest in Deltacom's history), represents earnings before interest, taxes, depreciation and amortization and is the metric that Wall Street uses to measure the telecommunications industry.

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With a strong twenty-five year history and robust facilities-based network, Deltacom is one of the largest business communications providers in the Southeast. From innovative integrated communications and equipment solutions to stand-alone services, we offer leading-edge products that give your business the freedom to focus on its core objectives. Communications are mission-critical to any organization, so we keep you ahead of the technology curve with the newest services and best of breed connectivity.

Deltacom is proud to remain old-fashioned in some respects. Qualities such as integrity, business transparency and mutual respect never go out of style. Our most valuable corporate asset is the bedrock of customer satisfaction and loyalty.

Experience the Deltacom difference and gain a true partner every step of the way. From your support team to the CEO, our employees take ownership of each and every customer. The DeltaviewSM web-based customer portal and an integrated invoice ensure that you maximize productivity on your timetable.

INDUSTRY LEADING COMMUNICATIONS SOLUTIONS

- Integrated voice, data and Internet access line, PRI and trunk options
- Integrated access bundled with an IP-based phone system, desktop terminals and eco-friendly multi-functional printers
- Long distance and toll free
- Internet access with email, IP addresses, firewall and Ethernet access capabilities
- Multiprotocol Label Switching (MPLS) multi-site data connectivity with managed router service options
- Private line point-to-point data connectivity
- Mobile voice and data
- Conferencing services
- Phone systems and data equipment

Service Overview

DYNAMIC PRI

Deltacom's **IP Complete**SM dynamically allocates Primary Rate Interface (PRI) voice services with Internet access and data services for use with your PBX. IP Complete supports Direct Inward Dial (DID) and is available in 1.5Mbps, 3.0Mbps and 4.5Mbps bandwidth options.

INTEGRATED VOICE, DATA AND INTERNET ACCESS

Deltacom's suite of local and long distance voice services, integrated with Internet access and data, delivers a highly efficient solution just right for your business. Our **Simpli-T Plus**SM and **Simpli-T Plus IP**SM services provide dynamically allocated voice lines, with the option for Internet access and data services. Our **Simpli-T 3.0**SM and **Simpli-T 3.0 PRI**SM are channelized services providing trunk and PRI voice services integrated with Internet access and data services.

BUNDLED NETWORK SERVICES AND COMMUNICATIONS EQUIPMENT

Deltacom's **Simpli-Business**SM full service network and equipment package provides a comprehensive solution, with no capital expense required. Simpli-Business bundles integrated access services with an IP-based phone system, desktop terminals, and eco-friendly multi-functional printers.

HIGH SPEED INTERNET ACCESS

Deltacom's **INET**SM access is available in increments ranging from 1.5Mbps to 9.0Mbps over a T-1 facility. Ethernet access to the Internet is also available in speeds ranging from 2.0Mbps to 100Mbps. To complete your comprehensive business Internet solution, Deltacom also offers POP email, hosted exchange email, IP addresses and firewall services.

DATA CONNECTIVITY

Deltacom's **Simpli-Data**SM services provide data connectivity options for your business. Private Line point-to-point and Multiprotocol Label Switching (MPLS) multi-point network solutions are available to meet your specific networking requirements.

MOBILE

Deltacom's **Simpli-Mobile**SM services keep employees connected, whether on the go or in the office. Our enterprise class mobile voice and data solutions are available at an affordable rate, with reliable hosted email services, multimedia capabilities and leading-edge devices from Motorola and LG, as well as BlackBerry® smartphones.

CONFERENCING SOLUTIONS

Deltacom's reservationless, operator-assisted and web-based conferencing options enable you to virtually assemble business teams at a moment's notice.

SYSTEMS

Deltacom offers an array of phone systems, data switches, routers and integrated access devices that drive efficiencies in today's communications applications.

Deltacom® is a registered trademark of DeltaCom, Inc. BlackBerry®, RIM®, Research In Motion®, SureType® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

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Our Network

Deltacom continues to strengthen our network to meet the overall demands of business growth, market expansion and bandwidth requirements of our customers. Our comprehensive fiber-optic infrastructure provides state-of-the-art communications capabilities to facilitate reliable, clean, clear transmission of your voice and data communications. We own over 12,483 miles of fiber with more access points than any other provider in our region, assuring customers consistent uptime and availability.

[Click here](#) to view our Network Reach map.

Infrastructure Highlights:

- ✔ 14-state synchronous optical network (SONET)
- ✔ Fiber Optic Infrastructure extends 16,428 miles (12,483 owned or IRU)
- ✔ MPLS backbone
- ✔ Ethernet enabled platform
- ✔ Point-to-Point circuits
- ✔ Multi-level hierarchy of connectivity architecture
- ✔ High-speed, redundant routers and switches
- ✔ 20 Voice and Data switches
- ✔ 294 ILEC collocations

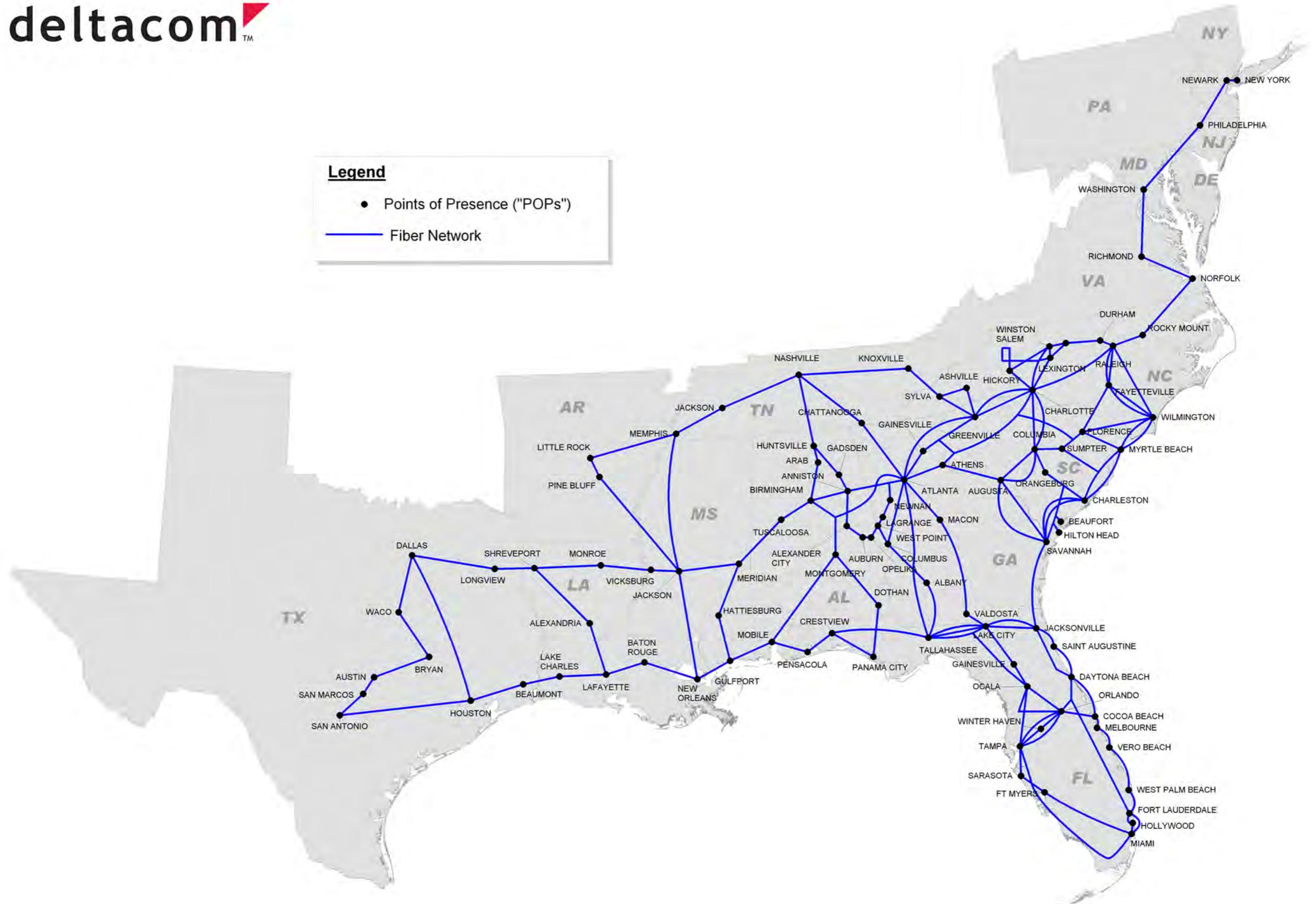
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Legend

- Points of Presence ("POPs")
- Fiber Network



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Deltaview

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-  Online Faxing
-  Access My Email

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Welcome to the Deltacom Business Solutions Center

Select your business type to get started.

Small Business

Cost-effective solutions for smaller businesses.

Get Started 



Medium Business

Scalable solutions perfect for growing single or multi-site businesses.

Get Started 



Enterprise Solutions

Networking and communications solutions for enterprise, government or university customers.

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Carrier

Facilities-based solutions for Inter-Exchange carriers, wireless carriers, CLECs, LECs, ISPs, ESPs and wireless providers.

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Deltacom News Bulletin 10/01/2010 - EARTH LINK TO ACQUIRE ITC^DELTA COM

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Speedtest

Check Line Quality 

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Comprehensive Solutions for Your Small Business

You don't have to be a large business to need reliable communications services. Deltacom specializes in business communications solutions that help small businesses prosper with efficient, scalable and cost-effective voice, Internet and mobile business-class services.

At Deltacom, we simplify your communications solution with a single vendor, invoice and point of contact for all of your needs, allowing you to focus on what you do best growing your company.

Our knowledgeable staff and commitment to customer satisfaction provide our customers with an experience worth repeating. In addition, [DeltaviewSM](#), our self-service account management portal, is available online 24-hours a day, seven days a week, providing maximum visibility into account information. From service management to billing and payment options, Deltaview puts you in the driver's seat.

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Small Business Integrated Voice & Internet

Reliable Voice and Internet, Exceptional Value

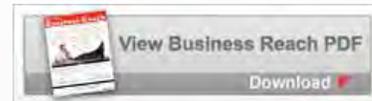
Business ReachSM from Deltacom is a complete communications solution. Packed with everything to keep your business humming and competitive, you won't sacrifice reliable service to get exceptional value.

Deltacom understands what your company needs to stay connected and productive. Our dependable local and long distance service is paired with fast Internet bandwidth to make communicating a breeze. With Business Reach, installation is fast and simple, the technology is solid, and the benefits are real.

- ✔ T-1 business class service
- ✔ 3-5 local voice lines and Internet access
- ✔ 100 free conference calling minutes
- ✔ Choice of local calling features
- ✔ Competitive long distance plans
- ✔ Up to 15 email accounts
- ✔ Multiple voicemail options

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Deltacom's Business Reach

RELIABLE VOICE AND INTERNET, EXCEPTIONAL VALUE

Business ReachSM from Deltacom[®] is a complete communications solution. Packed with everything to **keep your business humming and competitive**, you won't sacrifice reliable service to get exceptional value.

Deltacom understands what your company needs to stay connected and productive. Our **dependable local and long distance service** is paired with **fast Internet bandwidth** to make communicating a breeze.

With Business Reach, installation is fast and simple, the technology is solid, and the benefits are real.



Choose Business Reach from Deltacom
and focus on what's really important...

Growing your company.

FEATURES

- 100% dedicated, guaranteed service made accessible and affordable for smaller businesses
- 3-5 Local Voice Lines
- T-1 Data/Internet Bandwidth
- 100 Free Conference Calling Minutes
- Choice of Local Calling Features
- Free Long Distance Minutes (up to 1,000)
- Fifteen Email Accounts
- Free Installation on a 3 Year Agreement
- **Deltaview** online account portal, with electronic bill pay and convenient account management
- Customizable to Meet Your Requirements

ATTAIN YOUR GOALS WITH BUSINESS REACH

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deltacom[™]

Home > Small Business > Small Business Internet

Select Link of Interest

- Integrated Voice & Internet
- Internet**
- Voice
- Mobile
- IP Telephony & Messaging

Small Business Internet

High Speed Access to the Information Superhighway

Deltacom provides the affordable and flexible Internet access that is a necessity for today's businesses. Whether you require email, web hosting, FTP or e-commerce applications, Deltacom is your on-ramp to the information superhighway. Every business is different, so Deltacom's Simpli-Internet portfolio has options to fit a variety of business needs:

INET

Deltacom's high speed Internet solution delivers Internet access with the interface that works best for your business. INET is available via T-1 or Ethernet in speeds ranging from 1.5Mbps to 100Mbps.

DSL

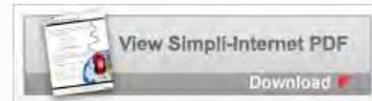
Choose 1.5Mbps or 3.0Mbps DSL Internet service as a compliment to our small business voice solution.

Internet Voice Protect

Deltacom's T-1 Internet access service is also available with a voice line, providing your business with a backup recovery solution that provides added peace of mind.

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Deltacom's Simpli-Internet

Traveling at the Speed of Business.

Deltacom offers **businesses of any size** the Internet services they need to stay connected and competitive. The Simpli-InternetSM family of services includes **three key option choices**:

E-Access

Ethernet-Based Internet Access

INET

Internet Access via T-1

Internet Voice Protect (IVP)

Internet Access via T-1 with One Voice Line

Your business has unique communications and technology needs. That's why Deltacom will produce a **customized solution** to take the headache out of technology, freeing you to **focus on your core business**. Enjoy:

- Remote management technology that won't disrupt your business
- No equipment capital investment required
- Dedicated support team to reduce internal IT needs
- **One vendor, one invoice and one call**



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SIMPLI-INTERNET CASE STUDY

A firm of architects had outgrown its current Internet solution. With several remote locations and an urban headquarters, the constant stream of heavy file downloads and uploads slowed their communications to a crawl. Their IT manager knew that E-Access is rapidly becoming the technology of choice for many business customers. Because it delivers robust service options guaranteed in fixed bandwidth increments, it can be custom-fit for each business without wasteful over-spend.

A Deltacom account executive provided the ideal plan and pricing that complimented their current services. Deltacom's managed equipment, installed at the remote locations, even delivered Ethernet to locations where it was previously unavailable.

Now this team of architects can take speedy client file transfers and deliveries for granted!

SIMPLI-INTERNET TECHNICAL FEATURES

The Simpli-Internet family includes the following technical features:

- Voice protect line*
- Flexible bandwidth options
- Bandwidth guarantee*
- Up to six static IP addresses
- Up to 30 email boxes
- One free custom domain name per connection

Optional Features

- IP-VPN secure remote access
- Secure access – managed firewall
- 5,000 minutes of long distance
- Remote data backup protection

**Available on specific product configurations*

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Small Business Mobile

Customizable Solutions for Your On-the-Go Business

Forget tedious time waiting in a retail store! Deltacom will bring Simpli-MobileSM, our affordable, enterprise-class, mobile voice, hosted email and multimedia capabilities right to your business.

Flexible and customizable, Simpli-Mobile helps you take your business communications outside the walls of your office. Select a pooled package to share minutes by plan or device to get the perfect, tailored fit. Options include:

- ✔ An array of BlackBerry® smartphones and feature-rich Motorola and LG devices
- ✔ Email service options to synch your BlackBerry smartphone with your office email, calendar and other applications without expensive hardware or IT resources
- ✔ Pooled or personal minute packages ranging from 300 to 25,000 minutes
- ✔ Billing installments that simplify your device investment and reduce up front costs
- ✔ A single, integrated invoice for your Simpli-Mobile and other Deltacom communications services
- ✔ Hosted exchange email service options enable remote access
- ✔ Whether you need 3 or 30, you are never charged for BlackBerry smartphones at the outset. Instead, we bill in equal installments, potentially saving thousands in up-front costs
- ✔ Our two email service options synch your BlackBerry smartphone with your office email, calendar and other applications without the need for expensive hardware or in-house IT expertise

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CONNECTED

Deltacom SIMPLI-MOBILE

No borders exist in today's business communications. Whether on the go or in the office, employees must stay connected. Harness the power of a customized Simpli-MobileSM solution, and unleash limitless productivity for your business.

We know it's not as simple as adding mobile phones. Users also want real-time connections to voice, email and data wherever they roam. Simpli-Mobile can deliver this enterprise class continuity at an affordable rate, with reliable hosted email services and multimedia capabilities.

- Flexibility to choose pooled or personal minutes packages ranging from 300 to 25,000 per package
- Pair minutes package(s) with mobile devices in the way that best suits your unique business requirements
- Feature-rich mobile devices from industry leaders
- Hosted exchange email service options enable remote access without in-house expertise or expensive hardware
- High speed, secure Internet access on laptops using the Sierra Wireless AirCard[®] modem
- Convenience of a single bill and provider



One Size Does Not Fit All

Simpli-Mobile solves a myriad of specific business challenges.

Challenge

It makes sense for most employees to share pooled minutes among multiple devices, but our heaviest users need a personal minutes plan.

Solution

Simpli-Mobile offers both personal and pooled minutes packages that can be customized just for your business.

Challenge

Employees want instant access to calendars, contacts and files via their mobile devices, but maintaining an in-house Microsoft Exchange server is simply too costly!

Solution

Two different hosted exchange email options provide enterprise-strength capabilities at an affordable monthly rate. Deltacom handles all of the set-up and technology, with no in-house IT expertise required.

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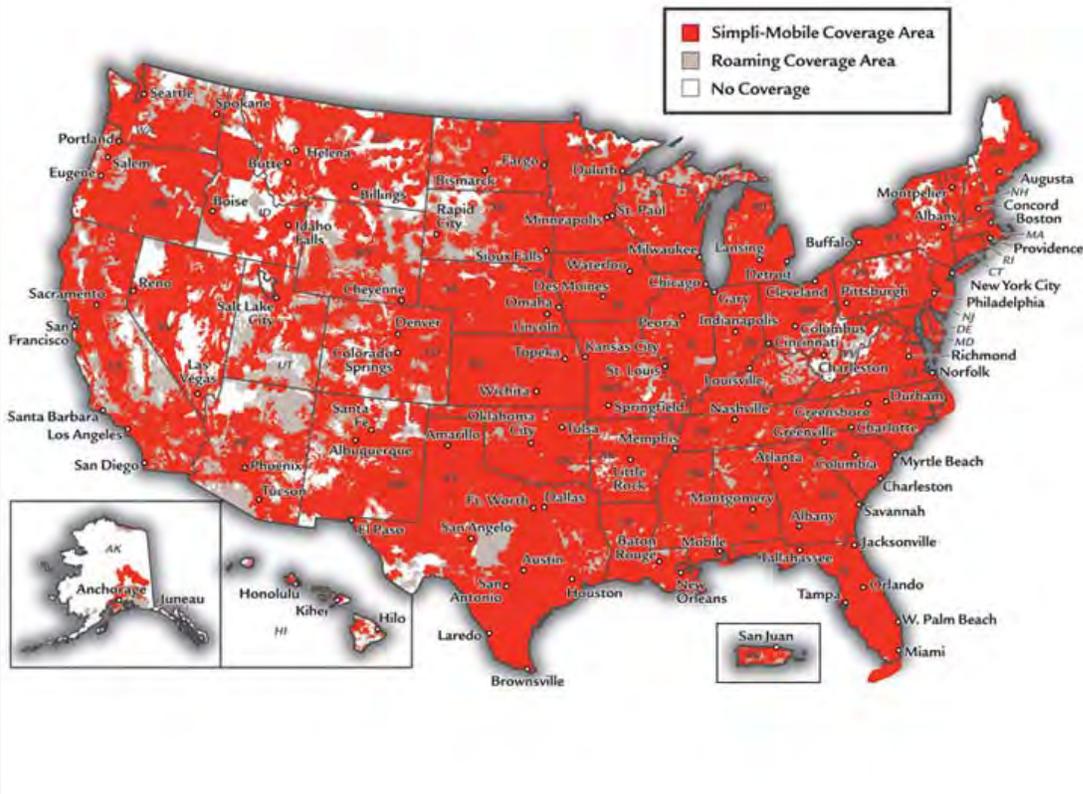
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Mobile Coverage Map


Important Map Information:

This map is not a guarantee of coverage and contains areas with no service, and is a general prediction of where rates and coverage apply. Data speeds and throughput vary by market and network enhancements. The coverage information contained in this document is provided 'as is' and without any warranty or representation, either expressed or implied, including warranties of merchantability or fitness for a particular use or purpose. The coverage information was compiled from various sources. The information provided herein may be subject to errors and omissions. The information is based on assumptions and predictions that are not binding and may change from time to time without notice. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. End User's equipment, weather, topography and other environmental considerations also affect service and such service may vary significantly within buildings, or dependent upon the location of End User's equipment. With digital-only equipment the end user can only make and receive calls and/or transmit data when digital service is available. When digital service is not available, the device will not make and receive calls and/or transmit data or be able to make 911 calls. Services that rely on location information, such as E911 and GPS navigation, depend on your device's ability to acquire signals (that may not be available indoors) and network coverage. E911 services also depend on local emergency service provider systems/support.

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Medium Business

Providing Trusted Business Solutions for Over 25 Years

Deltacom has served businesses in the Southeast for more than 25 years. We provide comprehensive, single-vendor solutions on a single invoice, freeing your resources to focus on business, not managing your communications provider.

We evolve with technology and pride ourselves on designing the perfect communications solutions for our customers. We specialize in solutions that help companies like yours with efficient and cost-effective business-class voice, Internet and data services, in addition to mobile and equipment solutions that can scale with your growing business. Our services are delivered over more than 12,000 miles of our own fiber optic cable network, delivering reliability and responsiveness you can trust.

Our knowledgeable staff and commitment to customer satisfaction provide our customers with an experience worth repeating. In addition, [DeltaviewSM](#), our self-service account management portal, is available online 24 hours a day, seven days a week, providing maximum visibility into your account information. From service management to billing and payment options, Deltaview puts you in the driver's seat.

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Data Get Started	IP Telephony & Messaging Get Started
Long Distance Get Started	Contact Center Solutions Get Started

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Medium Business Integrated Voice, Data & Internet Access

Comprehensive Solutions Geared for Business Efficiency

Deltacom's suite of local and long distance voice, integrated with Internet access and data services, delivers a highly efficient solution just right for your business. Whether you prefer dynamic or channelized delivery for your integrated lines, trunks or PRIs, we can help.

Our Converged Minutes plan option, available with Deltacom's integrated access services, delivers long distance and mobile in a shared environment that removes the minute barrier between domestic long distance and mobile minutes to create a pooled bucket of minutes.

Deltacom's Simpli-BusinessSM is a comprehensive solution that bundles networking services with an IP-based NEC phone system and desktop terminals in addition to Lexmark multifunction printers. Simpli-Business enables businesses to enjoy a total communications solution, provided by a single vendor with no capital investment.

- ✔ Business-class local and long distance voice, Internet and data services
- ✔ Eco-friendly, multifunction Lexmark printers that fax, copy and print
- ✔ NEC feature-rich telephone system and terminals with time saving benefits like remote call distribution maintenance, management of call treatment from a PC, call routing to virtual extensions, mobile devices or alternate locations, and voicemail via email files
- ✔ Single-call service, support and maintenance for equipment and network services
- ✔ No capital expense

Deltacom's IP CompleteSM, a solution for businesses with a PBX, dynamically delivers voice and Internet services or line side access facilities to provide highly efficient use of bandwidth. Data and Internet applications utilize all available bandwidth to maintain the highest levels of throughput, while yielding to voice calls to ensure consistently clear call quality.

- ✔ Integrated local voice service and Internet Access via PRI with Direct Inward Dial (DID) capabilities
- ✔ Line Side service provides integrated local voice and Internet Access over a 6-24 line T-1 single site option and 3-5 line additional package for multi-site customers.
- ✔ Analog line capability available
- ✔ Burstable Internet bandwidth in speeds of 1.5Mbps, 3.0Mbps and 4.5Mbps

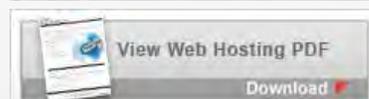
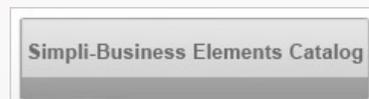
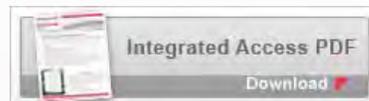
Deltacom's Simplici-TSM solution delivers integrated voice, Internet and data over the facility type of your choice, and is designed to work in a wide range of business environments. Options include:

- ✔ 6-24 line T-1 service with business class features providing local, long distance and Internet access
- ✔ Channelized T-1 trunk service providing integrated voice, data and Internet access with DID capabilities
- ✔ Channelized PRI service providing integrated voice, data and internet access with DID capabilities
- ✔ Burstable Internet bandwidth in speeds up to 6MB

Deltacom integrated access solutions are available with a number of options that can be combined to meet your specific business needs:

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- ✔ [DeltaviewSM](#) online management tool
- ✔ Unlimited local calling
- ✔ Voicemail
- ✔ Conference Calling bridge
- ✔ Competitive long distance plans
- ✔ Toll-free services
- ✔ Directory Assistance and Operator Services
- ✔ Online Faxing
- ✔ Web Hosting

Medium Business Online Faxing

Solutions to Streamline Fax Communications

Looking for a lost contract or other important document? Interested in green strategies that can save some money for your firm? Online Faxing is the perfect, streamlined way to manage inbound and outbound faxes and free yourself from your fax machine while potentially reducing paper.

Deltacom's feature-rich Online Faxing packages are sure to make a positive business impact. Benefits include:

- ✔ Fax to and from your desktop, laptop or smartphone anywhere, anytime and anyway you can access a web browser
- ✔ Reduce costs and support 'green' strategies by minimizing the need for fax equipment, fax lines and paper
- ✔ Eliminate paper pileups, paper jams, and lost business when fax is "busy"
- ✔ Increase traceability and sharing of crucial documents as they are stored and forwarded electronically
- ✔ Improved outbound communications – send fax broadcasts to as many as 20 numbers simultaneously
- ✔ Improved inbound communications – send inbound faxes via email addresses to support internal business processes
- ✔ Increase the privacy of inbound faxes when they deliver directly to a specified email address instead of waiting at a common fax machine

Deltacom's Online Faxing is included as part of our IP Complete, Simpli-Business, and Simpli-T solutions for new customers, and is also available to add to other facilities-based services for an additional fee. Packages include:

- ✔ Online Faxing 300
- ✔ Online Faxing 500
- ✔ Online Faxing 1000

Medium Business Web Hosting

Solutions for a Web Presence with Low Capital Investment

Convinced that a web presence will benefit your business? Not an expert in Internet technology and worry about the time investment and technology required to develop a professional online presence for your firm? Deltacom offers three Web Hosting packages – from sites that are simple, online brochures and contact forms to sites with full, online ecommerce capabilities. They are all designed to enable businesses without extensive IT departments to enjoy the benefits of a professional Internet presence without distractions from their core business.

Deltacom's Web Hosting is included as part of our IP Complete, Simpli-Business, and Simpli-T solutions for new customers, and is also available to add to other facilities-based services for an additional fee. Packages include:

Deltacom's Web Basic establishes a basic website with contact form without requiring dedicated IT staff:

- ✔ Enjoy an Internet presence with Site Development Tools
- ✔ Website storage, up to 3 GB
- ✔ Monthly data transfer limit, up to 72 GB

Deltacom's Web Business Marketing establishes a basic website with capabilities to support messages from web users:

- ✔ Enjoy an Internet presence with Site Development Tools
- ✔ Website storage, up to 10 GB; monthly data transfer limit, up to 200 GB
- ✔ Additional features include: Site Marketing Tools, basic customization tools, and advanced file management

Deltacom's Web Business E-Commerce supports an online presence, messaging from web users, and an online store with real-time credit card processing and secure transactions:

- ✔ Enjoy an Internet presence with Site Development Tools
- ✔ Website storage, up to 20 GB; monthly data transfer limit, up to 1000 GB, site marketing tools, basic customization tools, and advanced file management
- ✔ Additional features include: ecommerce tools and advanced customization tools

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DATA & INTERNET

INTEGRATED ACCESS

EQUIPMENT

MOBILE

VALUE-ADDED SERVICES

INTEGRATED ACCESS

Flexible, Reliable Integrated Voice and Data Service

Integrated access services provide you with a host of reliable telephone service options, from 3 to 24 lines and high speed Internet including PRI, line side service and trunks. When voice lines are not in use, dynamic bandwidth is available for Internet access and data applications, thereby offering more efficient bandwidth use and improved productivity.

- Take advantage of consistent bandwidth up to 4.5mbps, with the same upload and download speeds for a consistent level of service.
- Line side service includes a host of features including: call forwarding, remote access to call forwarding, caller ID, speed calling, three-way calling and more to enhance your business.
- Direct inward dialing with PRI improves access to your employees. Reach your key staff and departments directly without going through a switchboard or auto attendant.
- Simplify your communications by bundling long distance with mobile minutes and even share all minutes between multiple locations. This service package also includes one free mobile line.
- Each bundle includes value-added services including conference calling minutes, web hosting, one voicemail box, online faxing, a toll free number and email accounts. Our goal is to give you the best service and value for your money.
- Deltacom helps conserve your capital and improve your business. Maximize your savings by bundling in an NEC phone system with one monthly price for local, long distance, Internet, mobile and equipment.



From soliciting continuous feedback to implementing customer-centric support and solutions, our Customer Experience is the central factor in our success.

About Deltacom

With more than twenty-five years in business, Deltacom is one of the largest communications companies in the Southeast. From innovative integrated communications and equipment solutions to stand-alone services, we provide cost-effective, reliable solutions to businesses of all sizes, including large financial institutions and state governments.

- Integrated voice, MPLS data, equipment and Internet services
- Mobile voice and data
- Conferencing, web hosting, online faxing
- DeltaviewSM self-service account management portal

Integrated Access Specifications

- ✔ Primary Rate ISDN (PRI)
- ✔ Line Side service
- ✔ Trunks
- ✔ Bandwidths up to 4.5mbps
- ✔ Bundled long distance and mobile minutes
- ✔ Service bundle
- ✔ NEC phone system option

	PRI SERVICE	LINE SIDE SERVICE
Dynamic IP service option	1.5mbps to 4.5mbps	1.5mbps to 6.0mbps
DID service	✔	
Hunting	✔	✔
Simultaneous calls	6-23 calls	6-24 calls
Analog line option on facility	✔	
Class features included		✔
ADTRAN integrated access device including router	✔	✔
Static IP	✔	✔

✔ BUNDLED LONG DISTANCE AND MOBILE MINUTES

- Each integrated access facility includes 1,500 minutes
- Additional minutes available in 1,000 minute increments
- Select from long distance minutes or bundled long distance and mobile minutes
- Bundled long distance and mobile plan includes one free mobile line
- Add additional 500 minutes for each mobile line

✔ SERVICE BUNDLE INCLUDES

- 100 conference calling minutes
- Web Hosting basic package
- One domain name registration or transfer
- Online Faxing account
- 1 CallSaver Basic voicemail box
- 30 email accounts

✔ MOBILE LINES

- Includes nights/weekends
- Enhanced mobile-to-mobile
- Internet for smartphones
- Wide network coverage

✔ NEC PHONE SYSTEM OPTION

- Includes integrated access service
- NEC SV8100 phone system
- Minimum of 6 phones
- Includes integrated voicemail system
- Lexmark multifunction printer options

✔ ADDITIONAL SERVICE OPTIONS

- MPLS data services with Quality of Service (QoS)
- Managed router
- Hosted Exchange email
- Mobile air cards
- MiFi
- Vendor Services including inside wiring

Your Deltacom Customer Experience

Deltacom's Customer Experience is a significant differentiator because we provide a higher level of superior account management and proactive, personal service to every valued customer. From soliciting continuous feedback to implementing customer-centric support and solutions, our Customer Experience is the central factor in our success.

Count on your team of account professionals and sales engineers to design solutions that meet your business needs. From installation to technical support, you can always reach a live member of our service staff or access your account online via the Deltaview customer account management portal.

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VALUE-ADDED SERVICES

SIMPLI-BUSINESS

Complete Packaged Communications Solution

Simpli-BusinessSM is Deltacom's comprehensive bundled solution that includes a state of the art NEC telephone system, local telephone service and high speed Internet. Time spent with multiple vendors can put feature-rich functionality and support out of reach. Simpli-Business provides everything you need to increase productivity and build value, all from one provider, for one monthly fee.

- Improve your business communications without making a capital expenditure. Maintenance is also included.
- We will help you design the system to meet your needs. Explore how the benefits of an auto attendant would help your business or select the PRI option that provides direct inward dialing where extensions can be dialed directly from the outside.
- Voicemail ensures that you receive all messages in private boxes. A system upgrade can even send voicemail messages to employees via email.
- Choose from a wide selection of feature-rich phones, including wireless phones, to enhance your productivity. An array of tools such as speed dial, conference, internal paging and do not disturb enhance internal and external communications.
- Connect multiple sites together for the ability to dial four-digit extensions and transfer calls from one site to another. Retain the flexibility to operate independently and maintain site to site connectivity.
- Simpli-Business also includes LexmarkTM multifunction printer options. Select from a wide variety of devices and benefit from improved communications and higher quality printed documents and fax capabilities.



From soliciting continuous feedback to implementing customer-centric support and solutions, our Customer Experience is the central factor in our success.

- Each Simpli-Business bundle includes web hosting, conference calling minutes, online faxing, a toll free number, a voicemail box and 1,500 long distance or long distance and mobile minutes. Really maximize your Simpli-Business by bundling in your mobile service.
- Deltacom will install your system and provide training on how to use it, making the transition easy and streamlined. Maintenance is also included.
- Invest in your business today with a partner who is a resource to serve the diverse needs of your business.

About Deltacom

With more than twenty-five years in business, Deltacom is one of the largest communications companies in the Southeast. From innovative integrated communications and equipment solutions to stand-alone services, we provide cost-effective, reliable solutions to businesses of all sizes, including large financial institutions and state governments.

Simpli-Business Specifications

- ✔ Base package
- ✔ Standard features
- ✔ Phones
- ✔ Options
- ✔ Bundled long distance and mobile minutes
- ✔ Lexmark devices
- ✔ Service bundle

✔ **BASE PACKAGE**

- Integrated access facility up to 4.5mbps
- Six (6) local voice lines
- NEC SV8100 communications server (system)
- Six (6) DT330 12 button digital terminals (phones)
- ADTRAN Integrated Access Device
- 8 port Xyzel switch
- Automated attendant
- Voicemail

✔ **BUNDLED LONG DISTANCE AND MOBILE MINUTES**

- Each integrated access facility includes 1,500 minutes
- Additional minutes available in 1,000 minute increments
- Select from long distance minutes or bundled long distance and mobile minutes
- Bundled long distance and mobile plan includes one free mobile line
- Add additional 500 minutes for each mobile line

✔ **PHONES**

- DT330 digital terminal
- 12 button phone with new cosmetic design
- Full-dot grayscale backlit LCD and dial pad
- Full duplex speakerphone
- Menu/Soft key operation
- 12/24/32 line key options
- 60 DSS console
- Security key (IP only)
- Multi-color message
- Waiting indication

✔ **SERVICE BUNDLE INCLUDES**

- 100 conference calling minutes
- Web hosting basic package
- One domain name registration or transfer
- Online faxing account
- One CallSaver Basic voicemail box
- 30 email accounts

✔ **STANDARD FEATURES**

- Voice announce
- Trunk queuing
- Last number redial
- 20 number station speed dial
- 80 number system speed dial
- Exclusive and non-exclusive call hold
- Call transfer
- Call park
- Conference
- Voice Over – Whisper Page
- Save and repeat
- Store and repeat
- Auto redial
- Caller ID
- Call pickup
- Internal paging
- Do not disturb

✔ **OPTIONS**

- 24 line key option
- 32 line key option
- 8 key line module
- 60 DSS console
- Wireless handsets
- Inmail Email, providing voicemail to email
- PRI option with DID
- Site-to-site connectivity

Your Deltacom Customer Experience

Deltacom's Customer Experience is a significant differentiator because we provide a higher level of superior account management and proactive, personal service. From soliciting continuous feedback to implementing customer-centric support and solutions, our Customer Experience is the central factor in our success.

Count on your team of account professionals and sales engineers to design solutions that meet your business needs. From installation to technical support, reach a **live member** of our service staff or access your account online via the Deltaview customer account management portal.

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Medium Business Internet

High Speed Solutions for the Internet Applications that Drive Your Business

Deltacom provides affordable and flexible Internet access that is a necessity for today's businesses. Whether you require email, web hosting, FTP or e-commerce applications, Deltacom is your reliable, Internet solutions provider.

INET

Deltacom's INET service delivers high speed Internet access with the interface and optional features that work best for your business. Every business is different, so Deltacom's Internet service is designed to meet a variety of business needs:

- ✔ Speeds ranging from 1.5Mbps to 100Mbps
- ✔ T-1 or Ethernet access
- ✔ Static IP address
- ✔ Email service (POP or Exchange)
- ✔ Network based firewall options
- ✔ Internet Voice Protect offers T-1 Internet access with a backup voice line
- ✔ [DeltaviewSM](#) online management tool

Deltacom Email Hosting

Deltacom delivers hosted email services to complete your communications solution. We are experienced business consultants who customize end-to-end services to your individualized business email and mobile messaging needs.

- ✔ Email boxes
- ✔ POP service
- ✔ Domain name registration

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Medium Business Data

Connectivity Solutions that Empower Your Business

Deltacom offers your business secure, scalable and easy to manage data networking solutions that deliver the infrastructure you need to transmit even the most mission-critical applications between multiple office locations. Deltacom is your trusted network advisor, experienced at building networking solutions designed for today's business applications.

Deltacom's Multiprotocol Label Switching (MPLS) service utilizes advanced IP-routing technology to prioritize multiple traffic types. With Quality of Service (QoS) options, your business can deliver voice, data and video between locations utilizing a single network connection at each location. From internal customer records management, supply chain management and data backup to internal Voice over IP (VoIP), video conferencing and email communications, Deltacom can efficiently converge even the most mission-critical applications over a single MPLS network with reliable, fully meshed, multi-point connectivity.

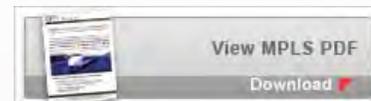
- Easily add data connectivity to Deltacom Integrated Access solutions
- Quality of Service options
- Secure 1.5Mbps to 9.0Mbps port speeds
- Ethernet MPLS Access option
- Managed Router Service with online monitoring
- IP VPN options for remote access
- Secure IP pre-configured and user-defined firewall options available
- [DeltaviewSM](#) online management tool

We know your data is critical to the success of your business. Deltacom's Data Assurance, powered by EVault, offers the best in online backup and recovery to protect your business from the costs, hassles, and frustration of lost data. Our service options keep your business running smoothly and provide you with peace of mind:

- PC Assurance
- Server Assurance

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Deltacom's MPLS Service

Flexible, reliable multi-point connectivity

Deltacom® offers your business **secure, scalable** and **easy to manage** networking solutions that deliver the platform you need to transmit even the most mission-critical applications between multiple office locations.

Deltacom's Multiprotocol Label Switching (MPLS) solution is customizable with **Quality of Service** (QoS) options to accommodate your specific needs. From internal customer records management, supply chain management and data backup to internal voice over IP, video conferencing and email communications, Deltacom can efficiently converge even the most mission-critical applications over a single MPLS network. Your **trusted network advisor**, Deltacom is experienced at building networking **solutions designed for today's business applications.**



Experience the Deltacom difference and gain a true partner every step of the way. Enjoy:

- Services backed by Deltacom's robust IP network
- Local account managers and technical consultants dedicated to your satisfaction
- Optional Managed Router Service with no capital investment required
- DeltaviewSM web-based service management portal
- One vendor, one invoice and one call

CALL TO EXPLORE YOUR MPLS SOLUTION TODAY!

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deltacom™

MPLS CASE STUDY

A financial institution acquired a competitor and instantly grew to more than 50 locations throughout the Southeast. With a need to consolidate the new acquisition assets, the financial institution began assessing the most efficient way to connect the new locations.

When the bank met with Deltacom to discuss interconnecting the two disparate Frame Relay networks, their knowledgeable salesperson immediately identified the opportunity to increase networking efficiency and provide a solution that could easily grow with the institution in the future. Through collaboration with Deltacom's technical resources, an MPLS network was designed to accommodate the institution's data connectivity needs. Not only did the MPLS solution support existing data transmissions, but also incorporated new IP-based voice and video conferencing applications between their office locations.

MPLS SERVICE FEATURES AND OPTIONS

- Secure 1.5Mbps to 9.0Mbps port speeds
- Ethernet MPLS access option, from 2Mbps to 1Gbps
- Custom Time Division Multiplexing (TDM) options
- Comprehensive integrated voice, data and Internet access solutions available
- Flexible bandwidth commitment rates
- Gold Quality of Service option to support real time, mission critical, business and best effort traffic types
- Service Level Agreements
- Managed router service with online monitoring option

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Medium Business Mobile

Customizable Solutions for Your On-the-Go Business

Forget tedious time waiting in a retail store! Deltacom will bring [Simpli-MobileSM](#), our affordable, business-class, mobile voice, hosted email and multimedia capabilities, right to your business.

Our Converged Minutes plan option, available with Deltacom's integrated access services, delivers long distance and mobile in a shared environment that removes the minute barrier between domestic long distance and mobile minutes to create a pooled bucket of minutes.

Flexible and customizable, Simpli-Mobile helps take your business communications outside the walls of your office. Select a package to share minutes by plan or device to get the perfect, tailored fit. Options include:

- An array of BlackBerry® smartphones and feature-rich Motorola and LG devices
- Email service options to synch your BlackBerry smartphone with your office email, calendar and other applications without expensive hardware or IT resources
- Pooled or personal minute packages ranging from 300 to 25,000 minutes
- Billing installments that simplify your device investment and reduce up front costs
- A single, integrated invoice for your Simpli-Mobile and other Deltacom communications services
- Hosted exchange email service options enable remote access
- Whether you need 3 or 30, you are never charged for BlackBerry smartphones at the outset. Instead, we bill in equal installments, potentially saving thousands in up-front costs
- Our two email service options synch your BlackBerry smartphone with your office email, calendar and other applications without the need for expensive hardware or in-house IT expertise

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DATA & INTERNET

INTEGRATED ACCESS

EQUIPMENT

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VALUE-ADDED SERVICES

SIMPLI-MOBILE

Creative Mobile Solutions

Wireless phone service has become a business necessity. Most companies rely on their mobile phones for instant communication between employees, customers and vendors. Time means money.

Deltacom's Converged Minutes plan bundles long distance and mobile minutes to provide your business with greater flexibility in a customized package. The standard Converged Minutes base package plan also includes one free mobile line and 1,500 converged minutes.

Our Simpli-MobileSM service also includes unlimited nights and weekends (Mondays through Fridays, 7pm through 6am and Saturdays at 12am through Mondays at 6am) and enhanced mobile-to-mobile.

Deltacom also offers a variety of devices, including several popular BlackBerry® smartphone models, plus unlimited texting available on all plans. Our wireless air cards help you stay connected to your most critical data nearly anywhere and our MiFi mobile hotspot provides instant wireless access to multiple users over one of the largest, most dependable cellular networks in the Southeast.



Deltacom can bundle long distance and mobile minutes to provide greater flexibility in a customized package.

About Deltacom

With more than twenty-five years in business, Deltacom is one of the largest communications companies in the Southeast. From innovative integrated communications and equipment solutions to stand-alone services, we provide cost-effective, reliable solutions to businesses of all sizes, including large financial institutions and state governments.

- ▶ Integrated voice, MPLS data, equipment and Internet services
- ▶ Mobile voice and data
- ▶ Conferencing, web hosting, online faxing
- ▶ DeltaviewSM self-service account management portal

Simpli-Mobile Specifications

- ✔ Converged Minutes plan
- ✔ Additional minutes
- ✔ Additional mobile lines
- ✔ Personal plan
- ✔ Standard phone offerings
- ✔ Smartphones
- ✔ Device insurance
- ✔ Texting
- ✔ Nights/weekends
- ✔ Enhanced mobile-to-mobile
- ✔ Standard email
- ✔ Hosted Exchange with PDA
- ✔ Wireless Internet
- ✔ Air cards
- ✔ MiFi

✔ CONVERGED MINUTES PLAN

- 1,500 shared long distance and mobile minutes with each integrated access base package
- Base package includes one (1) free mobile line (voice)
- Minutes can be shared between multiple locations

✔ ADDITIONAL MINUTES

- Additional minutes are available in 1,000 minute buckets
- No limit on amount of additional buckets
- Minutes can be shared between multiple locations

✔ ADDITIONAL MOBILE LINES

- Additional mobile lines \$40 per month
- Additional mobile lines include 500 additional minutes

✔ PERSONAL PLAN

- Individual plans available from 450 to 4,000 minutes
- Minutes are not shared

✔ STANDARD PHONE OFFERINGS

- Standard mobile phones available
- Deltacom.com provides a current list and specifications

✔ SMARTPHONES

- BlackBerry smartphones
- Visit www.deltacom.com/devices for the most current list and specifications

✔ DEVICE INSURANCE

- Device insurance available for all phones

✔ TEXTING

- Unlimited texting \$10 per month

✔ NIGHTS/WEEKENDS

- Unlimited nights/weekends
- Nights 7 pm through 6 am
- Weekends Fridays 7 pm through Mondays 6 am

✔ ENHANCED MOBILE TO MOBILE

- Includes Deltacom mobile to Deltacom mobile calls
- Includes Deltacom mobile outbound to/from network provider phones (providers' phones subject to provider minute charges)

✔ HOSTED EXCHANGE WITH PDA

- Hosted Exchange provided through BlackBerry Enterprise Server (BES)

✔ WIRELESS INTERNET

- Available for smartphones
- Does not support tethering

✔ AIR CARDS

- USB air card supports up to 3.1mbps download and 1.8mbps upload
- 5gbps per month allowance

✔ MIFI

- Mobile WiFi hot spot
- Supports up to 3.1mbps download and 1.8mbps upload
- 5gbps per month allowance

Your Deltacom Customer Experience

Deltacom's Customer Experience is a significant differentiator because we provide a higher level of superior account management and proactive, personal service to every valued customer. From soliciting continuous feedback to implementing customer-centric support and solutions, our Customer Experience is the central factor in our success.

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Enterprise

Optimizing Enterprise Solutions for Over 25 Years

Large businesses like yours need personalized networking solutions that meet your individual communications needs. Deltacom has a long-standing communications heritage serving large enterprise, state government and university customers across the Southeast for more than 25 years with reliable, customized solutions.

Our focus on customer satisfaction sets us apart from the pack. Our people are committed to managing networking projects that create an optimal solution for each of our customers. We are experts at creating network diversity and redundancy, as well as driving efficiencies for the large businesses that depend on our solutions to keep their enterprises connected.

Deltacom provides a complete suite of services that can be combined to create the perfect solution for your enterprise.

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Solutions for Today's Enterprise Needs

For years, Deltacom has been the reliable communications provider of choice for many large enterprise, state government and university customers across the Southeast. We leverage that experience and apply our diverse portfolio of voice, data, Internet and professional services to solve your specific challenges. Enjoy Enterprise class, priority one customer care, with the rock-solid support you require.

Network Migration Solutions

Future-Ready Networking Now

The rapid evolution of networking technologies is a challenge for many enterprises. Business leaders want to reap the productivity and flexibility of new technologies, but it requires great effort for IT departments to keep up with the required underlying infrastructure and networking changes.

Whether migrating from Frame Relay to a next-generation Ethernet or MPLS-based network to implementing a new backup and recovery solution, Deltacom has the expertise and resources to develop a customized solution to help your business succeed.

Deltacom's Network Migration solutions provide an effective strategy to meet the challenges of today's technology changes. With a long-standing history of designing complex networks, we know legacy and next-generation technologies inside and out. Our Professional Services team will help you assess, design, implement and manage a network migration and our suite of Ethernet and MPLS networking services offer a future-ready evolution path.

Business Continuity Solutions

Resiliency and Diversity for Your Peace of Mind

Enterprises face an ever-growing set of challenges that require diligent business and operational contingency planning. In today's business climate, it's critical to have a plan for maintaining network, system and data operations in times of emergency. Customers expect it. Shareholders demand it. And most businesses can't operate without it.

Whether you're supporting synchronous or asynchronous data replication, Storage Area Networking, network redundancy or call center diversity, Deltacom has the expertise and technology resources to develop a customized solution to meet your requirements.

Deltacom's Business Continuity solutions help our customers ensure network operations even during emergency situations. Our network teams can build network or service provider diversity into your network infrastructure and contact center solutions. Our customizable portfolio of services and underlying network infrastructure offer flexible recovery solutions for your specific business needs.

Integration Solutions

Combining Diverse Assets for Synergistic Networking

As mergers improve shareholder value, they also challenge IT departments to provide seamless continuation of business operations. Those that rely heavily on complex networks to support widespread voice, data and business process applications are especially challenged.

Deltacom's Business Integration Solutions help you develop a plan for integrating network infrastructures before, during and after a merger or integration. Deltacom will help identify cost-effective strategies for consolidating network infrastructures and equipment. Our private lines and optical wave

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services can inter-network geographically diverse locations. And our Ethernet and MPLS VPN networking services can flexibly, quickly and securely interconnect applications and locations using standards based IP and Ethernet protocols.

Additionally, our systems solutions can help integrate your networking hardware and software. This not only provides a harmonious networking solution across your entire network, but also cost-effectively enables upgrades to your contact centers, telephony and unified communications applications.

Efficiency Solutions

Driving Efficiencies through Technology Evolution

Networks, like enterprises, need to evolve to meet changing business conditions. Operating systems and end-user applications go through major release upgrades that can tax out-of-date networks. The adoption of new applications such as Voice over IP (VoIP) challenge many existing infrastructures.

Deltacom's Business Efficiency Solutions keep your network up to date with changing technologies and business conditions. Deltacom can help you ensure that wide area networks are optimized for the growth of traffic between remote offices and headquarters. And our Ethernet and MPLS services help you add new locations quickly and support new applications efficiently with standards-based networking protocols. We can even provide the hardware and software you need to enable emerging applications like enhanced contact center, unified communications and IP Telephony through our Systems solutions.

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Data Networking & Internet Service

High Speed Solutions for the Internet Applications that Drive Your Business

Deltacom provides the affordable, flexible Internet access that is a necessity for today's enterprise. Whether email, web hosting, FTP, e-commerce, or remote employ support applications, Deltacom is your reliable Internet solution provider.

Deltacom's Dedicated Internet Access leverages our extensive direct connectivity to key Internet Service Providers for greater efficiency and resiliency. Our commitment to customer care delivers rapidly provisioned, high performance solutions for today's bandwidth intensive Internet applications. Dedicated Internet access features include:

- ✔ Dedicated 1.5Mbps to 1Gbps ports
- ✔ TDM or Ethernet hand-off
- ✔ Flexible bandwidth commitment rates
- ✔ Service Level Agreements for availability, packet delivery and latency
- ✔ Efficient integration with MPLS VPN and PRI voice services
- ✔ Installation, monitoring and management options available through our Professional Services division

Deltacom Email Hosting delivers hosted email services to complete your communications solution. We are experienced consultants that customize end-to-end services that meet your individualized business email and mobile messaging needs.

- ✔ Email boxes
- ✔ POP service
- ✔ Domain name registration

Customized Connectivity with the Technology of Your Choice

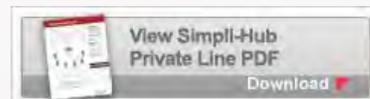
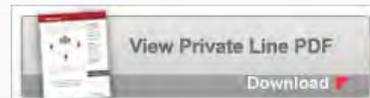
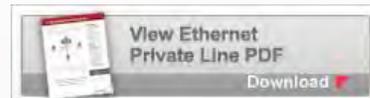
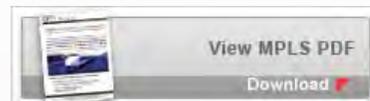
Every enterprise is different. That's why Deltacom offers a wide range of data services that our dedicated technical consultants leverage to design customized solutions that meet the specific needs of your business. Whether you need redundancy or a dedicated facility build, Deltacom can help.

Deltacom's Multiprotocol Label Switching (MPLS) VPN service provides easy to manage networking solutions for your enterprise. With QoS options, your enterprise can deliver voice, data and video between locations utilizing a single network connection at each location. From internal customer records management, supply chain management and data backup to internal Voice over IP (VoIP), video conferencing and email communications, MPLS offers reliable, fully meshed, multi-point connectivity. Features include:

- ✔ Secure, dedicated 1.5Mbps to 1Gbps ports
- ✔ TDM or Ethernet hand off
- ✔ Flexible bandwidth commitment rates
- ✔ QoS options to optimize bandwidth utilization. and support delay sensitive applications
- ✔ Managed Router Service with online monitoring
- ✔ IP VPN options for remote access
- ✔ Firewall options
- ✔ Service Level Agreements for availability, packet delivery and latency
- ✔

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Sales: 1.877.239.1200



Efficient integration with other Deltacom services

- ✔ DeltaviewSM online management tool

Deltacom's Ethernet Private Line (EPL) service combines the reliability of point-to-point, dedicated private line with a simple, familiar Ethernet interface, ideal for your internal voice, video, and data applications. Flexible bandwidth allocation provides the speed and simplicity needed to optimize your network. EPL features include:

- ✔ Industry standard Fast-E and Gig-E interfaces
- ✔ 10Gbps Ethernet Wave interfaces
- ✔ Flexible bandwidth increments
- ✔ Rapid augmentation of virtual circuit capacity
- ✔ Service Level Agreements
- ✔ Delivered over native Ethernet access or CPE-based TDM access
- ✔ Installation, monitoring and management capabilities

Deltacom's Private Line service provides end-to-end digital transmission, ideal for your internal voice, video, and data applications. We leverage our dedicated, enterprise provisioning team and SONET infrastructure to deliver state-of-the-art, self-healing network solutions for highly available, secure data transfers.

Our exceptional customer service and consultative approach to business provide the services that meet your individual company needs. Private Line features include:

- ✔ Speeds from DS-1 to OC-48 and 2.5Gbps and 10Gbps
- ✔ Service Level Agreements
- ✔ Diverse networking options
- ✔ Channelized and non-channelized options
- ✔ Monitoring and management options available through our Professional Services team

Deltacom's Simpli-Hub Private Line service provides end-to-end digital transmission between a central DS-3 site and up to 28 DS-1 facilities that terminate to distant locations, all for one low bundled rate. Simpli-Hub is ideal for enterprises that need reliable, affordable, private communications solutions to connect a number of remote locations back to a central headquarters or data center location. Features include:

- ✔ DS-3 hub with up to 28 DS-1 end points
- ✔ Service Level Agreements
- ✔ Diverse networking options
- ✔ Monitoring and management options available through our Professional Services team

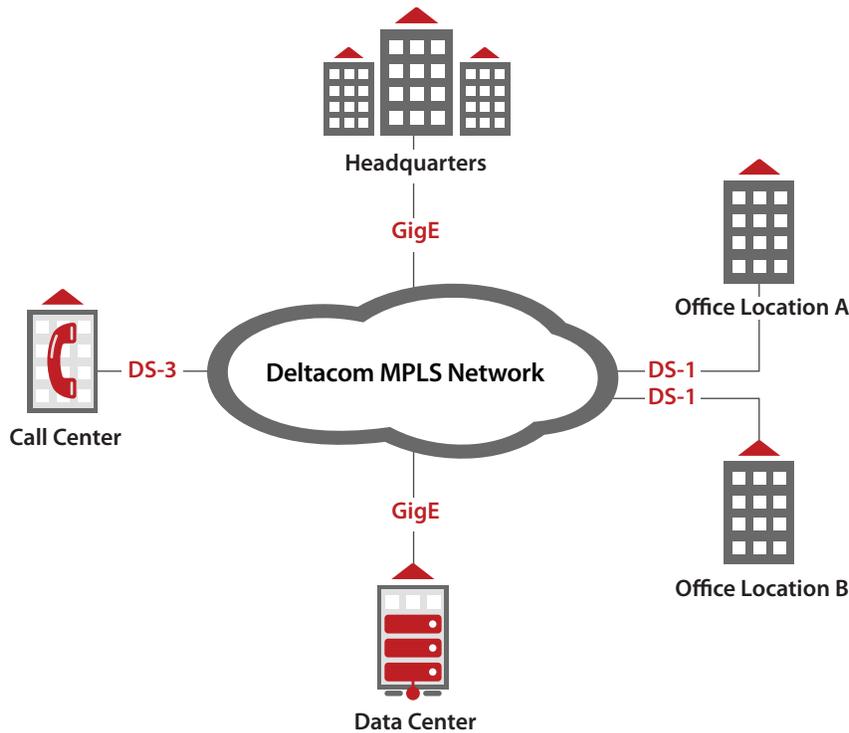
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MPLS VPN

Today's businesses require access to data from many locations. Deltacom's MPLS VPN service provides easy to manage, secure, scalable networking solutions for your internal communications.



MPLS VPN leverages the scalability and rapid provisioning capabilities of Deltacom's intelligent Multi Protocol Label Switching (MPLS) platform. Our proven platform allows traffic prioritization for convenient and efficient networking solutions that your business can rely on for mission-critical applications.

DELTACOM'S CUSTOMER-DRIVEN APPROACH ENABLES NETWORKING SOLUTIONS THAT LET YOU CONCENTRATE ON BUSINESS OPERATIONS, NOT NETWORK OPERATIONS.

APPLICATIONS

Internal customer records management, supply chain management and storage backup

Internal Voice over IP, video conferencing and e-mail communications

FEATURES

Secure, dedicated 1.5Mbps to 1Gbps ports

TDM or Ethernet hand off

Flexible bandwidth commitment rates

Service Level Agreements for availability, packet delivery and latency

Class of Service options to optimize bandwidth utilization and support delay sensitive applications

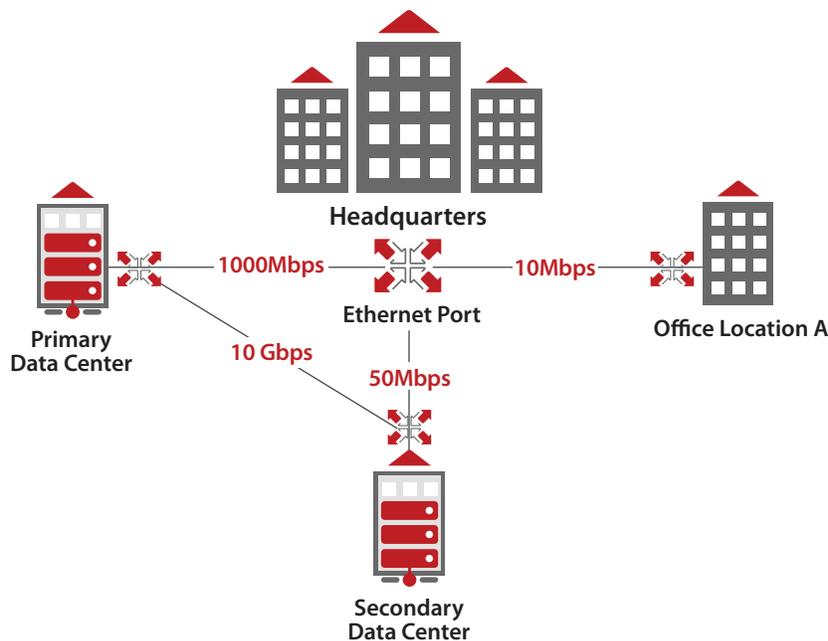
Efficient integration with other switched data services

Installation, monitoring and management options available through Professional Services

Contact: 1-866-907-7311

E-LINE: ETHERNET PRIVATE LINE (EPL)

For years businesses have utilized Ethernet technology in the Local Area Network (LAN). That's why Deltacom's EPL service combines the reliability of point-to-point, dedicated SONET and DWDM transport with a simple, familiar Ethernet interface, ideal for your internal voice, video, and data applications.



Deltacom's E-line service provides an Ethernet interface that enables your business to seamlessly upgrade legacy private line and wave networks. The flexible bandwidth options of EPL provide the speed, flexibility and simplicity that you need to compete in today's market.

**DELTACOM'S CUSTOMER-DRIVEN APPROACH TO BUSINESS PROVIDES
SIMPLE, SECURE NETWORKING SOLUTIONS TO HELP YOUR
BUSINESS ACHIEVE OPTIMAL PERFORMANCE.**

APPLICATIONS

Point-to-point or hub and spoke internal network configurations

Private, secure, mission-critical data transmission

Synchronous and asynchronous data replication

Real-time voice and video business applications

Multi-service convergence

FEATURES

Industry standard Fast-E, Gig-E and 10Gbps Ethernet LAN PHY interfaces

Flexible bandwidth increments

Rapid augmentation of virtual circuit capacity

Service Level Agreements

Delivered over native Ethernet access or CPE-based TDM access

Installation, monitoring and management capabilities

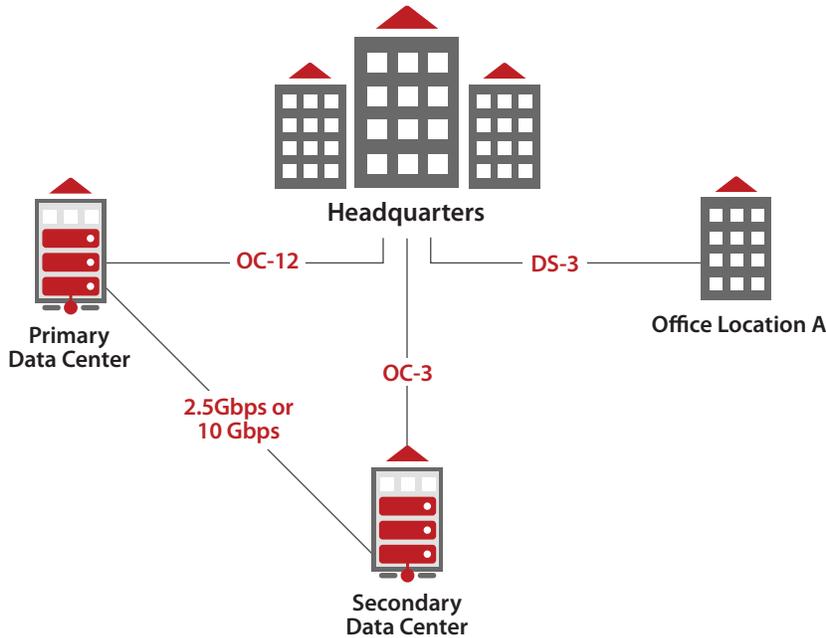
1-866-907-7311

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PRIVATE LINE

Businesses have always relied on point-to-point, dedicated private lines as a way to connect data centers and build Wide Area Networks (WANs) for highly available, secure data transfers. Deltacom's Private Line service provides end-to-end digital transmission, ideal for your internal voice, video, and data applications.



Deltacom's Private Line service leverages our dedicated, enterprise provisioning team to deliver state-of-the-art, self-healing network solutions. Our exceptional customer service and consultative approach to business provide the services that meet your individual company needs.

**DELTACOM'S CUSTOMER-DRIVEN APPROACH TO BUSINESS DELIVERS
THE CUSTOMIZED NETWORKING SOLUTIONS YOUR BUSINESS
NEEDS FOR TODAY'S COMPETITIVE ENVIRONMENT.**

APPLICATIONS

Point-to-point or hub and spoke internal network configurations

Private, secure, mission-critical data transmission

Synchronous and asynchronous data replication

Real-time voice and video business applications

FEATURES

Wide range of available speeds from DS-1 to OC-48 & 2.5Gbps and 10Gbps

Service Level Agreements

Diverse networking options

Channelized and unchannelized options

Installation, monitoring and management options available through Professional Services

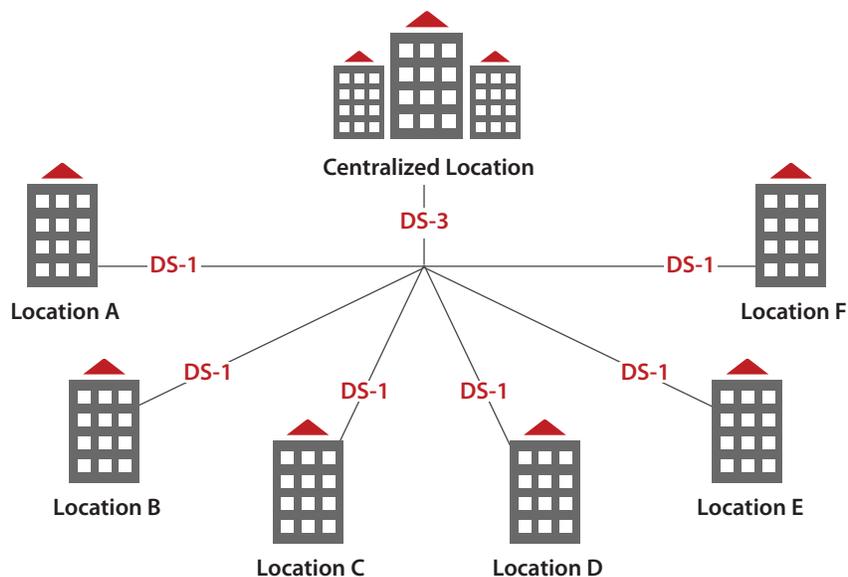
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SIMPLI-HUB PRIVATE LINE

Multi-location businesses need reliable communications solutions to connect remote offices to central corporate locations. Private Line services provide the highly available, secure data transfers needed for that critical Wide Area Network connectivity. Deltacom's Simpli-Hub Private Line service provides end-to-end digital transmission between a central corporate DS-3 site and up to 28 DS-1s terminating to distant locations, all for one low bundled rate. Simpli-Hub provides a cost effective, private connectivity solution ideal for voice, video, and data applications between locations.



Deltacom's Simpli-Hub Private Line service leverages our dedicated, Enterprise provisioning team and state-of-the art, self-healing network. Our exceptional customer service and consultative approach to business provides the services that meet your individual business needs.

**DELTACOM'S CUSTOMER-DRIVEN APPROACH TO BUSINESS
DELIVERS THE COST EFFECTIVE, SECURE, NETWORKING
SOLUTIONS THAT YOUR BUSINESS REQUIRES.**

APPLICATIONS

Private connectivity between regional or headquarter locations and remote or branch office locations

Hub and spoke network configurations for internal voice, data and video applications

Private, secure, mission critical data transmission

FEATURES

DS-3 Hub with up to 28 DS-1 end points

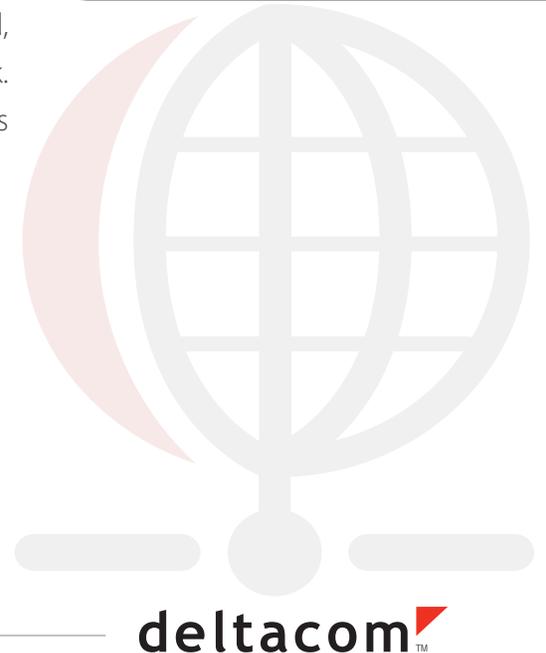
Service Level Agreements

Diverse networking options

Installation, monitoring and management options available through Professional Services

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Deltacom Expands Fiber Network with New Routes

"We continue to focus on investing in our network and ensuring that we have the right locations and service capabilities to provide for the needs of our customers today and in the future." – Tony Tomae, Deltacom Executive Vice President of Sales and Marketing

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Carrier

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Interstate FiberNet, Inc. (IFN), a Deltacom® company, is the premier Southeast, facilities-based wholesale telecommunications provider to Inter-Exchange Carriers (IXC), wireless carriers, Competitive Local Exchange Carriers (CLECs), Local Exchange Carriers (LECs), Internet Service Providers (ISPs), Wi-Max and Wi-Fi providers, content providers, and cable companies.

Our resilient, diverse network connects the major metropolitan areas of the Southeast, reaching into all Tier One and many Tier Two, Three and Four markets. Network partnerships enable us to serve our customers with even greater reach.

IFN's seasoned industry veterans manage communications to create the right network for our customers, regularly customizing diversity and redundancy into their solutions. Customized solutions include Wide Area and Backbone transportation infrastructure and alternate pathing. We provide priority support from initial consultation through implementation and pride ourselves on continuing that superior customer support throughout the customer relationship. IFN's customers trust our resilient network and rely on our on-time service delivery and accurate billing.

IFN is proud that superior customer care is our strategic differentiator.

Contact Us

 1.706.385.8500



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Private Line and Waves

Interstate FiberNet Inc. (IFN) combines flexible solutions for Carriers, specifically 'right-sized' and formulated in synch with their business goals in mind with a self-healing SONET [network](#) and highly scalable [Wave network](#) to deliver Private Line and Wave solutions. Available for Carriers' own infrastructure or to resell to their customers, these products will help round out their product and service portfolios.

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Service Features

- ✔ Private line speeds ranging from DS-1 to OC-192, GigE and FastE
- ✔ Wave speeds of 2.5gbps and 10gbps
- ✔ Diverse networking options
- ✔ Channelized and unchannelized private line options
- ✔ Installation, monitoring and management options available through Professional Services

MUX DS-3

IFN provides the reliability of point-to-point, dedicated private line service with a simple, predictable pricing structure to meet the hub and spoke networking needs of today's Carrier networks. We install a Mux DS-3 in one of our available locations and provide termination of up to 28 DS-1s across our eight-state Southern network, all for one bundled IXC rate. Mux DS-3 provides a cost effective network backhaul and aggregation solution for wireless carriers, VoIP providers, cable companies and other telecom carriers.

Service Features

- ✔ DS-3 Mux enables cost-effective aggregation of local access at your central location
- ✔ Flat rate for IXC between DS-3 Mux and up to 28 DS-1 on-net end points, regardless of mileage
- ✔ Billing ramps available with term commitments
- ✔ Installation, monitoring and management options available through Professional Services

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Home > Carrier > Ethernet



Ethernet

Interstate FiberNet's Ethernet service combines the reliability of point-to-point, dedicated private line and wave services with a simple, familiar, and cost effective Ethernet interface. The flexible bandwidth allocation of Ethernet provides the scalability needed to support the intense bandwidth demands of today's networks.

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Service Features

- ✔ Industry standard Fast-E and Gig-E private line interfaces available across the [IFN network](#)
- ✔ 10gbps wave interfaces over IFN's [Wave network](#)
- ✔ Flexible bandwidth increments
- ✔ Rapid augmentation of virtual circuit capacity
- ✔ Delivered over native Ethernet access or CPE-based TDM access
- ✔ Ethernet access via NNI is supported to enable carrier aggregation
- ✔ Installation, monitoring and management capabilities available

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Home > Carrier > Dedicated Internet Access



Dedicated Internet Access

Interstate FiberNet Inc.'s Dedicated Internet Access leverages our extensive IP network and direct connectivity to key Internet Service Providers for greater efficiency and resiliency. Our commitment to customer satisfaction delivers rapidly provisioned, high performance solutions that our Carrier customers can sell on with confidence.

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Service Features

- ✔ Dedicated 1.5mbps to 1gbps ports
- ✔ TDM or Ethernet hand-off
- ✔ Flexible bandwidth commitment rates
- ✔ Efficient integration with PRI voice services
- ✔ Installation, monitoring and management options available via Professional Services

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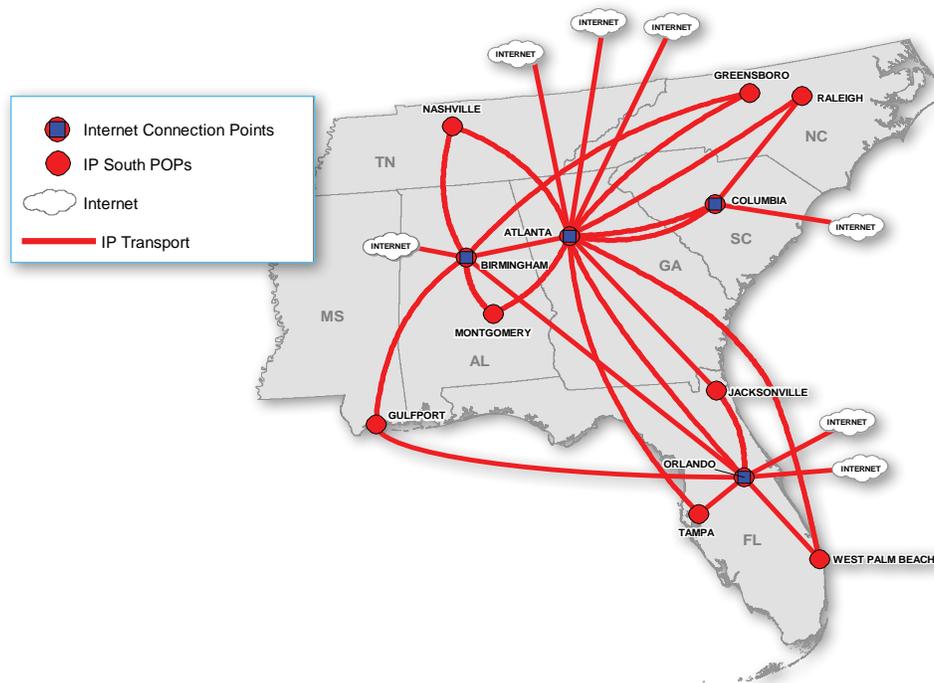
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DEDICATED INTERNET ACCESS

Interstate FiberNet, Inc. a Deltacom® company leverages our extensive network and private peering connectivity to key Internet service providers to deliver highly efficient and resilient Internet access. Our commitment to superior customer support delivers the rapidly provisioned, high performance Internet access solutions that carrier customers require. Depend on Interstate FiberNet for your Carrier grade Internet connectivity needs.

DEDICATED INTERNET ACCESS SERVICE FEATURES:

- > Dedicated 1.5Mbps to 1Gbps port speeds
- > TDM and Ethernet interfaces
- > Flexible bandwidth commitment rates
- > Efficient integration with PRI services
- > Access to multiple Tier 1 providers through a single connection
- > Access from over 231 POPs



Contact your Carrier Account Manager today for
Dedicated Internet Access service pricing and availability.

1.706.385.8500 > www.deltacom.com/carrier

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Metro Network Services

Interstate FiberNet, Inc., (IFN) a Deltacom® company, provides SONET-based transport solutions that help our Carrier customers cost-effectively connect to carrier hotels and central offices within a metropolitan market. Our customers can combine IFN's metro services with our extensive intercity transport services to connect their markets across the Southeast.

IFN provides these metro network solutions to complement our extensive Southeastern long haul network. Service offerings range from DS-1 (in select markets) through OC-192 and 1.25gbps through 10gbps Ethernet Waves.

Ask your IFN account manager to provide pricing for metro capacity to carrier condos and Incumbent Local Exchange Carrier (ILEC) Central offices.

Service Features

- DS-1 through OC-192 speeds available (speeds vary by market)
- 48 metro markets served; 44 existing markets and 4 additional markets planned
- Service available in Tier 1, Tier 2, Tier 3 and some Tier 4 markets
- Interconnection points include key high-bandwidth locations used by cable, wireless, voice and Internet service providers
- On-net services include Local Exchange Carrier (LEC) central offices, IFN POP locations and carrier buildings
- Extended metro services are available through interconnections with multiple Competitive Access Providers (CAPs) across many of our transport POP locations

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 1.706.385.8500

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PRI Services

With Interstate FiberNet's (IFN) extensive Southeastern PRI coverage, including presence in major Tier Two, Three, and Four markets, IFN offers comprehensive local services for Internet Service Providers (ISPs) using local numbers to cost effectively reach their service platforms. Our PRI services incorporate both collocation and backhaul technologies.

PRI collocation sites provide extensive coverage for exceptional regional service. Customers may place equipment in the IFN collocation facilities to provide broad access and connectivity for their customers. By using PRI extensions, ISPs may provide local numbers for Internet access through a broadband connection to our other markets

PRI Collocation Sites

- ▀ Birmingham, Alabama
- ▀ Montgomery, Alabama
- ▀ Jacksonville, Florida
- ▀ West Palm Beach, Florida
- ▀ Tampa, Florida
- ▀ Orlando, Florida
- ▀ Atlanta, Georgia
- ▀ Gulfport, Mississippi
- ▀ Charlotte, North Carolina
- ▀ Raleigh, North Carolina
- ▀ Columbia, South Carolina
- ▀ Nashville, Tennessee
- ▀ Other sites available on an individual case basis

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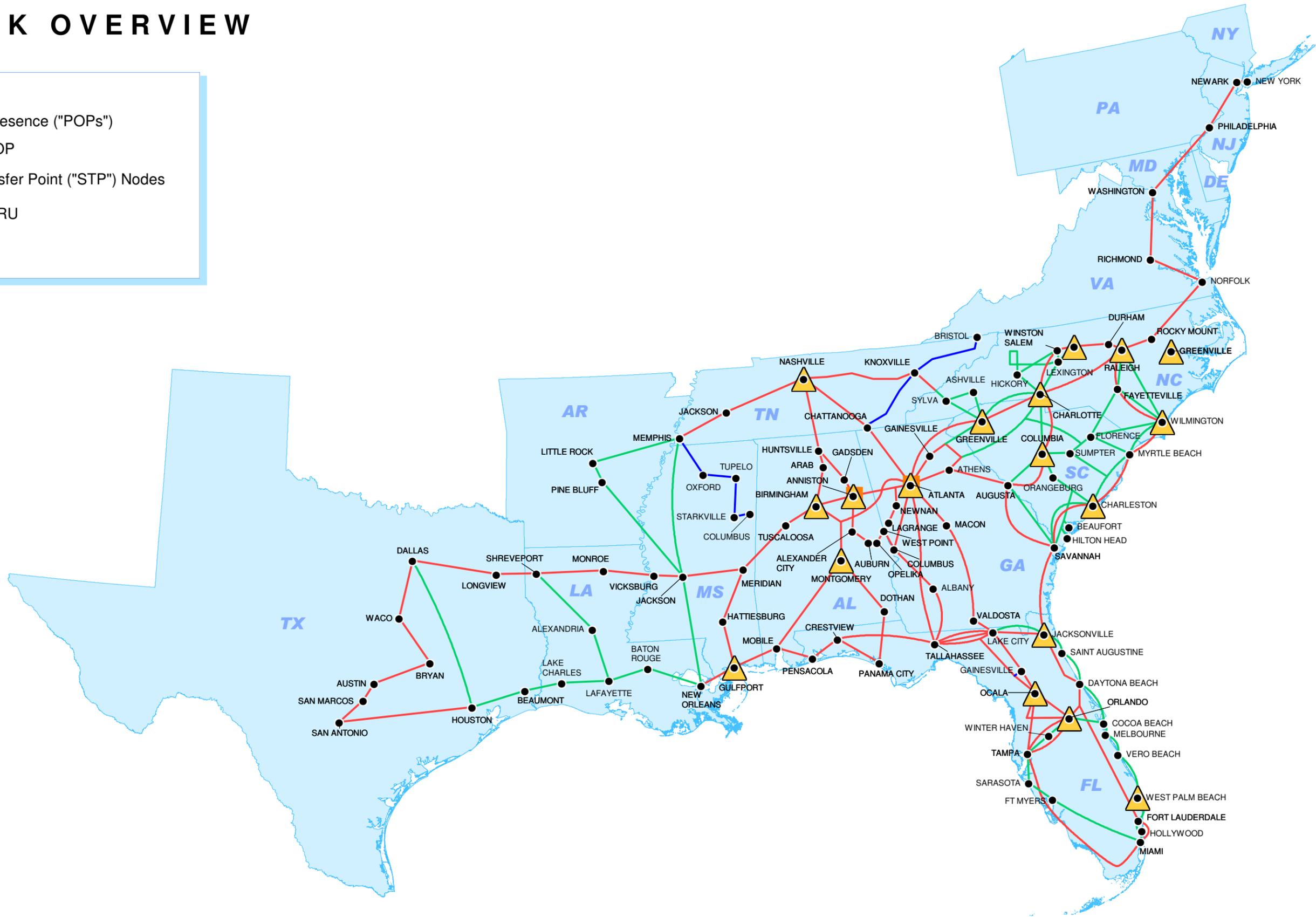
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NETWORK OVERVIEW

Legend

- Points of Presence ("POPs")
- ▲ Switch & POP
- Signal Transfer Point ("STP") Nodes
- Owned or IRU
- Marketed
- Unlit Fiber



Additional POP Sites available. Consult with your Carrier Account Manager about SONET Ring protected routes.

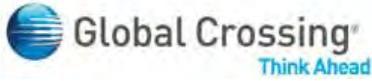
IFN POP Addresses

M - Metro Waves Only

* - GigE & 2.5Gbps Waves Only

Address	City	State	Interconnected Carriers
1530 Dalecom Dr *	Anniston	AL	Southern Light
1715 6th Ave N M	Birmingham	AL	ATT
1920 Oxmoor Rd M	Birmingham	AL	ATT
2601 Venice Rd M	Birmingham	AL	ATT
600 N 18th St *	Birmingham	AL	APCO / Verizon Business / tw telecom / ATT
900 Appalachee St	Birmingham	AL	CoStreet / tw telecom / ATT
506 Railroad Ave	Dothan	AL	Graceba / CenturyLink
8600 S Memorial Pkwy	Huntsville	AL	CoStreet / Knology / Lightcore(KMG) / Southern Light / ATT
25 Battleship Pkwy	Mobile	AL	Southern Light / CoStreet
10 Tallapoosa St	Montgomery	AL	Knology / Sprint / tw telecom / ATT / Southern Light
38 Washington Blvd M	Montgomery	AL	ATT
3861 Atlanta Highway M	Montgomery	AL	ATT
60 Massachusetts Ave NE *	Washington	DC	Verizon / Qwest
155 Apdin Rd	Crestview	FL	Southern Light / CenturyLink
500 W International Speedway Blvd	Daytona Beach	FL	ATT
121 SW 17th St	Ft Lauderdale	FL	ATT
301 SW 5th St	Gainesville	FL	GRUComm
400 SW 2nd Ave	Gainesville	FL	GRUComm / ATT
421 W. Church St	Jacksonville	FL	Level3 / FPL / Nuvox
112 NE Burbank Ter	Lake City	FL	ATT
36 NE 2nd St	Miami	FL	Verizon Business/ ATT
3001 SE 36th Ave	Ocala	FL	Cox
201 S.Orange Ave	Orlando	FL	MFS / tw telecom
8248 Parkline Blvd	Orlando	FL	Level3 / FPL
2500 Tan Acre Rd	Panama City	FL	Knology / Southern Light / ATT
100 North O St	Pensacola	FL	Southern Light / ATT
132 N. Calhoun St	Tallahassee	FL	CenturyLink
655 N. Franklin St	Tampa	FL	Level3 / Verizon/ FPL FiberNet
1475 Centrepark Blvd	West Palm	FL	ATT
2151 Gillionville Rd	Albany	GA	ATT
55 Marietta St NW	Atlanta	GA	Qwest
55 Park Place NE	Atlanta	GA	Level3 / Sprint / Verizon Business / MFS / ATT
56 Marietta St NW	Atlanta	GA	Teix / Knology / ATT
301B 15th St	Augusta	GA	Knology / Palmettonet / ATT
415 15th St	Columbus	GA	ATT / Knology / tw telecom
2 E Bryan St	Savannah	GA	ATT
910 First Ave *	West Point	GA	Knology / Interstate Valley Telephone
699 Loyola Ave	New Orleans	LA	ATT / CoStreet / TWTC / Cox/ AMC
1510 Cedar St	Shreveport	LA	ATT / CoStreet/ CenturyLink / Roadrunner/ Entergy
2221 17th St	Gulport	MS	ATT / CoStreet / MCI/ Southern Light
2401 11th St	Meridian	MS	ATT / T-Mobile / CoStreet
701 E Trade St	Charlotte	NC	Verizon Business / tw telecom / Palmettonet / Dukenet/ Level3 / ATT
214 Robeson St *	Fayetteville	NC	CenturyLink / Cavalier
105H Creekridge Rd	Greensboro	NC	Verizon Business / ATT
2111 Harrod St	Raleigh	NC	Verizon Business / Sprint / Level3 / ATT / Palmettonet/ Dukenet
143 North Washington St *	Rocky Mount	NC	CenturyLink
3235 Burnt Mill Dr *	Wilmington	NC	ATT / Cavalier
Raymond Plaza Weset *	Newark	NJ	Verizon
60 Hudson St *	New York	NY	Verizon / MFS / MCI / TWTC/ Teix
2400 Market St *	Philadelphia	PA	Verizon / Level3
176 Croghan Spur Rd *	Charleston	SC	ATT / Knology / Dukenet / Comtech/ Palnet
1401 Main St	Columbia	SC	tw telecom
301 N Main St	Greenville	SC	Level3 / Palmettonet / ATT
2734 Beaver Run Blvd *	Myrtle Beach	SC	Verizon / Dukenet
1515 Lenow Road	Cordova	TN	ATT
75 Grove Ave	Jackson	TN	ATT
5490 Central Ave Pike	Knoxville	TN	Knology / ATT
201 Court Ave	Memphis	TN	ATT
101 Raines Ave	Nashville	TN	XO / Level3 / ATT
2020 Live Oak	Dallas	TX	ATT
119 West Tyler St	Longview	TX	ATT / CenturyLink / Worldcom / ATT Wireless
813 Industrial Ave	Chesapeake	VA	Verizon
727 Hospital St *	Richmond	VA	Verizon

Global Crossing



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- Ethics



About Global Crossing

More Information...

[Global Crossing Leadership](#)

Meet the individuals who are guiding Global Crossing toward the future.

[Global Crossing Board of Directors](#)

Meet the individuals who are bringing both inside and outside experience to Global Crossing's management.

[Global Crossing Careers](#)

Find out about exciting professional opportunities.

[Global Crossing Locations](#)

Find the Global Crossing office location nearest you.

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[Carrier Overview \[PDF\]](#)

ONE GLOBAL TEAM. ONE FOCUSED GOAL: YOUR SUCCESS.

Whether your needs encompass broadband, voice, data or multimedia communications -- including readily accessible audio-, video- or Web-conferencing -- Global Crossing can provide you the telecommunications solution to meet your needs. Our integrated, global IP-based network was designed for the convergence of voice, video and data, and delivers services virtually anywhere on the planet - quickly, securely, reliably. But more than that, we have a global team of telecommunications professionals dedicated to helping your business grow and succeed.

Consistently, independent surveys demonstrate that our customer service and our employees are the key reasons companies do business with Global Crossing. These surveys indicate that we currently provide the best customer service in the industry. We are continually striving to do even better; it's a promise to our customers.

Presently, Global Crossing is helping 40 percent of Fortune 500 companies, as well as 700 carriers, mobile operators and ISPs worldwide to succeed. Because of our world-class network, our range of IP-based solutions and the expertise and dedication of our employees, we believe we are the best alternative for serving the needs of customers.

Please contact Global Crossing to find out how our employees can make the difference in your customer experience for the better. Don't take our word for it, find out for yourself - for your success.





Global Crossing[®]

Think Ahead

Think Ahead, Innovate and Grow

In today's extreme business environment, more and more businesses are taking steps to position themselves to be stronger and more competitive. They're moving the conversation from "how to survive" to "how to thrive." The challenge for companies looking ahead is to find the right balance between conserving cash in an uncertain environment and investing in growth. For many, that balance includes a combination of technologies to help them be more productive while reducing costs. Many of these same companies are choosing to defer some of their more complex initiatives that are not part of their core competencies, giving them a sharper focus on innovation.

Here at Global Crossing, we're working with many companies to help them think ahead in order to innovate and grow.



Meeting Today's Challenges

At Global Crossing, our customers continue to capitalize on our global IP-based network solutions in order to lower their costs and increase the efficiency, performance and reach of their networks.

Collaboration solutions from Global Crossing bring geographically dispersed people and their ideas together more efficiently, eliminating the time associated with costly business travel.

Converged IP services offer a lower total cost of ownership by integrating voice, video and data applications over a single network. Our IP VPN solutions allow customers to optimize performance results by managing their networks more efficiently with performance monitoring tools and applications.

IP Convergence – at the Heart of it All

Global Crossing was founded on a vision ahead of its time. We recognized early that the Internet and IP technologies would revolutionize global communications.

Today, IP demand is catching up with our vision and the IP revolution has resulted in an increasingly interconnected world impacting every facet of commerce and finance, as well as political and social relations. Whether striving for new markets and geographies, lowering total cost of ownership or enabling advanced capabilities via unified communications or cloud services, IP, now more than ever, is the undisputed foundation for future innovation.

Tailored to Fit

Global Crossing provides a fully integrated and interoperable suite of IP and legacy services designed to meet and exceed your communication and information business needs. Our solutions are seamlessly integrated and can operate with your existing network infrastructure, helping to cut costs, enhance security and improve productivity. Additionally, through the advanced capabilities of our online portal, uCommand[®], managing your account with us has never been easier.

- Constructed the industry's first private trans-Atlantic cable system in 1997.
- Industry leader in migrating from TDM to VoIP backbone commencing in 2000.
- Deployed the industry's first global MPLS network in 2001.



Global Crossing Solutions



Integrated voice solutions that increase productivity, reduce costs, and help you manage your transition to IP.



Fully managed, converged IP solutions for seamlessly combining data, voice, video and multimedia onto a single IP-based platform.



Enhanced productivity through the instantaneous and collective exchange of ideas from geographically dispersed teams.



End-to-end solutions that protect your sensitive information, keep your business agile and ensure compliance.



Secure, reliable and scalable data transport.

Global Crossing®
DataTransport
Solutions



On-demand access to IT infrastructure and flexible voice services.

Global Crossing®
On Demand
Solutions



Professional services for controlling capital and operating expenses while managing network complexity.

Global Crossing®
Consulting
Services



Business continuity solutions to keep your business operating.

Global Crossing®
Continuity
Solutions

Think Ahead with Global Crossing

Our tagline represents our company's promise of value, and captures the essence of who we are and what we do. It is about delivering value to you every chance we can.

- It's about Global Crossing's account teams — widely known as the industry's best — inspiring our customers to look ahead and plan their next move... and with our support... taking the next three moves into consideration.
- It's about addressing your needs today and building pathways to future success.
- In short, it underscores our commitment to thinking ahead about your future needs — based on your input — as we work with you to evolve our product and solution roadmaps.

We encourage you to think of us as a partner to grow with, one who has the technology, services and industry expertise to match your company's vision. Our goal is to earn your loyalty every day through the delivery of great value, that you define.

Our Global Network

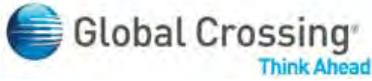


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From converged IP solutions to collaboration services to traditional voice and transport services, Global Crossing has a host of communications solutions for businesses and carriers of any size. Our services and solutions let you interact seamlessly with your customers, employees, vendors and partners worldwide. So whether you're a large global enterprise or government institution with a need to send voice, video or data globally, we've got the solutions for you.



Global Crossing[®]
IP Solutions

One Connection - Any Service. Global Crossing is Converged IP!
[Learn more -->](#)



Global Crossing[®]
Voice Solutions

Improve communications with the people you need to do business with. Improve productivity; improve profitability.
[Learn more -->](#)



Global Crossing[®]
Data Transport Solutions

Transport your business-critical data securely and reliably over our global fiber network with high quality, cost-effective services.
[Learn more -->](#)



Global Crossing[®]
Collaboration Solutions

Instantaneously bring geographically dispersed people and their ideas together more efficiently and help enhance productivity. Whether it's via our audio, web, or video-based conferencing services, you can communicate and collaborate from anywhere in the world.
[Learn more -->](#)



Global Crossing[®]
On Demand Solutions

Quickly respond to the changing marketplace with flexible, integral, scalable, responsive and resilient ICT solutions.
[Learn more -->](#)



Global Crossing[®]
Continuity Solutions

Prepare for the unexpected and find peace of mind with our secure, reliable, high-performance global network.
[Learn more -->](#)



Global Crossing[®]
Security Solutions

Protect your most important business assets through the security of our



Global Crossing[®]
Consulting Services

Ensure the most appropriate ICT solution to fit your business' unique needs, while

network and the knowledge of our experts.

[Learn more -->](#)

allowing you to focus on your customers' needs.

[Learn more -->](#)



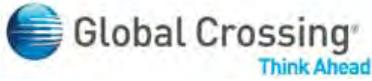


ENTERPRISE PRODUCT PORTFOLIO - REGIONAL AVAILABILITY

	N.A.	EU	U.K.	LAC	Asia
Access Services					
Meet-Me Room (MMR) Connect	■	■	■	■	
Metro POP Connect	■	■	■	■	
Metro Ethernet Access Service	■	■	■	■	■
Dim Fiber	■	■	■	■	
Mid-Span Meet	■	■	■	■	■
Dedicated Local Loop	■	■	■	■	■
POP Interconnects	■	■	■	■	■
EtherExtend Fixed Access Service	■	■	■	■	■
EtherExtend Flex Access Service	■	■	■	■	■
Global Crossing Private DSL	■	■	■	■	■
Nextlink Fixed Wireless	■				
Site Access - Expereo Public DSL	■	■	■	■	■
Mobile Access - Mobile IP Connect	■	■	■	■	■
Collaboration Services					
Audio					
Ready-Access® Audio	■	■	■	■	■
VoIP Ready-Access®	■	■	■	■	■
Event Call	■	■	■	■	■
Ready-Access® Global 800	■	■	■	■	■
Video					
IP Video	■	■	■	■	■
iVideoconferencing/ISDN	■	■	■	■	■
Video End Point Management	■	■	■	■	■
Video Streaming	■	■	■	■	■
Web					
Ready-Access® Web Meeting	■	■	■	■	■
Microsoft® Office Live Meeting from Global Crossing	■	■	■	■	■
Cisco WebEx™ delivered by Global Crossing	■	■	■	■	■
Data Center/Centre Services					
Data Center/Centre Services	■	■	■	■	
Colocation	■	■	■	■	

	N.A.	EU	U.K.	LAC	Asia
Managed Converged IP Services					
IP VPN	■	■	■	■	■
Remote VPN Access	■	■	■	■	■
Mobile IP Connect	■	■	■	■	■
Dedicated Internet Access	■	■	■	■	■
CDN	■	■	■	■	■
SIP Trunking Services					
VoIP Outbound	■	■	■	■	■
VoIP Toll Free	■	ICB	ICB		
VoIP Local	■	■	■	■	■
VoIP On-Net Plus	■	■	■	■	■
VoIP Ready-Access	■	■	■	■	■
SIP Refer	■	■	■	■	■
VoIP Consulting	■	■	■	■	■
Videoconferencing Services					
IP Video	■	■	■	■	■
Managed Solutions					
Managed Network Services	■	■	■	■	■
Managed Security Services	■	■	■	■	■
Applications Performance Management	■	■	■		■
Managed VoIP Outbound Services	■	■	■	■	■
Managed Video Services	■				
Managed Voice Services			■	■	
Network Services					
Private Line	■	■	■	■	■
OneConnect Private Line	■	■	■	■	■
Etherline/Ethernet Private Line	■	■	■	■	■
EtherSphere WAN Transport	■	■	■	■	■
Wavelengths	■	■	■	■	■
Dark Fiber	■	■	■	■	
Professional Services					
Network Professional Services	■	■	■	■	■
Security Professional Services	■	■	■	■	■
Self Managed IP Services					
Juniper Select Partnership Program	■				

	N.A.	EU	U.K.	LAC	Asia
Traditional Voice Services					
Global Crossing Outbound Service	■	■	■	■	■
Voice Services - Toll Free	■	ICB	■	■	
Local Digital Service (LDS)	■			■	
IVR	■	■	■	■	
Multipoint	■				
Calling Card	■				
Freephone/Powercall		ICB	■		
Geographic Number Portability		ICB	■	■	
NGN Portability		ICB	■		
UK Specific Services					
UK Government IP VPN			■		
Railnet Voice Services			■		
MTS Telephony			■		
MTS IP Telephony			■		
Managed Optical Services			■		
Managed Voice Services			■	■	
EtherSphere Service			■		
EtherLine Service			■		
Freephone/Powercall			■		
Geographic / Non-Geographic Number Port			■		
Direct Dial Services (Direct and Indirect access via Carrier Pre-Select and LCR Codes)			■		
Latin America Specific Services					
Toll-Free (National)				■	
IP PBX (Managed and Hosted)				■	
Voice Professional Services				■	
IP Phone				■	
Mobile Station				■	
IP Voice Access				■	
Managed IP Telephony				■	



More Solutions ...

-  IP
-  Voice
-  Data Transport
-  Collaboration
-  On Demand
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-  Security
-  Consulting

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**One Connection - Any Service.
Global Crossing is Converged IP!**

Global Crossing IP Solutions gives you access to the people and information you need to make your business successful. Our IP solutions are fully managed, converged IP solutions designed to seamlessly combine data, voice, video and multimedia applications on a single IP-based platform. Our solutions provide you true global reach, scalable connectivity, greater security, guaranteed quality of service, multiple access options, and flexible billing options.

Network Services

- [IP VPN](#)
- [Mobile IP Connect](#)
- [Extend IP VPN](#)
- [Ethernet Services](#)
- [CDN](#)

Advanced IP Services

- [Managed IP Telephony](#)
- [Network Monitoring \[Latam\]](#)
- [Hosting](#)
- [Security Solutions](#)
- [Media Streaming](#)

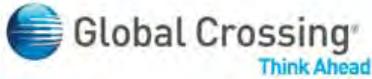
Converged IP Services

- [Dedicated Internet Access](#)
- [Remote VPN Access](#)
- [Extend IP](#)
- [VoIP On-Net Plus™](#)
- [iVideoconferencing](#)
- [IP Video](#)
- [Video Endpoint Management](#)
- [Live Meeting](#)
- [eMeeting](#)
- [Ready-Access Web Meeting](#)

Professional Services

- [Managed Network Services](#)
- [Network Professional Services](#)
- [Applications Performance Management](#)
- [VoIP Professional Services](#)
- [WAN Optimization](#)
- [Network Professional Services](#)
- [Security Professional Services](#)
- [VoIP Professional Services](#)





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Next Steps

For more information call your Global Account Manager or [click here](#).

OVERVIEW

Converging Next-Generation Applications Over MPLS

Global Crossing's IP VPN Service simplifies your network experience allowing you to focus on your core business objectives and network management. In operation since 2001, our global MPLS-based IP VPN solution provides one of the highest performing and versatile network solutions currently in place that gives you true global reach, scalable connectivity, greater security, guaranteed quality of service, multiple access options, and flexible billing options.

Global Crossing's IP VPN solution is the network of choice for a fully managed Converged IP solution that seamlessly converges data, voice, video and multimedia applications on a single IP-based platform giving you access to the information you need when you need it to successfully conduct business leading to increased revenues.

Global Crossing provides you with end-to-end visibility into your network so you can promptly verify service levels in real-time enabling you to quickly resolve issues before it affects end users. In addition, Global Crossing proactively alerts you to burgeoning network issues helping to ensure the health of the network. We offer end-to-end service level agreements for availability, packet delivery, and latency giving you a more comprehensive and meaningful view of performance.

FEATURES & BENEFITS

- **Global reach and scalability** - fully meshed MPLS-enabled IP VPN network covers nearly 700 cities in more than 60 countries on six continents around the globe.
- **We are the IPv6 leader** - Global Crossing was the first-and remains the only-global communications provider with IPv6 natively installed on all IP services access routers; the company is uniquely qualified to enable a transition to IPv6.
- **Future-proof technology** - MPLS deployed directly on native IP, world's most advanced MPLS-te backbone.
- **Global managed service** - managed end-to-end turnkey solution for full service lifecycle support.
- **Business connectivity** - interact with office, partners, industry communities, and customers regardless of location or application.
- **Remote access** - securely connect mobile users and remote sites to your network from just about anywhere in the world, with Global Crossing Remote VPN Access.
- **Virtually unlimited capacity** - scale up when you need to, easy to modify for increased traffic and media rich applications.
- **Logical migration path** - leverage your existing network investments while providing a migration path to the MPLS-based IP VPN service of the future.
- **Global support** - simplifies network management through one provider, one account team, and multilingual customer support.
- **Multiple billing options** - choose from usage-based, flat rate, and committed with usage.
- **Cost effective** - consolidates Layer-2 and Layer-3 applications economically on our secure private network.
- **Aggressive SLAs** - for jitter, service availability, latency, packet loss and MTTR - based on CoS with QoS.
- **Security** - all data is protected via separate Routing Tables as well as separate MPLS Labels. In addition to secure internet access options, we also have a 24 x 7 operational security team working to keep your data secure.
- **Maintain control** - industry-leading online account management tool, uCommand®, gives you access to the information you need, securely and instantly.

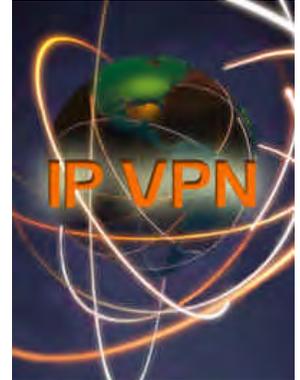


MORE POWERFUL IP VPN NETWORKING THAN EVER FOR YOUR NEEDS

Global Crossing's IP VPN Service™ simplifies your network experience allowing you to focus on your core business objectives and not network management. In operation since 2001, our global MPLS-based IP VPN solution provides one of the highest performing and versatile network solutions currently in place that gives you true global reach, scalable connectivity, greater security, guaranteed quality of service, multiple access options, and flexible billing options.

Global Crossing's IP VPN solution is the network of choice for a fully managed Converged IP solution that seamlessly converges data, voice, video and multimedia applications on a single IP-based platform. This gives you access to the information you need when you need it to successfully conduct business leading to increased revenues.

Global Crossing provides you with end-to-end visibility into your network so you can promptly verify service levels in real-time enabling you to quickly resolve issues before it affects end users. In addition, Global Crossing proactively alerts you to burgeoning network issues helping to ensure the health of the network. We offer end-to-end service level agreements for availability, packet delivery, and latency giving you a more comprehensive and meaningful view of performance.



Benefits of a Global Crossing IP VPN

- **Reach** – With worldwide service availability in nearly 700 cities in more than 60 countries over six continents, Global Crossing's extensive footprint provides you with global access to pertinent information required to increase productivity, improve work flow, and quicken decision-making giving you a competitive advantage in the marketplace
- **Performance** - Traffic routing and management intelligence are maintained within the core of the Global Crossing's network instead of the customer premises which optimizes network operational efficiency and reliability thereby increasing performance.
- **Scalability** - A network designed for Converged IP services, Global Crossing's IP VPN can meet your range of locations and business applications allowing you to reach any location, which improves your business efficiency.
- **Cost Predictability** - Global Crossing offers various billing and pricing options to help you better manage your costs and budgets
- **Flexibility** - The ability to access the network by any device and bandwidth options along with six classes of service provides you the latitude needed to conduct business anywhere, any time
- **Mobility** - With the ability to work in major sites, remote offices or on the road, productivity is enhanced with faster decision making giving you a stronger competitive advantage
- **Control** - uCommand, our online account management tool, provides secure access to information and services 24 hours a day. Plus with Network Integrity tools you gain end-to-end visibility in real time enabling you to manage your networks more efficiently
- **Cost Efficiencies** - Improved network control and bandwidth management mitigate costly circuit upgrades leading to any-to-any communications provided at a cost less than traditional network solutions
- **Security** – MPLS makes use of RFLs to provide a secure environment by separating customer VPNs via the use of a unique RD that identifies and logically separates customer traffic.
- **Reliability** - Global Crossing's IP VPN Service is a true MPLS-based service built directly over our global fiber optic core network, operating above five nines (99.999%) availability 365 days a year



One Connection, Any Service

What You Get in Global Crossing's IP VPN

Standard Features		Optional Services	
<ul style="list-style-type: none"> ■ Premise-to-Premise SLA coverage & statistics ■ Real-time performance visibility ■ Proactive notification ■ Monthly SLA class of service reports ■ 6 classes of service 	<ul style="list-style-type: none"> ■ Packet interleaving ■ Combined Layer 2 and Layer 3 data transmission ■ Sham Links ■ IPv6 ■ Flexible pricing model ■ SLA Manager ■ uCommand 	<ul style="list-style-type: none"> ■ Managed Security ■ Managed Network Services ■ Application Integrity ■ VoIP Integrity ■ Professional Services ■ Remote VPN ■ Mobile IP Connect ■ Hosted RADIUS 	<ul style="list-style-type: none"> ■ Enhanced MLPPP ■ Multicasting ■ Compressed real-time protocol (cRTP) ■ iMPLS Options A & B ■ Secure Internet Access (SIA) ■ Dedicated Internet Access (DIA)

Industry Leading Service Level Agreements

	MNS	Service Availability			
		Dual VPN Ports	Single VPN Ports	Dual DIA Ports	Single DIA Ports
Global On-Net locations except for South American/Caribbean tier 2 On-Net PoPs	None	100%	≥ 99.999%	100%	≥ 99.9%
	Platinum	100%	N/A ²	100%	N/A
	Gold	N/A	≥ 99.99%	N/A	N/A
	Silver	N/A	≥ 99.9%	N/A	≥ 99.9%
South American/Caribbean tier 2 On-Net PoPs ¹		100%	≥ 99.8%	100%	≥ 99.8%
On-sites served by DSL ⁴		≥ 99.9%	≥ 99.9%	≥ 99.9%	≥ 99.9%
On-sites served by Ethernetend Flex access ⁴		100%	≥ 99.9%	100%	≥ 99.9%
Off-net Canada		100%	≥ 99.95%	N/A	N/A
Off-net China		P + ≥ 99.95% ⁵ B+ E+ ≥ 99.9% ⁴	P + ≥ 99.95% ⁵ B+ E+ ≥ 99.9% ⁶	≥ 99.9% ⁷	≥ 99.9% ⁷
Off-net India - tier 1 cities		≥ 99.999%	≥ 99.9%	≥ 99.9%	≥ 99.9%
Off-net India - tier 2 cities		≥ 99.5%	≥ 99.5%	≥ 99.5%	≥ 99.5%
Off-net South Africa		≥ 99.8%	≥ 99.8%	N/A	N/A

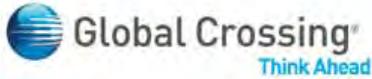
	Jitter			Packet Delivery		
	Premium Plus & Premium	Enhanced Plus & Enhanced	Basic Plus & Basic	Premium Plus & Premium	Enhanced Plus & Enhanced	Basic Plus & Basic & DIA
Global On-Net locations except for South American/Caribbean tier 2 On-Net PoPs	≤ 3 ms	≤ 10 ms	≤ 25 ms	P + ≥ 99.999% P ≥ 99.995%	E + ≥ 99.99% E ≥ 99.95%	≥ 99.9%
South American/Caribbean tier 2 On-Net PoPs ¹	≤ 20 ms	≤ 30 ms	No SLA	≥ 99.9%	≥ 99.8%	≥ 99.5% DIA = N/A
On-sites served by Ethernetend Flex access	≤ 10 ms	≤ 20 ms	No SLA	≥ 99.9%	≥ 99.5%	≥ 99.0% DIA = N/A
Off-net Canada	≤ 10 ms	≤ 20 ms	No SLA	≥ 99.95%	≥ 99.9%	≥ 99.5% DIA = N/A
Off-net China	≤ 10 ms	≤ 20 ms	No SLA	≥ 99.95%	≥ 99.9%	≥ 99.9% DIA = No SLA
Off-net India - tier 1 cities ²	≤ 15 ms	≤ 30 ms	No SLA	≥ 99.9%	≥ 99.5%	≥ 99.0% ≥ 99.9%
Off-net India - tier 2 cities	≤ 25 ms	≤ 35 ms	No SLA	≥ 99.5%	≥ 99.0%	No SLA DIA = 99.5%
Off-net South Africa	≤ 15 ms	≤ 30 ms	No SLA	≥ 99.9%	≥ 99.5%	≥ 99.0% DIA = N/A

IP VPN Additional Services

Global Crossing Managed Services (GCMS) - provide fully managed, end-to-end service and lifecycle support for our IP VPN service and provides you with the experience and reliability needed to ensure your service is designed, installed, managed, and maintained 24-hours a day, 365 days a year.

uCommand is an electronic portal that directly provides you 24X7 online access to provision, troubleshoot, control, monitor, support, and manage your Global Crossing services and network.

For more information contact your account representative or visit www.globalcrossing.com.



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SPECIFICATIONS

Future-proof, bullet-proof networking

Global Crossing IP VPN Service™ combines the traditional benefits of CPE-based VPNs -- security, and ATM -- performance, with the benefits of IP -- scalability, flexibility and improved economics. It's an ideal solution for networking needs -- as either a primary network or as a fully provisioned, always-on, back-up network.

CORE NETWORK ARCHITECTURE

- Global Crossing IP VPN service utilizes equipment and services from leading industry vendors such as Juniper, Cisco and Nortel Networks.
- MPLS traffic engineered backbone with full mesh redundancy for high performance and express transport of native IP traffic.
- ATM/FR, Private Line (PL) and NNI Interconnects enable utilization of GC FR/ATM and PL PoPs and extended reach NNIs. Global Crossing Metro, Ethernet and business-class DSL access services also available.
- RFC 4364 implementation enables MPLS-based VPNs
- IP Gateways with firewalls enable Remote VPN Access and Secured Internet Access (SIA). Two Remote VPN access options: Mobility and Site.
- Interconnection of Global Crossing IP VPN, FR/ATM and Private Line networks enables hybrid network configurations, supporting a graceful migration to MPLS-based IP VPNs.

CUSTOMER CONFIGURATION OPTIONS

- Flexible configurations - point-to-point with Layer-2, any-to-any connections with Layer-3, or a hybrid solution combining L2 and L3 through the same ports/loops.
- Each site may participate in multiple VPNs, and be connected to a virtually unlimited number of sites.
- Multiple label switch paths (LSPs) connect locations in a custom design you build and modify, so no ordering and no waiting is required.
- Six classes of service levels – Premium +, Premium, Enhanced +, Enhanced, Basic +, and Basic.
- Options available to work with IP Videoconferencing and Voice over IP services.

IP VPN TOPOLOGY OPTIONS

- Layer 2 Point-to-Point Virtual Private Lines; create your own configuration - supports any legacy protocol.
- Layer-2 transport for any Layer-3 protocols - convergence of applications.
- Layer 3 Any-to-Any Connectivity - one port per location; no PVCs to manage.
- Flexible configurations - hybrid combination L2 and L3 through same ports/loops.

ACCESS NODES AND CONNECTION OPTIONS

- Access available in Global Crossing locations worldwide:
 - Direct leased line connection to provider edge router (PR), SDH/SONET, FR/ATM or NNI and Metro-Network PoPs where available. Global Crossing Ethernet and business-class DSL access also available.
 - Direct leased line connection to PR, SDH/SONET, FR/ATM or NNI and Metro-Network PoPs where available.
 - L3 routing protocol support for BGP, OSPF, RIP and static.
- Shared access (backhaul) for ATM/FR over the Global Crossing ATM network and through any NNI connections -- all Global Crossing PoPs and NNI PoPs are access points for our IP VPN service -- now in nearly 700 cities, 60 countries, and 800 Points-of-Presence.
- Remote VPN Access options allow mobile users and remote sites to securely (IPSec) connect to your network over any access service from any ISP - from just about anywhere in the world.

ACCESS SPEEDS

- Fast/Gigabit Ethernet
- Supports speeds from DS0 to OC-48/STM-16

ROUTING PROTOCOLS BETWEEN GLOBAL CROSSING AND CUSTOMER

- BGP, OSPF, RIP, or Static

TRAFFIC CLASSIFICATION OPTIONS

- By Customer at CPE or Diff-Serve or IP ToS (IP Type of Service).
- By Global Crossing at PR

LOAD SHARING

- E1/T1
- E3/DS3
- Any routing protocol, including static
- Traffic is evenly distributed over all the links

TIERED SERVICE

- T1/E1, FE, GigE, to OC-48/STM-16

CONTRACT

- One-, two-, and three-year term options

SERVICE LEVEL AGREEMENTS

SLAs are available for Service Availability, IP Packet Loss, MTTR, IP Packet Jitter, and Intra- and Inter-Regional Latency. SLAs offered according to CoS with QoS - Basic, Enhanced, and Premium.

SECURITY

- Anti-spoofing utilizing the Reverse Path Forwarding (RPF) feature in the Provider Edge Router(PR)
- Private segregated VPN implemented for each customer
- Routing Tables isolated from public Internet, no visibility between Global Crossing IP VPN routing tables and the Internet.
- 24x7 operational security team
- Layer-2 offers advanced privacy where you need it with no "look-up" required for legacy protocols

CUSTOMER CARE AND NETWORK OPERATIONS

- 24x7 technical support
- Key local languages supported
- 24x7 network management and engineering coverage with strict fault management and escalation procedures

uCOMMAND® MANAGEMENT REPORTS

- **Real-time updates** - receive updates on your VPN stats every 30 minutes
- **Data granularity** - monthly, daily, hourly and five-minute interval views
- **Reporting** - view reports as charts or in table format for convenient integration with desktop spreadsheet applications

uCommand is available 24x7 for account control at your fingertips. Setup is easy, and it's free.





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Next Steps

Contact your Global Account Manager or click [here](#).

Mobile IP Connect provides your mobile and individual users global dial, WiFi and broadband access to the Internet while maintaining end point security policy management to your corporate network information from anywhere in the world at any time. It enables you to create and manage a trusted mobility solution across our industry-leading IP VPN infrastructure.

Mobile IP Connect increases workforce productivity and enables companies to give their mobile or remote workers secure Internet access from approximately 30,000 dial access points in over 150 countries and 80,000 WiFi and broadband venues in over 60 countries that includes hundreds of major airports and thousands of hotels, coffee shops and restaurants. The service's sophisticated design enables secure, seamless access to remote applications, ensuring the integrity of essential proprietary information while facilitating business execution.

FEATURES AND BENEFITS

- **Increases Worker Productivity** - Remote users can securely access centrally based information giving them access to the same information as if they were in the office.
- **Increases Speed to Market** - Remote users can readily and easily collaborate with their centrally-based colleagues which helps complete projects faster.
- **Control Remote Access Policies and Costs** - Total visibility into actual spend on broadband access means the company controls and sets the policy on broadband access and usage.
- **Standard User Interface for All Access Types** - Intuitive user experience regardless of location or access type means you can spend time working not trying to figure out how to access info.
- **Centralized Billing and Call Records** - Centralized management of remote access improves cost outlays and gives the Finance and IT Organizations better insight and control over high speed internet access usage and cost.
- **Endpoint Policy Enforcement** - Enforces corporate security policy before access is granted which means corporate information remains secure.
- **Web-Based Management** - Gives you access, control and better insight into Deployment, Service Quality Management, Rich Web-based, reporting, Asset inventory & tracking, Reliable and detailed billing.
- **Integrated Remote VPN Access** - Similar connectivity and access as users who are LAN based. It's just like being in the office.

Mobil IP Connect is powered by iPass, the recognized leader of the secure mobile access market.





MOBILE PRODUCTIVITY WITH BUSINESS CONTROLS

Global Crossing Mobile IP Connect provides users with remote access through global dial, WiFi and broadband Internet access while enabling end point security policy management to your corporate network information from anywhere in the world. By teaming with iPass, the recognized leader in the secure mobile connectivity market, Global Crossing enables remote users to

- Take advantage of tens of thousands of WiFi hotspots in hotels, airports and coffee shops, as well as wired broadband and dial connectivity, at any time from any place
- Access corporate information from the road or from your home broadband connections while still having your corporate security policies enforced

Mobile IP Connect increases mobile workforce productivity giving you a competitive advantage. But with these opportunities comes the need to protect your information and manage the risks presented by this increased mobility such as:

- Increased vulnerability of corporate assets and information as they come in contact with a variety of public and private networks
- The challenge of providing a simple and consistent user experience over multiple access methods
- The need to maintain tight control over connectivity within today's budgetary realities

Mobile IP Connect allows the enterprise to regain control of access, security policies and cost.



MOBILE IP CONNECT

Mobile IP Connect increases workforce productivity and give you a competitive advantage by giving you

- Global connectivity over the world's largest virtual network giving you access to
 - Approximately 30,000 dial access points in over 150 countries
 - Approximately 40,000 WiFi and broadband venues in over 60 countries that includes hundreds of major airports and thousands of hotels, coffee shops and restaurants
- Integration with leading security solutions
 - One-click VPN, PFW and AV policy enforcement
- Intuitive user interface for all connections giving users the same experience regardless of location or access type which means users can spend time working on their core business
- Total visibility and control of actual mobile broadband spending through reliable detailed billing
- Enforces corporate security policy before access is granted which means corporate information remains secure
- Web-based management portal
- Service quality management, rich web-based, reporting



Mobile IP Connect enables you to create and manage a trusted mobility solution across our industry-leading IP VPN infrastructure. This global footprint provides a single cross-platform user interface and universal policy enforcement that tightly links access control to compliance with your company's connectivity and security policies.

This means you get secure and easy access to your corporate information at all times from anywhere in the world.



GLOBAL CROSSING REMOTE VPN ACCESS

To provide a complete remote access solution, Mobile IP Connect may be used in conjunction with our Remote VPN Access service. This service provides access to our global backbone (and therefore your corporate network) via distributed VPN Gateways. Users who connect to the internet with Mobile IP Connect, may then simply select the nearest VPN Gateway to connect to their corporate network, which allows mobile workers, telecommuters and day extenders to appear to be connected just like LAN based users. This complete solution offers additional benefits such as:

- Access to a resilient and deterministic global backbone which minimizes use of the public internet
- No customer owned/managed VPN concentrators are required
- Highly scalable right from day one, can support 200 or 5,000 remote users, according to your needs
- Access agnostic for mobile users and also “off net” site connections



THE GLOBAL CROSSING DIFFERENCE

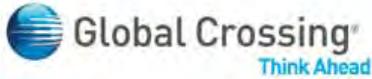
- Core network connects over 300 cities in over 30 countries; delivers services to more than 600 major cities in over 60 countries
- Industry-leading network reliability over “five-nines” (99.999+%)
- A fully integrated and interoperable suite of converged IP and legacy services including IP VPN Service, VoIP Services and IP Video
- Full suite of Managed Solutions that includes Managed Network Services (MNS), Managed Security Services (MSS) and Applications Performance Management

BENEFITS OF A GLOBAL CROSSING IP VPN NETWORK

- Increases employee mobility leading to faster decision making that allows your company to bring your products or services to market faster than your competitors
- Offers flexibility through three classes of service to help you prioritize applications and maximize performance
- Unparalleled support as Global Crossing provides the answers and assistance you need to continue your company’s operations and you can rely on us to not face your daily business challenges alone
- Available within Global Crossing’s Converged Services Portfolio that reduces your overall costs of operations enabling you to focus your resources on important business critical matters while allowing you to leverage and make the most of your legacy equipment
- Flexible pricing options that allow you to maximize your VPN resources while minimizing your monthly costs

For More Information Visit

http://www.globalcrossing.com/xml/services/serv_data_ipvpn_over.xml



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[Finding Customer Value at the Intersection of Carriers & Content Delivery Presentation \[PDF\]](#)

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OVERVIEW

Today's online audience craves content. With a Global Crossing CDN solution, your site visitor can enjoy lightning-fast response without service interruption regardless if they're watching a movie, listening to music, playing a video game, socializing, or downloading a software package. And you'll enjoy the satisfaction of giving them a superior customer experience.

Global Crossing offers the fastest, most efficient way to move content among your employees, customers and vendors. Through our relationships with two of the leading content delivery providers, Limelight and EdgeCast, Global Crossing will provide customers worldwide CDN services with the highest-quality experience possible.

CDNs are comprised of numerous servers which are networked together across the Internet allowing content to reach the user with fewer stops along the way. The result is lower latency, increased delivery speed and reliability. This high quality online experience lends itself to increased online activity, customer loyalty, and improved productivity - for employees, partners, and customers.

Using a Global Crossing CDN solution will allow you to maintain the flexibility of diversifying your CDN providers while increasing your global reach, purchasing power and convenience of dealing with one provider for your content delivery needs. In addition it will reduce the need to deploy extra hardware, decrease cost, speed time-to-market and reduce management issues. Other benefits include:

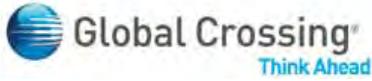
- **One-Stop Shopping** - Simplify account management and billing while getting global reach by combining the advantages of an MPLS backbone with a sophisticated, proven CDN offer from one provider.
- **Flexibility** - With a Global Crossing solution you can diversify your CDN providers and satisfy your audiences' requirement while still having account management convenience and control.
- **End-to-end solution** - The Internet has become the platform of choice to search for information that must be delivered fast, efficiently, and seamlessly to give a good user experience. With Global Crossing's end-to-end solution your audience will receive your content in a more accessible, efficient manner. The more pleasing the experience the more likely they are to return to your content.
- **Quality** - Global Crossing delivers consistent, dedicated delivery of content that improves your site visitors' experience leading to increased sales opportunities for you.

Availability

Connect to next-generation, future-proof networking

Leverage the reach and performance of the Global Crossing's IP network connecting more than 690 cities more than 60 countries and six continents around the globe.





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OVERVIEW

Reach, Secure, reliable high-speed connectivity from a Tier 1 ISP.

Count on global access that grows with your business.

Global Crossing Dedicated Internet Access (DIA) connects your enterprise network to the Internet to transmit data to and from any point in the world at a specified bandwidth: conduct business anywhere, anytime with exceptional speed, security, and reliability. Increase the quality of your customer experience by combining DIA with optional Global Crossing Managed Network Services (MNS). DIA can also be integrated with Global Crossing IP VPN (Virtual Private Network) or other types of transport services as one seamless offer to reduce your management load, total bandwidth requirements and expenses. DIA service provides you with a single relationship for all of your global IP service needs.

Speed and efficiency for today and tomorrow.

Global Crossing DIA is the 2nd Largest IP Network in the world. DIA will provide better Internet experience for your application, and superior communication among employees, customers, and business partners: you can leverage our scalable bandwidth for increased capacity whenever you need it.

Our global Tier 1 Internet Service Providers (ISPs) combined with our single Autonomous System (AS) number yields the ultimate in high-speed data transport. For you, fewer data hand-offs translates into faster transmission, less down-time, and greater productivity. Speed without security would be senseless so rest easy knowing that our network operates under the watchful eye of the US federal government, in compliance with our precedent-setting National Security Agreement (NSA).

DIA is scalable and flexible enough to grow with you as you discover new requirements for IPv6 and 10 Gigabit Ethernet service, including LAN/PHY and WAN/PHY interfaces. Global Crossing was the first - and remains the only - global communications provider with IPv6 natively deployed in both its private and public backbone networks. We are uniquely qualified to enable your transition to IPv6, today and tomorrow.

FEATURES & BENEFITS

- **Connectivity** - Tier 1 ISP owning/operating a global network
- **Speed & Performance** - Consistent 10GigE service from core to edge
- **Efficiency** - Optimized network with single AS#, MPLS and more
- **Security** - Unprecedented security mandated by US federal government
- **Flexibility** - Broad spectrum of access and billing options
- **Value-Added Services** - We have what everyone else has and more
- **Features** - Seamless integration of emerging technologies
- **Service Level Agreement** - Share our confidence in your choice
- **Converged & Complementary Services** - Future-proof your network



GLOBAL CROSSING DEDICATED INTERNET ACCESS

Global Crossing **Dedicated Internet Access (DIA)** connects your enterprise network to the Internet, to transmit data at a specified bandwidth to and from any point in the world: conduct business anywhere, anytime with the second largest Global ISP in the world.

- **Tier 1 ISP**
 - Direct connectivity into top Internet destinations to reach 100% of the internet.
- **Global network**
 - 100,000+ Miles/160,000+ Kilometers on 6 continents, 700 cities in more than 70 countries.
 - Fewest network hops into at least 90% of your destinations using our MPLS mesh architecture.
- **Top Speeds**
 - Access speeds from E1/T1 to OC48/STM-16 or 10GigE
 - OC192 IP DWDM Transatlantic 10 GigE LAN/PHY and WAN/PHY.
- **Efficient Network Design**
 - Uniform global architecture applied in all PoPs and Inter-PoP connections
 - Engineered with redundancy and capacity to ensure optimal performance and survivability.
 - Unique hub architecture that ensures high levels of resilience, and minimizes single points of failure
- **Industry Leading Service Level Agreements**
 - 100% Service Availability for Tier 1 Global On-Net locations with Dual DIA Ports and
 - ≥ 99.9% Service Availability for Single DIA ports
- **Additional Services Available**
 - IP VPN provides you with the experience and reliability needed to ensure your service is designed, installed, managed, and maintained 24-hours a day, 365 days a year.
 - uCommand® is an electronic portal that directly provides you 24/7 online access to provision, troubleshoot, control, monitor, support, and manage your Global Crossing services and network.

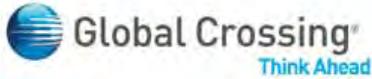


“With the global reach and advanced technology we need, supported by top-notch customer support, Global Crossing is a great provider for our networking community.”
Aber Whitcomb, CTO of MySpace

Standard Features	Optional Services
<ul style="list-style-type: none"> • Automatic load balancing across available links • MLPPP • IPv6 • Packet fragmentation bandwidth utilization • Dual-stack edge routers enable v4/v6 on same router • Address provisioning, DNS delegation, and caching servers • Null Route (“Black Hole”) Server to Combat Denial-of-Service (DoS) Attacks • Traffic blocked to host address range when under attack to reduce flood of traffic on internet connection. 	<ul style="list-style-type: none"> • Back Up Services • Backup Store and Forward • Domain Name Registration and Transfer • IP Address Assignment – All Regions • Load Sharing (NxT1/E1/DS3) • Enhanced Services • BGPv4 • Multicast • News Access • Feed and News Feed • Primary, Reverse and Secondary DNS • Content Delivery Network (CDN)

SERVICE QUALITY CONTROL

Global Crossing’s **Service Quality Control** program is an additional layer of assurance that your new network installation will go smoothly. With a multi-point checklist review and testing of all product specific components throughout the turn-up process, we are confident that your experience with Global Crossing will be positive and worry-free.



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SPECIFICATIONS

Reach the world with ease. Let the world reach you.

Global Crossing Dedicated Internet Access is flexible, scalable Internet access service provisioned directly onto the Global Crossing fiber-based network backbone moving data at 10 Gbps. It is available as fixed/full-pipe, variable/tiered or variable/burstable service, from 64 Kbps service all the way up to 10 Gigabit Ethernet.

SERVICE OPTIONS/SPEEDS

- Full-Pipe Service provides fixed bandwidth capacities from E1/T1 to OC48/STM-16 or 10GigE.
- Tiered services provide fixed bandwidth capacities from E1/T1 to OC48/STM-16 or 10GigE provisioned on a higher capacity port to enable fast capacity changes due to increased bandwidth needs.
- Burstable service provides burstable bandwidth capacities with minimum commitment levels less than full port, with the flexibility to burst on demand. Ability to request a CAP/Rate Limit to restrict the maximum burst capability exists. Available from DS-3/E-3 to OC48/STM-16 or 10GigE speeds.
- LAN/PHY & WAN/PHY services available in select markets.

FEATURES

- MLPPP
- IPv6
- Null Route ("Black Hole") Server to Combat DoS Attacks

OPTIONAL SERVICES

- Backup services
- Backup Store and Forward
- Domain Name Registration
- Domain Name Transfer
- IP Address Assignment
- Load Sharing (NxT1/E1/DS3)

ENHANCED SERVICES

- BGPv4
- Multicast
- News Access
- News Feed
- Primary DNS
- Reverse DNS
- Secondary DNS

ACCESS OPTIONS

- Local Loops
- Metro Services
- Mid Span Meet
- Frame/ATM
- Colocation
- Ethernet
- DSL

BACKHAUL ACCESS

- Provided where IP hubs are not available, as part of a "Virtual PoP" over Frame Relay, ATM, SDH or SONET.

COMPLEMENTARY GLOBAL CROSSING PRODUCTS & SERVICES

- Professional Services
- Converged IP Services

- VoIP and IP Video
- Collaboration
- Global Crossing Managed Solutions
 - Managed Network Services
 - Managed Security Services
 - Manages VoIP Services
- Customer Managed Solutions
 - Juniper Routers, Applications Acceleration and Security



GLOBAL CROSSING DEDICATED INTERNET ACCESS PRODUCT SPECIFICATIONS

REACH THE WORLD WITH EASE

Global Crossing **Dedicated Internet Access (DIA)** is a flexible, scalable Internet access service provisioned directly onto the Global Crossing fiber-based network backbone, moving data at 10 GigE. It is an end-to-end solution available as a fixed/full-pipe, variable/tiered or variable/burstable and GigE. **Dedicated Internet Access** can provide you with a single global relationship for all your critical IP service needs.

You can now increase your IP flexibility by using Global Crossing's **Integrated Solution** to link Global Crossing DIA to our Frame Relay, ATM, and IP VPN networks – creating one seamless offer and reducing management load, total bandwidth requirements, and most importantly networking costs.



SERVICE OPTIONS/SPEEDS

- Full-Pipe Service provides fixed bandwidth capacities from T1/E1 to OC48/STM16, along with Ethernet – 10Mbps, FastE, GigE, and 10GigE
- **Dedicated Internet Access** can now be accessed using DSL service in certain U.S. and U.K. locations.
- Tiered/Capped services provide fixed bandwidth capacities from 64k to OC48/STM16 and 10GigE.
- Burstable service provides;
 - Burstable bandwidth capacities with minimum commitment levels less than full port, with the flexibility to burst on demand.
 - Ability to request CAP/Rate Limit to restrict the maximum burst capacity exists (Available from DS3/E3 to 10GigE speeds.)

BACKHAUL ACCESS

- Provided where IP hubs are not available, as part of a “Virtual PoP over Frame, ATM, SDH or SONET and EtherSphere™.

ACCESS OPTIONS

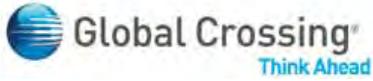
- Colocation, DSL (US and UK), TOM/SONET/SDH, Metro Ring, Ethernet, Frame Relay and ATM.

OPTIONAL SERVICES

- Store and Forward
- IP Addressing
- Domain Name Services (DNS)
 - DNS Registration , DNS transfers, Primary and Secondary DNS, and Reverse DNS
- BGP Routing
- Load Sharing (NxT1/E1/DS3)
- Back-up Services
 - Types – Dual Port or Standby
- Configurations – diverse router, diverse port, diverse PoP

ENHANCED SOLUTIONS

- **Global Crossing DIA Service** provides worldwide Managed Services support for your CPE needs. Capabilities include:
 - Network and equipment management
 - Design and engineering
 - Implementation, installation, operations and life-cycle management
 - Equipment sourcing
 - Support for some customer owned equipment.
- Integrate **DIA** and **IP VPN solutions** for complete virtual networking solutions.
- **Black Hole Server feature** prevents and lessen impact of denial-of-service (DoS) attacks



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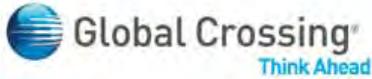
Contact your Global Account Manager or click [here](#).

AVAILABILITY

Reach the world with ease.

Global Crossing Dedicated Internet Access is flexible, scalable Internet access provisioned directly onto the Global Crossing fiber-based network backbone for data rates of 10 Gbps. Available worldwide as full-pipe, tiered, or burstable service, from 64 Kbps all the way up to 10 Gigabit Ethernet.





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OVERVIEW

Global Crossing's Remote VPN Access is a network-based solution that delivers simplified management, economic advantages and global reach over standard dedicated premises-based solutions. With Global Crossing Remote VPN Access, accessing the office whenever and from wherever has never been easier. Whether traveling across the country, working on the other side of the world, or simply telecommuting from home, remote users and sites can access a network connection that establishes a secure IPSec tunnel across the Internet to take them to work on your network.

Global Crossing offers you two different Remote VPN Access options to best fit your networking needs:

- **Mobility** - software-based client, single laptops/desktops - for remote and mobile users
- **Site** - hardware-based (CPE), multiple PCs (LAN) - for remote sites and small offices

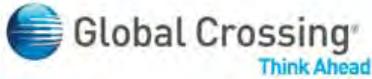
With Global Crossing's Remote VPN Access solution you:

- Increases employee mobility leading to faster decision making that allows your company to bring your products or services to market faster than your competitors.
- Have flexibility through three classes of service and billing options to help you prioritize applications and maximize performance while minimizing your monthly costs.
- Get unparalleled 24 X 7 X 365 support as Global Crossing provides the answers and assistance you need to continue your company's operations so you don't have to face your daily business challenges alone.
- Gain access to Global Crossing's Converged Services Portfolio that reduces your overall costs of operations enabling you to focus your resources on important business matters while allowing you to leverage and make the most of your legacy equipment.

FEATURES AND BENEFITS

- **Enhanced business performance** - With a global economy, customers, employees and partners are based anywhere in the world and staying connected is a necessity. Having the ability to access essential business information from any global location can often give you the competitive edge you need to excel.
- **Access to Information** - Global Crossing Remote VPN Access gives you access to your corporate network from anywhere in the world at any time. That means your business processes are streamlined which goes right to your bottom line.
- **Seamless Integration** - Global Crossing's fully managed Converged IP solution offers an end-to-end service environment where all networking applications - voice, video, data and rich-media - are delivered on a single secure IP based network. The single IP-based platform yields simplicity in network design and administration meaning your converged IP network further simplifies your solution and enables you to focus on managing your core business.
- **Flexible Service Offerings** - Global Crossing offers two different options to suit different needs Mobility Option, Site Option, plus managed CPE for your site option.
- **Flexible ISP Options** - Use Global Crossing Mobile IP Connect or any ISP.
- **Secure Communications** - Whichever of Global Crossing's Remote VPN Access options you choose, your remote workers have clear, secure communications through IPSec encrypted tunnel over the internet to our geographically dispersed IP VPN Gateways.
- **Global Connectivity** - Gain access to the Internet, VPNs or LANs in over 300 core network cities in more than 30 countries. Plus we deliver services to more than 600 major cities in over 60 countries.
- **Multiple Billing Options** - Global Crossing offers two different remote VPN access billing models for the Mobility option, to best fit your networking needs: User Reservation Model and the Bandwidth Reservation Model.
- **Customer Support** - 24 X 7 X 365 customer support from your NOC to Global Crossing.





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SPECIFICATIONS

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NETWORKS SUPPORTED

- Connected by a single port and connection at a designated location via an IP Gateway.
- Fully integrated with Global Crossing FR/ATM and IP VPN Services™.

CONNECTION SPEEDS

- Remote VPN Access allows choices of ISPs and access options -- dial, broadband, DSL, cable and wireless connections.

MOBILITY OPTION - END-USER PC OPERATING SYSTEMS

- Windows® 95, 98, 2000, NT, XP, or ME
- Mac-OS
- Solaris

SITE OPTION - CPE REQUIREMENTS

- Most IPSec-capable routers

END-USER REQUIREMENTS

- Designate IP Gateway to be used.
- Assign Address pools for each IP Gateway selected.
- Two options for RADIUS server - hosted on customer premises or leverage Global Crossing hosted RADIUS AAA server option.
- Global Crossing IP VPN Connection to IP Gateway.
- Configuration and distribution of VPN Clients to end-users in the Mobility option; or IPSec-capable router for the site option.
- Help desk support for your IT support group.

FLEXIBILITY

- Based on leading industry standard technology and IPSec security.
- Global Crossing offers customers two different Remote VPN Access solutions to best fit their networking needs:
 - Mobility - software-based client, single laptops/desktops - for remote and mobile users
 - Site - hardware-based (CPE), multiple PCs (LAN) - for remote sites and small offices
- The Mobility option is supported by a choice of billing models: User Reservation and the Bandwidth Reservation models; the Site model is supported by the Bandwidth Reservation model.
- User Reservation Model:
 - Customers can specify the number of concurrent sessions starting at 10 and then in increments of 10 up to 1,000; select the "over-booking" ratio and chose the connection speed - 56K, 128K, 256K and 384K.
 - Customers who want to ensure a set amount of bandwidth per end-user connection should use this model.
- Bandwidth Reservation Model:
 - Customer orders bandwidth by port size, with minimum port size of 1 Mbps and maximum port size of 45 Mbps per port.
 - Each port can support up to 1,000 concurrent sessions -- sharing the bandwidth available amongst the various users.
 - Additional ports can be reserved if more bandwidth is needed or if there is a need for more than 1,000 concurrent sessions.
 - Customers who want to be able to quickly and easily add new end-users to the Remote VPN Access service should use this model.

REMOTE VPN ACCESS SECURITY

Security Configuration

- Access protected by the IP Gateway security features. Standard security features include:
 - Ingress/egress anti-spoofing
 - Static firewall for site-to-site and site-to-anywhere
 - Traffic session origination
- The Global Crossing IP VPN acts as a "security buffer" between the public Internet and the rest of the customer's networks, which resides in a secure, private IP VPN.
- Connection from the customer's network (data center) is provided by a single connection to the IP Gateway, which connects to a Provider Edge Router (PR) in the IP VPN network.
- Access to customer's network is provided by using a Global Crossing hardened copy of the Global Crossing VPN Client; or an IPSec-capable router located onsite.
- Users have the option of authenticating via a customer-controlled RADIUS server or Global Crossing's hosted RADIUS AAA server - located in the Global Crossing network. Multiple-mirrored RADIUS AAA servers provide redundancy. Global Crossing proxies all RADIUS requests to the customer.
- Customer RADIUS authentication required before the end-user is allowed to access the customer's database.
- The Global Crossing RADIUS server is isolated and secure within a physically private network only accessible by Global Crossing Remote VPN Access personnel.
- Customers using the hosted RADIUS AAA server option can manage user accounts with Global Crossing's online account management tool - [uCommand®](#).

Anti-hacking

The IP Gateway allows users to access a customer's network. If the Remote VPN Access Server is ever hacked, the IP Gateway is lost -- keeping the customer's network safe. Authorized users can still connect to the company network via the remaining IP Gateways.

Intrusion Detection

Only authenticated users are allowed access to the customer network. All remote access is logged by Global Crossing RADIUS, and by the customer's RADIUS server. The customer's network is behind the IP Gateway, and therefore inaccessible from the public Internet.

Firewalls

Static firewalls that allow an IP session to originate from any site (remote access users, too) and terminate within the Internet or another VPN site. No other flows are allowed.

Denial of Service

Only the Remote VPN Access Client is at risk and not the customer's network. Internal security monitors all network elements for attacks. In the event of an attack and loss of an IP Gateway, an end-user can just initiate a connection to another IP Gateway.

Policy Enforcement

Standard IP Gateway security policies for anti-spoofing, firewalls, and DNS attacks for core Remote VPN Access Servers.

Remote VPN Tunneling

The Remote VPN Access Server, Remote VPN Access Client and the RADIUS Server use RFC 2408, ISAKMP (Internet Security Association and Key Management Protocol) in addition to the RFC 2409 IKE (Internet Key Exchange) as a basis for the establishment of secure VPNs.

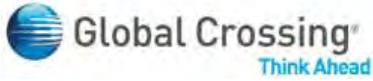
Encryption

The Global Crossing Remote VPN Access Client uses 56- or 168-bit 3DES as standard encryption for security protection to create the IPSec tunnels between your remote users and your private network.

Control and Support

- Customer controls Global Crossing VPN Client configuration and distribution. Customer responsible for providing IPSec-capable router in the Site option.
- 24x7 customer support (customer NOC to Global Crossing NOC).





Enterprise Solutions North America

More Solutions ...



IP



Voice



Data Transport



Collaboration



On Demand



Continuity



Security



Consulting

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[Enterprise Product Portfolio \[PDF\]](#)

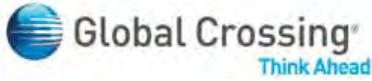


Transport your business-critical data securely and reliably over our global fiber network with high quality, cost-effective services.

Global Crossing Data Transport Solutions transports your business-critical data securely and reliably through scalable solutions that know no limits. Our global fiber network has the flexibility to deliver the capacity and network designs you desire - whether it be Ethernet, SDH/SONET, ATM or Frame Relay services. We are focused on providing the best quality and cost of service appropriate to your needs.

- [Frame Relay](#)
- [ATM](#)
- [Private Line](#)
- [Wavelength](#)
- [Colocation](#)
- [Ethernet Services](#)





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Next Steps

Step up to Global Crossing Frame Relay Service today. Contact your Global Account Manager or click [here](#).

OVERVIEW

Improve your network performance

Get more data transmission for your money. Consolidate your networks with this cost-effective, worldwide solution. Count on the reliability of a seamless, self-healing network, plus integrated service and support. Get stable, flexible network transmission on a global scale.

FEATURES AND BENEFITS

- **Cost-effective** - replace multiple dedicated line connections and reduce costs.
- **Fast, reliable data transmission** - supports bursty traffic, eliminates network congestion.
- **Reach and capacity** - one of the world's most extensive FR/ATM networks allows you to link sites around the globe free from interoperability concerns.
- **Streamlined service** - single provider relationship streamlines contracts, provisioning, and ongoing service.
- **24x7 network reliability** - extensive monitoring, service, and support infrastructure stands behind aggressive Service Level Agreements.
- **Remote Access Service** - highly secure remote access options for your Frame Relay network allows traveling employees, telecommuters and Extranet partners to securely connect to your private network.
- **Enhanced services** - Managed Services for your end-to-end CPE installation, implementation, monitoring and repair/response needs.
- **Online management tool** - monitor usage, track provisioning status of all dedicated orders with uCommand®.





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Next Steps

Step up to Global Crossing Frame Relay Service today. Contact your Global Account Manager or click [here](#).

SPECIFICATIONS

Your fast, efficient solution for global WAN connectivity

Port Speeds

- 56/64 Kbps to T-1/E-1 and DS-3/E3

PVC

- 3 Kbps to 40 Mbps*

Backbone Speed

- OC-3/STM-1 backbone layered onto ATM OC-48/STM-16 network utilizing dense wavelength division multiplexing (DWDM) that provides high throughput with extremely low latency.

Reliability

- Lucent B-STDX 9000 switches -- the industry leader in frame relay switching technology.
- Redundant ATM backbone and core network transmission capabilities.
- Trunk and backhauled loops are layered on the SONET/SDH network.
- Multiple and diverse paths throughout the network.
- Network standard protocols provide compliance for user network interface, Frame-to-ATM Interworking.

Scalability

- Full breadth of port speeds on one platform: 56/64 Kbps to 45 Mbps.
- Multiservice internetworking for ease of migration.
- Frame Relay and ATM service on a single platform.
- Trunk interfaces are OC-3/STM-1.
- Get additional scalability and Quality of Service (QoS) support to OC-12 (622 Mbps) through Frame Relay-to-ATM interworking.
- Link seamlessly to QoS-based Global Crossing IP VPN Service™ to provide next-generation future-proofing for FR/ATM networks.

ADDITIONAL SERVICE OPTIONS

Managed Services

- Global Crossing provides worldwide managed services support for your CPE needs. Capabilities include network and equipment management, design and engineering, implementation, installation, operations and life-cycle management, and equipment rental functions.

Global Crossing ExpressFrame

- Designed to expedite time-sensitive and mission-critical data on a worldwide basis.
- Offers QoS options for priority traffic from time-critical SNA traffic to near real-time video and voice.

Frame Relay-to-IP Interworking

- Reduce port and access costs for your IP access by using Global Crossing Frame Relay-to-IP Interworking for your IP Bandwidth.

Global Crossing Zoned Frame (U.S. only)

- Ideal for businesses with three or more locations within the same local telephone district (LATA).
- Maximizes savings on local Frame Relay service.
- Seamless integration with Global Crossing IP VPN Service™.

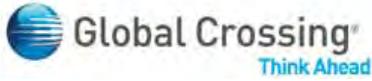
uCommand® Network Management

- Manage bandwidth utilization according to your business needs online with uCommand*.

- Obtain PVC and Access Circuit reporting.
- View list of PVC circuits with CIR, committed and excess burst size and access circuits.
- Frequency of data update: every 15 minutes.

*Some geographic restrictions apply.





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Next Steps

Add Global Crossing ATM Service to your networking strategy today. Contact your Global Account Manager or click [here](#).

OVERVIEW

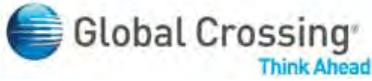
Step up to CoS bandwidth on demand

Grow with ATM's capacity, speed and flexibility. Match your applications to multiple Class of Service (CoS) levels. Reach T-1, E-1 or greater speeds through our state-of-the-art ATM IMA offering, without the expense of fiber-optic access. Implement worldwide managed services support for your CPE; complete end-to-end solution. Rely on our seamless, self-healing network, plus integrated service and support.

FEATURES AND BENEFITS

- **Worldwide, seamless networking** - link sites around the globe with the reach and capacity of our extensive ATM network.
- **Single, worldwide provider** - streamlines contracts, provisioning, and ongoing service.
- **Flexible QoS solutions** - accommodates dynamic application mix and traffic growth.
- **Consolidated networking** - reduces management load, total bandwidth requirements and expenses.
- **24x7 network reliability** - monitoring, service, and support backs transmission reliability.
- **Flexible, scalable implementation** - connect via our Access Service or Colocation Services or Metro Service.
- **Leverage existing lower speed networking** - with full Frame Relay-to-ATM interworking, as well as utilizing our ATM-to-IP interworking capabilities.
- **Online management tool** - track the status of existing orders through uCommand®.
- **Remote Access Service** - highly secure remote access options for your ATM network allows traveling employees, telecommuters and Extranet partners to securely connect to your private network.





Enterprise ATM Service

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Next Steps

Add Global Crossing ATM Service to your networking strategy today. Contact your Global Account Manager or click [here](#).

SPECIFICATIONS

Grow your networking with ATM's capacity, speed, and flexibility

You can easily support multiple applications - video, voice, IP, and data file transfers -- worldwide over a single connection with the multiple CoS provided by Global Crossing ATM Service. Speeds exceeding T-1 or E-1 can be achieved without a full DS-3/E-3 by implementing inverse multiplexing over ATM (IMA) for a cost-effective and reliable solution.

ATM CLASS OF SERVICE OPTIONS

Priority Level	Service Option	Typical Use
1	CBR	SNA, Video, Circuit Emulation
2	VBR-rt	Voice, Time-Sensitive Data
3	VBR-nrt	High Bandwidth Data
4	UBR+	IP Support, Bursting Non-Sensitive Data

PORT SPEEDS

- 1.5 Mbps to 622 Mbps

PVC

- 1M to 540M, depending on service option

TRANSMISSION SPEED

- The Global Crossing ATM OC-48 network utilizes dense wavelength division multiplexing (DWDM) to move traffic at speeds up to 2.5 gigabytes per second -- 16 times faster than conventional ATM networks.

RELIABILITY

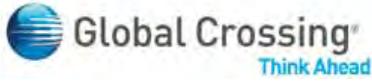
- Lucent CBX500 switches offer high-speed, multiservice capability with unprecedented availability, performance, and throughput -- Lucent GX550 switches provide high-speed ATM trunking and proven DWDM interoperability.
- Lucent ATM switches, deployed over DWDM, provide an alternative to SONET/SDH for redundancy, higher interface speeds and increased efficiency.
- Multiple and diverse paths throughout the network.
- Industry-standard protocol compliance for user network interface, Frame Relay-to-ATM interworking, and Inverse Multiplexing over ATM (IMA).
- CoS mapping allocates network capacity and assigns priorities for different types of traffic to ensure critical applications run successfully.

SCALABILITY

- Full range of port speeds on a single platform - NxT1 or E-1 (minimum N=1) to OC-12/STM-4.
- Inverse multiplexing applications available.
- Easy Frame-to-ATM interworking.
- Reliable and efficient IP-to-ATM interworking.

MANAGEABILITY

- Global Crossing's NavisCore™ and NavisXtend™ Network Management platform allows for greater manageability in provisioning, troubleshooting, reporting, and more.
- Homogeneous network environment of Global Crossing ATM and Frame Relay service allows for greater performance, reliability, and scalability.
- Global Crossing provides worldwide managed services capabilities for FR/ATM, including support for your CPE needs. Our capabilities include network and equipment management, design and engineering, implementation, installation, operations and life-cycle management, and equipment rental functions.



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Next Steps

Reach the world with Global Crossing Private Line Service. Contact your Global Account Manager or click [here](#).

OVERVIEW

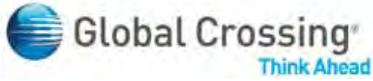
Build your business networks with confidence

Connect your world with Global Crossing Private Line Service. Run with the power and reliability of Global Crossing's worldwide, seamless backbone.

FEATURES AND BENEFITS

- **End-to-end, full-channel platform** - connect with a single provider ensuring maximum connectivity.
- **High-capacity, high-speed connections** - support critical applications with speeds from T1 or E1 to STM-16/OC-48.
- **Ethernet line speeds available** - benefit from direct Ethernet network connections with Fast E and Gig E Ethernet Private Line connections.
- **World's most extensive IP network** - link sites around the globe free from interoperability concerns.
- **Worldwide provider** - streamlines contracts, provisioning, and ongoing service.
- **Flexible, accessible networking** - connect via our Access Services, including Colocation and Metro Services.
- **24x7 network reliability** - monitoring, service, and guaranteed transmission reliability.
- **Competitive service guarantees** - for reliability and on-time provisioning.
- **E1 connectivity between major North American cities and rest of world.**





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Next Steps

Reach the world with Global Crossing Private Line Service. Contact your Global Account Manager or click [here](#).

SPECIFICATIONS

Build your networks with confidence

Global Crossing Private Line Service enables you to connect sites, move data, and transact business internationally over a network built on one global platform with one global provider.

NETWORK ARCHITECTURE

- SONET/SDH self-healing rings
- 4-Fiber Bi-directional Line Switched Rings (BLSR)
- MS-Spring protection switching

ACCESS OPTIONS

- Local Loop, PoP Interconnection, and Metro Service





Enterprise Wavelength Service

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Next Steps

Reach the world with Global Crossing Wavelength Services. Contact your Global Account Manager or click [here](#).

OVERVIEW

High-Speed. High-Bandwidth.

Global Crossing Wavelength Service is an unprotected, bi-directional, point-to-point circuit at speeds of 2.5 Gbps and 10 Gbps. Wavelength Service is a SONET/SDH framed signal and is fully compliant with ITU-T and Telcordia standards.

Global Crossing EtherWaveSM Service provides Ethernet point-to-point connectivity over a fiber-optic network using DWDM (Dense Wavelength Division Multiplexing) at 10 Gigabits per second. Performance and error reporting match that of traditional SONET/SDH interfaces while costs, using LAN PHY, may be significantly lower. In addition to potentially dramatic cost savings, most network managers are familiar with Ethernet interfaces in the Local Area Network (LAN) environment and will easily make a smooth transition to supporting EtherWave service in your Wide Area Network (WAN).

Like Global Crossing's standard Wavelength product, EtherWave fills the gap between dark fiber and traditional private line or capacity services. EtherWave enables network providers to provide fully-managed IP and SONET services without having to deploy optronics or manage their own dispersed networks.

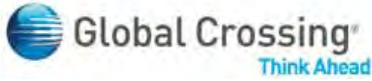
EtherWave options include:

- LAN PHY-available on all terrestrial & subsea routes (additional equipment may be required)
- WAN PHY-available on sub-sea routes & terrestrial routes wherever standard Wavelength service is available

FEATURES AND BENEFITS

- Point-to-point, bi-directional, unprotected circuit with speeds at 2.5 or 10 Gbps for Wavelength service or 10 Gbps for EtherWave service
- Global, seamless optical connectivity
- Significant cost savings for customers managing their own protection scheme (i.e., SONET/SDH, IP, ATM), especially EtherWave service with a LAN PHY interface
- Flexible solution that supports diverse business applications
- Competitive cost structure and reduced capital expenditures
- Performance-based Service Level Agreements to ensure quality and reliability
- Increased speed-to-market
- Compliant with ITU-T and Telcordia standards
- Network control via uCommand®, our online network management system
- Network maintenance and 24x7 surveillance of all equipment





Enterprise Wavelength Service

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Next Steps

Reach the world with Global Crossing Wavelength Services. Contact your Global Account Manager or click [here](#).

SPECIFICATIONS

Connect to a pipeline with unsurpassed speed and capacity

Global Crossing Wavelength Service offers high-speed, PoP-to-PoP, linear, bi-directional data transmission. Bandwidth capacity can be scaled up easily by adding additional waves.

TRANSMISSION SPEEDS

- 2.5 Gbps
- 10 Gbps

PROTOCOL SUPPORT

SONET/SDH, IP, ATM, Gigabit Ethernet, and several other protocols that are still in development. (Subject to adherence to ITU-T and Telcordia standards for SONET/SDH framed signal.)

IMPLEMENTATION NOTE

Global Crossing Wavelength Service allows access to the Line and Path overhead bytes. These bytes will be transparent* through the Global Crossing network and can be used by customers to communicate between SDH/SONET ADMs, IP routers, or ATM switches.

ACCESS OPTIONS

Co-location, riser and mid-span meet.

PROTECTION OPTION

Customers can achieve path diversity by purchasing a second, geographically diverse Global Crossing Wavelength Service (at an additional cost). Protection can be achieved by implementing an equipment-based protection scheme (protection switching is the customer's responsibility).

NETWORK PLATFORMS

DWDM, SONET/SDH Framed

ITU-T and TELCORDIA Standards

- 2.5 Gbps ITU-T G.707 G.957, G.692 and Telcordia GR253
- 10 Gbps ITU-T G.G.707, G.691 and Telcordia GR1377

*Global Crossing reserves the right to modify or terminate certain parts of the above.





Quick Links

- [EtherSphere \[PDF\]](#)
- [EtherWave Services \[PDF\]](#)
- [EtherExtend Flex \[PDF\]](#)

GLOBAL CROSSING ETHERNET WAN SOLUTIONS

Ethernet Transport with Flexibility and Global Reach

Global Crossing has a growing portfolio of Ethernet Services with global consistency and scalability. Today, our Ethernet portfolio comprises MPLS-based and SONET/SDH technologies to ensure our customers have a choice. Whether your organization is in the financial, government, medical, manufacturing or service industry, Global Crossing has an Ethernet Wide Area Network solution to meet your needs.

We follow emerging industry standards whenever possible as they are defined by the [Metro Ethernet Forum \(MEF\)](#) and other organizations. For more information on specific Ethernet Services, please click on the links below.

- [EtherSphere](#)
- [EtherWave](#)
- [Ethernet Private Line](#)
- [EtherExtend](#)

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[EtherSphere \[PDF\]](#)

EtherSphere™

"The introduction of EtherSphere establishes Global Crossing as a leader in global Ethernet VPLS."

Rena Bhattacharyya
Research Manager
IDC

"Global Crossing's recent launch of its global EtherSphere portfolio squarely addresses wide area Ethernet deployment concerns of enterprises."

Erin Dunne
Director of Research Services
Vertical Systems Group

"EtherSphere is an exciting VPLS offer to come to the global market. The billing flexibility, breadth of coverage and interworking capabilities with layer 3 WAN services distinguish EtherSphere as a compelling layer 2 service offering providing significant benefits to customers."

Stan Hubbard
Senior Analyst
Heavy Reading

"With the launch of EtherSphere, Global Crossing has placed itself in a competitive position for meeting growing demand in the market for international any-to-any Layer 2 Carrier Ethernet services. The operator is hitting the market with a well-designed Ethernet VPLS offer that is enhanced with several features, such as support for up to six CoS, and flexible pricing and bandwidths. The richness in capability combined with strong existing global MPLS reach and know-how make the Global Crossing EtherSphere product range a strong proposition in the market."

Joel Stradling
Senior Analyst
Current Analysis

Ethernet Transport with Flexibility and Global Reach.

Global Crossing's EtherSphere portfolio delivers worldwide Ethernet-based wide area network solutions. EtherSphere's virtual private LAN services (VPLS) provide the flexibility enterprises need to decrease network management costs, provide diversity, and improve connectivity among geographically dispersed locations. As an Ethernet service - EtherSphere provides economies of scale to support converged services on a single connection. As a complementary service to Global Crossing's IP VPN Service™, EtherSphere offers you and your enterprise customers a complete solution set for extending network reach.

Global Crossing's EtherSphere portfolio incorporates market-leading features that provide privacy and security, while giving the customer full routing control with rapid and flexible service provisioning. Further, EtherSphere configurations are consistent with MEF services types. The EtherSphere WAN portfolio is delivered on a common Cisco-powered platform around the globe. Enterprise customers will realize the same features and capabilities regardless of location.

FEATURES & BENEFITS

Reach - Through the company's EtherExtendSM Flex access service and UK EtherSphere service, customers can connect to Ethernet transport services from 150 locations, including nearly 80 Cisco 7600 series provider edge routers, supporting 26 countries around the globe. Additionally, Global Crossing's extensive footprint provides wide area network solutions in more than 690 cities and more than 60 countries over six continents with IP VPN services.

Flexible Service Types:

Next Steps



- **Multipoint to Multipoint** - Provides any to any multi-point data connectivity where all sites appear on same Ethernet network - regardless of their actual locations.
- **Point to Multipoint** - Provides hub and spoke site connectivity for service multiplexing, allowing more than one Ethernet virtual connection at the user-to-network interface; similar to traditional private line fan-out service.
- **Point to Point** - Provides site to site connectivity similar to Ethernet private lines.

Flexible Billing - While most VPLS offers require committed bandwidth, Global Crossing's EtherSphere provides more flexibility by offering a usage-base billing component, making it the right choice for backup and disaster recovery implementations.

Scalability - A network designed for Converged IP services, Global Crossing's EtherSphere can meet a broad range of business applications to improve business efficiency at speeds from 1 Mbps to 2 Gbps:.

- 1-10 Mbps in 1 Mbps increments
- 10-100 Mbps in 5 Mbps increments
- 100-1000 Mbps in 25 Mbps increments
- 1000-2000 Mbps in 100 Mbps increments
- Greater than 2 G - upon request

Six Classes of Service - EtherSphere offers an industry-leading six Classes of Service enabling users to priority rank traffic to maximize bandwidth efficiency and utilization.

Optional Layer 2 and Layer 3 Interworking - This capability provides Ethernet services to support very large locations and MPLS IP VPN services to interconnect the majority of sites, or where more cost effective.



GLOBAL CROSSING ETHERSPHERE CARRIER ETHERNET WAN SOLUTIONS

Ethernet Transport with Flexibility and Global Reach.

Global Crossing's EtherSphere portfolio delivers worldwide Ethernet-based wide area network solutions. EtherSphere's virtual private LAN services (VPLS) provide the flexibility enterprises need to decrease network management costs, deploy diversity options, and improve connectivity among geographically dispersed locations. As an Ethernet service – EtherSphere provides economies of scale to support converged services on a single connection. EtherSphere offers a complete enterprise solution to extend network reach beyond the LAN, and beyond the metro, to locations around the globe.

ETHERSPHERE FEATURE HIGHLIGHTS

Global Crossing's EtherSphere portfolio incorporates market-leading features that provide privacy, security, and rapid and flexible service provisioning, while giving the customer full routing control. Further, EtherSphere configurations are consistent with MEF services types.



Multipoint to Multipoint – Provides any to any multipoint data connectivity where all sites appear on same Ethernet access circuit.

Point to Multipoint – Provides hub and spoke site connectivity for service multiplexing, allowing more than one Ethernet virtual connection at the user-to-network interface; similar to traditional private line fan-out service.

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Optional Layer 2 and Layer 3 Interworking – This capability provides Ethernet services to support very large locations and MPLS IP VPN services to interconnect the majority of sites, or where more cost effective.

NETWORK REACH AND PERFORMANCE

The EtherSphere WAN portfolio is delivered on a common Cisco-powered platform around the globe. Customers will realize the same features and capabilities regardless of location.

Reach – Through the company's EtherExtendsm Flex and EtherExtend Fixed access services, and UK EtherSphere service, customers can connect to Ethernet transport services from 150 locations, including nearly 80 Cisco 7600 series provider edge routers, supporting 26 countries around the globe.

Additionally, Global Crossing's extensive footprint provides wide area network solutions in more than 690 cities and more than 60 countries over six continents with IP VPN services.

Network Design Efficiency – Uniform global architecture applied in all PoPs and Inter-PoP connections. The network is engineered with redundancy and capacity to ensure the optimal performance and survivability expected from carrier-class Ethernet services.

Scalability – A network designed for Converged IP services, Global Crossing's EtherSphere can meet a broad range of business applications to improve business efficiency at speeds from 1 Mbps to 2 Gbps.

STANDARD FEATURES AND SPECIFICATIONS

- Flexible bandwidth (Committed Data Rate)
 - 1-10 Mbps in 1 Mbps increments
 - 10-100 Mbps in 5 Mbps increments
 - 100-1000 Mbps in 25 Mbps increments
 - 1000-2000 Mbps in 100 Mbps increments
 - Greater than 2 G – upon request
- Six classes of service based on 802.1p and MAC addresses
- Global coverage including North America, Europe and the UK, Asia, and Latin America
- Performance SLAs with the ability to view, measure and validate POP-to-POP metrics including: frame delivery, latency, jitter, and mean time to repair.
- Layer 2 EtherSphere and Layer 3 IP VPN interworking
- Converged services capability supporting DIA, VoIP, collaboration, and IP VPN
- VLAN stacking (QnQ) provides an alternate means of originating multiple VLANs from the customer premise using a single VLAN to access multiple applied service instances
- Support for IP protocols and non-IP protocols (E.g., SNA)
- Full customer control to change and manage IP addressing transparently to service

SUPERIOR CUSTOMER EXPERIENCE

From initial delivery through the life of the service, Global Crossing's approach to the customer experience is second to none.

Service Express™ – Global Crossing's best-in-class service delivery program means EtherSphere services will be delivered ready for use on the dates expected.

uCommand® – Global Crossing's electronic portal directly provides 24X7 online access to provision, troubleshoot, control, monitor, support, and manage your Global Crossing services and network.

For more information on this and other Global Crossing services, please visit WWW.GLOBALCROSSING.COM or contact your Global Crossing Account Manager.





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[EtherWave Services \[PDF\]](#)

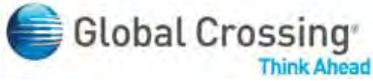
EtherWave

Global Crossing's EtherWave products fill the gap between Dark Fiber and traditional private line or capacity services. Global Crossing offers a 10 Gbps EtherWave Service that is generally available via LAN-PHY and WAN-PHY interfaces in Europe, North America and the United Kingdom and may be available on an Individual Case Basis (ICB) in Latin America and other markets.

EtherWave is perfect for those with rapid growth of large bandwidth applications and eager to lower costs while looking for the ease of managing this service. The performance and error reporting of 10G EtherWave service match that of traditional SONET/SDH interfaces, while costs, especially using LAN PHY, may be significantly lower. Further, in addition to potentially dramatic cost savings, most network managers are familiar with Ethernet interfaces in the Local Area Network (LAN) environment and will easily make a smooth transition to supporting EtherWave service in a Wide Area Network (WAN).

Next Steps





Next Steps



Ethernet Private Line

Global Crossing's Ethernet Private Line service delivers premises-to-premises connectivity for bandwidth-intensive business applications. It provides private line type feature and functionality with an Ethernet interface for enhanced simplicity and ease of management.

Ethernet Private Line also supports high-bandwidth operations such as large data transfers, medical imaging, record archiving, database sharing and replication, and remote office access to application servers. Global Crossing's Ethernet Private Line service is an enhancement to our traditional Private Line offering. Global Crossing provides FastE/GigE interfaces to our private line portfolio. These protected services are transported over OC12 infrastructure and capped at 600Mb. The product offers fully transparent VLAN tags to leverage Ethernet Private Line's rapidly scalable bandwidth on demand, through Global Crossing's account management portal uCommand®. This easy-to-use interface allows for online ordering and bandwidth upgrades over the existing connections.

Ethernet Private Line service is backed by the Service Level Agreements (SLAs), security, redundancy and reliability of Global Crossing's SONET/SDH network, and it is currently available in major cities throughout North America, the United Kingdom and Europe.





Quick Links

[EtherExtend Flex \[PDF\]](#)

EtherExtend

Global Crossing EtherExtend Access Services literally enable you to extend your Ethernet capabilities. Now customers can seamlessly operate Ethernet-based services over Wide Area Networks (WAN) like a single LAN (Local Area Network). With a 10, 100, or 1000 Mbps EtherExtend access port, customers will connect to the nearest Global Crossing Point of Presence (PoP) via the Ethernet network of any Local Exchange Carrier (LEC) or Competitive Access Provider (CAP) with whom Global Crossing has established a Network-to-Network Interconnection (NNI) agreement.

Global Crossing offers EtherExtend Flex Service to provide cost-effective and flexible Ethernet access to IP-based services. EtherExtend Flex lowers the cost of access and matches the access Level of Service to the application's needs. It uses local access vendors to provide the last-mile Ethernet connection. However, rather than forwarding traffic over a physical connection to Global Crossing, the traffic is forwarded via a logical connection as a Virtual Local Area Network over a physical Network to Network Interface.

The service is available in North America, Europe and the Asia-Pacific region and will be available in more than 70 points of presence in these same regions, plus Latin America, by the end of 2009. EtherExtend Flex can be paired with Global Crossing IP VPN or Dedicated Internet Access/IP Transit services, whether managed or un-managed. The service also can support Collaboration, Voice over Internet Protocol and other applications that utilize these transport services.

EtherExtend Flex Versus Fixed

- EtherExtend Flex access service provides tremendous flexibility and value for Ethernet-enabled access service. Choose a single Level of Service (LoS) for each application from multiple options per site, subject to the capabilities of the LEC or CAP. For more information, please download the datasheet at the right.
- EtherExtend Fixed access service is also available to provide secure, dedicated connectivity. For the ultimate, choose the Protected option to ensure Continuity of Operations for your business.

Is EtherExtend Flex the Right Choice?

Each endpoint in a network can utilize either EtherExtend Fixed or Flex access service. Making the right choice depends on the unique requirements of each site in the network. Share the needs of the application with us and we'll identify the right access choice for each site -whether it's EtherExtend Fixed, Flex or another access service from our global portfolio. Global Crossing also provides Metro, Colocation and Remote Access services that may enable customers to connect directly to Global Crossing's transport network and bypass your LEC or CAP.

Next Steps





More Solutions ...

-  IP
-  Voice
-  Data Transport
-  Collaboration
-  On Demand
-  Continuity
-  Security
-  Consulting

Quick Links

[Collaboration Solutions \[PDF\]](#)



Next Steps

For more information call your Global Account Manager or [click here](#).



Communicate and collaborate from anywhere in the world. Why move people, when you can move information?

Global Crossing Collaboration Solutions instantaneously bring geographically dispersed people and their ideas together more efficiently and help enhance productivity. Whether it's via our audio, web, or video-based conferencing services, you can communicate and collaborate from anywhere in the world.

Audio

Our audio conferencing solutions enable you to create a forum in which to meet using the phone service you already have. Whether you need to collaborate with a few, or hold an audio event with many, we have the right solution for your needs from, an on-demand "reservation-less" service to a dedicated-event operator to help you in a virtual, worldwide auditorium. Fewer complications, greater productivity.

- **Global Crossing Ready-Access®** - get "instant conferencing" on demand with a dial-up conference that's always available.
- **Global Crossing Ready-Access Global "800" Service** - allows participants from key business locations worldwide to use Ready-Access toll-free/freephone numbers for local, regional, and global audio conferences.
- **Global Crossing VoIP Ready-Access®** - combines the best of both worlds Global Crossing has to offer by uniting Ready-Access® audio conferencing with VoIP through an on-net private dialing plan.
- **Global Crossing Event Call** - invite the world to your announcement or presentation and open the floor to questions afterwards while viewing and prioritizing participant interaction and chatting with the event call operators.
- **Global Crossing Event Express Call** - spread the news to up to 500 people with this streamlined conferencing service.
- **Global Crossing Automated Event Call** - a streamlined, cost-effective conferencing solution when all you want to do is talk.

Web

Our web-based conferencing solutions enable your participants to share documents, presentations, applications, data and feedback around the world. We offer three web conferencing services that are fully or partially integrated with our on-demand, reservation-less audio conferencing service, as well.

- **Global Crossing Ready-Access Web Meeting** - an easy-to-use web conferencing application that gives you all the control you need to manage your calls on-line, change account options, share presentations with participants, and record your entire meeting, including any visuals for playback later.
- **Cisco WebEx™ delivered by Global Crossing** - a full-featured web conferencing application that allows you to collaborate, share documents, presentations, applications, data and feedback.
- **Microsoft® Office Live Meeting** - a full-featured web conferencing offer that is

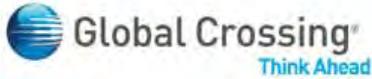
integrated with Microsoft Office and allows you to collaborate, share documents and more.

Video

Our video-based conferencing solutions provide your participants with the immediacy, impact and personal touch of videoconferencing. Our iVideoconferencing can save you anywhere from 40% to 70% in operational costs over traditional ISDN calls. IP Video is our converged IP VPN-enabled videoconferencing solution. High definition video enables viewers to have a more realistic experience communicating with people on the other end of a video call and that improved experience will enable conference participants to be more easily identified and their expressions read. Telepresence is not just video conferencing but the ultimate "immersive" video conferencing experience.

- **iVideoconferencing** - our iVideoconferencing service was named the best new conferencing service of 2004 by Frost & Sullivan. Find out how you can take advantage of the savings and quality of this innovative service.
- **IP Video** - our converged IP VPN-enabled videoconferencing solution is one of the most powerful and versatile solutions available today, delivered through a single VPN port and local loop.
- **Telepresence** - the ultimate "immersive" video conferencing experience.
- **High Definition Video** - a higher quality video experience at a cost effective rate.
- **Video Endpoint Management** - an end-to-end management of your videoconferencing endpoint equipment.





Next Steps

For more information call your Global Account Manager or [click here](#).

WHAT IF you're an ISP, ESP or cable operator who wants to increase service revenues and reduce customer churn by bundling new offerings with existing services? What if you're looking for a reliable, scalable, cost-effective way to send your customers voice and data around the world or across the street? What if your service provider treated you like a partner, not only addressing your needs today, but also helping you to identify and deliver the solutions you want to provide tomorrow?

GLOBAL CROSSING CAN provide ISPs, ESPs or cable operators around the globe a world-class platform to support the applications that enable a rich user experience, whether business-to-business or consumer applications. Global Crossing's IP-based network offers a suite of services designed to optimize data, video, collaboration, voice-over-IP applications today or integrate traditional services, such as TDM voice, into a next-generation platform.

With Global Crossing, you can:

- **Establish a clear VoIP migration plan** - move from existing services, such as TDM voice, to voice-over-IP at a pace that is right for your business and your customers on an integrated network performing at 99.999 percent availability, carrying over 2 billion VoIP minutes per month to places around the globe.
- **Reach customers worldwide** - Global Crossing's MPLS-based Tier 1 IP Network fiber optic backbone network delivers service to 500 major cities in over 50 countries on six continents. Global Crossing peers both globally and regionally ensuring the highest quality possible for your worldwide traffic, and also for your regional demands.
- **Deliver IP on demand** - our non-oversubscribed network offers increased scalability and "load balancing" of traffic, as well as premium QoS and service level agreements to support your data, voice and video applications.
- **Monitor and manage your services on line** - as an XSP or cable company, utilize our uCommand® online account management portal, which enables you to easily manage your services and network via real-time access to our service delivery and customer assurance platforms.

Solutions for Internet Service Providers (ISPs)

Streamlining costs, finding new revenue opportunities and managing explosive broadband Internet subscriber growth are the key challenges facing ISPs. Global Crossing can provide you a high-speed on-ramp to the Internet. As a Tier 1 global IP provider with a single AS Number worldwide and robust peering relationships with all major Tier 1 Internet Networks, Global Crossing's IP Services enable you to connect your customers with the content or subscribers they desire. Additionally, Global Crossing Bandwidth Solutions provide the tools for building your own network, or simply adding extensions to an existing one.

As ISPs explore adding voice services to their service offerings, Global Crossing is the ideal service provider. With significant voice expertise, a robust product portfolio and a commitment to service excellence, Global Crossing's the right partner for ISPs.

Solutions for Enhanced Service Providers (ESPs)

As Enhanced Service Providers enter the telephony market, finding a service provider that has a viable VoIP product offering now and the commitment to stay in the game for the long haul can be daunting. In 2003, with the launch of Global Crossing Wholesale VoIP Services, we demonstrated that VoIP is very real and very much how we will do business in the future.

Global Crossing is quickly evolving into the Carrier of choice for Enhanced Service Providers. Our VoIP Services portfolio is designed to support the highest levels of quality and enable future flexibility, such as supporting multiple CODECS, access options, signaling protocols and new voice offerings. Our commitment to VoIP technology is reflected in our numbers: we currently carry over 2 billion VoIP minutes per month or 30 percent of our total voice traffic and are on target to carry 95 percent in 2007.

Our vast experience in traditional TDM voice services and our leading position in VoIP will give you an advantage over your competitors. Let's explore together how Global Crossing can help you execute on your business plans to quickly bring solutions to your customers.

Solutions for Cable Operators

As Cable providers bundle new services, such as voice, video and data to increase top-line revenue and reduce customer churn, they are faced with multiple decisions on when, how and with whom to partner to provide these solutions.

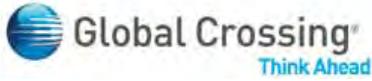
When it comes to cost-effective, quality, wholesale voice products, we've got it covered from local origination service to domestic and international termination -- Global Crossing can provide the services you need, when you need them. With our commitment to deliver all voice applications, regardless of technology platform, VoIP or TDM, we can provide a customized migration path that enables you to send just TDM, TDM and VoIP, or all VoIP traffic to us.

As your broadband Internet subscriber base continues to grow, Global Crossing's worldwide IP network will provide the reliability and

scalability to grow with you. As a Tier 1 IP provider, we have excellent peering relationships and can quickly route traffic to any other Tier 1 provider. We have an IP network that's second to none; with our single AS Number and MPLS-based network, it's not surprising we consistently perform at or above 99.999 percent.

Global Crossing is the ideal service provider to bring the "triple play" bundle of voice, video and data to your customers. With data and voice expertise, a robust product portfolio and a commitment to service excellence, Global Crossing is the right choice for Cable providers.





Quick Links



Learn how the Foreign and Commonwealth Office benefited from solutions provided by Global Crossing.

IP Network Performance --
View key indicators that provide a snapshot of the current [performance](#) of our global IP network

WHAT IF you need to transmit information securely and reliably between locations? Or what if you need to upgrade your infrastructure so you can share information between various agencies in multiple locations? Increasingly, government-related agencies need to do more with less, which require interagency connectivity and e-government services to ensure the government is functioning optimally.

GLOBAL CROSSING CAN provide a vast array of IP-based products, which include voice, data and conferencing solutions backed with over **15 years of experience** in the government sectors. And with **security** as a key requirement for government agencies, **Global Crossing holds a unique advantage -- an unprecedented Network Security Agreement signed with the U.S. government.** In addition, **Global Crossing manages the data network of the UK Government under the EAL 2 security accreditation.** We can help with any network infrastructure security concerns managed globally in a secure environment.

IPv6 provides greater scalability, higher levels of security and better support for IP convergence, and more features for fixed-mobile convergence, multi-media collaboration, and multi-casting applications. **Global Crossing was the first-and remains the only-global communications provider with IPv6 natively installed on all IP services access routers; the company is uniquely qualified to enable a transition to IPv6.**

Secure Communications

Global Crossing recognizes that Internet security is a growing concern. Global Crossing can deliver security and networking in a single package. Our company continues a commitment to security that is unique to the industry.

Converged Services

Global Crossing can provide a clear "road map" to move your network infrastructure to a converged offering that enables reliable, and cost-efficient, transport of voice and data on a single, IP-based network.

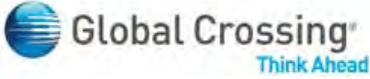
Business Continuity Services

Depend on us to assist you with your business continuity planning, disaster recovery, and back-up network design strategies. We have a self-healing architecture, industry-leading Service Level Agreements, and Quality of Service standards that will ensure the reliability of your mission-critical information.

Collaboration Services

Global Crossing can provide a clear "road map" to move your network infrastructure to a converged offering that enables reliable, and cost-efficient, transport of voice and data on a single, IP-based network.





Quick Links

Services:

- [Integrated suite of converged voice, data, & collaboration services](#)
- [100% IPv6 Enabled](#)

Employees:

- More than 5,000 employees
- Office presence in four major regions of the world
- Stable senior executive management team

Meet the Team

In today's current environment of extended global conflicts and economic uncertainty, government entities are positioning themselves to be stronger - as well as more nimble. Leveraging solutions that make it easier to deploy, connect, and defend - anywhere and anytime - is at the heart of the effort.

Federal agencies face a multitude of challenges including maintaining fiscal prudence while remaining unwaveringly focused on the attainment of information basics: impenetrable security, global access and reach, unlimited speed and 100% reliability of delivery.

Here at Global Crossing, we're working with many agencies to help them think ahead and achieve their goals.

The Global Crossing Network

The Global Crossing network is a technologically advanced, highly secure, global IP-based network delivering converged IP services to more than 700 cities in more than 70 countries, **around the globe**.



The company was the first carrier to deploy a global MPLS network in 2001 that currently is transporting 18 Pbps IP traffic on average per day. It features one of the largest VoIP deployments with over 140 SONUS VoIP switches throughout global VoIP backbone. EtherSphere Ethernet wide area network PoPs are deployed across all regions; in 26 countries, 150 cities and are supported by EtherExtend Ethernet Local Access, provided through 35 partners via over 100 interconnects.

100% IPv6 Enabled:

Global Crossing was the first service provider to deploy IPv6 in both its public and private backbone networks. The company's processes for implementing and supporting our customer's unique IPv6 needs yield distinctive benefits. [Learn more.](#)



CONTRACT VEHICLES

- DISA Encore II
- GSA Alliant
- GSA Schedule 70
- Networx
- GSA Region 4 (GRITS)

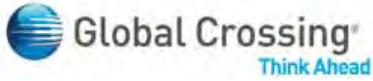
CUSTOMERS

- Army Rec Machine Program - ARMP
- Communication Decisions
- Department of Homeland Security
- DISA
- DITCO
- Northrop Grumman
- Terremark
- United Nations
- Verizon Global Network

PARTNERS

- Cisco
- Juniper
- Bivio





More Solutions ...

-  IP
-  Voice
-  Data Transport
-  Collaboration

Next Steps

For more information call your Global Account Manager or [click here](#).



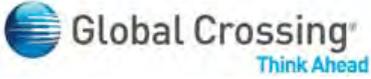
Converged IP solutions designed to seamlessly combine data, voice, video and multimedia applications on a single IP-based platform. Global Crossing IP Transit Service offers international carriers and ISPs upstream Internet connectivity to all worldwide domains connected in Europe, U.S. and the rest of the world. Our global MPLS-based IP VPN solution provides a high performance, versatile network solution that gives your customers true global reach, scalable connectivity, greater security, guaranteed quality of service, multiple access options, and flexible billing.

- [IP VPN Services](#)
- [IP Transit](#)

Converged IP Services:

- [Juniper Elite Partnership Products](#)





More Solutions ...

-  IP
-  Voice
-  Data Transport
-  Collaboration

Next Steps

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Secure, reliable and scalable data transport with global reach and flexible access options. Our global fiber network has the flexibility to deliver the capacity and network designs your customers need - whether it be Ethernet, SDH/SONET, ATM or Frame Relay services. We are focused on providing the best quality and cost of service to maximize your revenue potential.

Data Services:

- [ATM](#)
- [Frame Relay](#)
- [Ethernet Services](#)

Capacity Services:

- [Colocation](#)
- [Private Line](#)
- [Wavelength](#)

Access Services:

- [Metro Services](#)
- [Integrated T1](#)
- [Local Access](#)

