

Managed Internet Service

A More Reliable, High-Speed, Dedicated, Internet Access You Can Count On

Your business constantly uses the Internet for many critical operations – electronic commerce, e-mail, remote access productivity and much more. With AT&T Managed Internet Service you get high speed, dedicated internet access with the features you need to stay connected to your customers, business partners and employees. AT&T Managed Internet Service is no ordinary internet connection. You get reliability you can count on, optimal performance, scalability and better security features from one of the world's leading service providers.

High Speed Internet Access and Options That Fit Your Business

AT&T Managed Internet Service provides a dedicated Internet connection, with extensive reach throughout the United States (Including Puerto Rico and US Virgin Islands) for your business 24 hours a day. You can select our completely AT&T-managed solution – or choose to manage components of your Internet access solution yourself. Either way, we proactively monitor your Internet access around the clock and provide enhanced security features to help protect your critical business applications. With AT&T Managed Internet Service you get flexibility, with a wide range of access speeds, access methods and options to choose from.

- Access Speeds: T1 - 10 Gbps*
- Access Methods: Private Line, Ethernet Access and Integrated Access (voice and data)

- Service Components: Customer Premises Equipment (router, modem and CSU/DSU), CPE management, monitoring and maintenance, Primary and Secondary DNS, Packet Filtering, Usage Reports, Local Access, Electronic Servicing capabilities
- Options: Flat-rate or Usage-based billing, Class of Service, MPLS Private Network Transport, Security Solutions, Access Redundancy Options, Managed Internet Service with VoIP

End-to-End Management As You Need It

More than just an Internet connection, AT&T Managed Internet Service is your complete solution combining reliable access and 24x7 technical support. You gain the quality and performance you need to conduct business over the Internet with confidence.

AT&T Managed Internet Service gives you convenience, flexibility and better use of your resources by easing the management headaches associated with rapidly growing Internet use. You can take advantage of managed, high speed, end-to-end Internet connectivity, with peace of mind knowing AT&T is there with proactive monitoring and expert technical assistance.

In addition, we provide and maintain full management and operational control of the necessary equipment, significantly lessening your network management burden. Or, if you prefer, you may supply and manage your own CPE.

Benefits

- Combines dedicated Internet access with end-to-end expert management from AT&T
- Provides AT&T reliability backed by industry-leading service level agreements
- Includes 24x7 customer support, technical assistance and proactive monitoring
- Provides flexible access speeds and options, including Ethernet, VoIP and access redundancy options
- Improves productivity with MPLS Private Network Transport

Features

- Managed service including options for AT&T or customer provided CPE
- Extensive reach in the United States including Puerto Rico and U.S. Virgin Islands
- Access Speeds: T1 Mbps - 10 Gbps*
- Access Types: Private Line, Ethernet Access and Integrated Access (voice and data)
- Equipment Options: Customer Provided or AT&T Provided CPE (router, modem and CSU/DSU)
- Industry-leading SLAs
- E-Servicing – BusinessDirect® portal access to customer care website, e-bill, e-maintenance, usage reporting, and e-servicing tools
- Choice of flat rate or usage-based billing and reports

*Some speeds may not be available in all areas



Reliability in the Backbone – and More

AT&T is a leading Tier 1 Internet Service Provider with a high performing IP Backbone in speeds up to OC768. As the market leader in high-capacity OCX solutions, AT&T can offer you the reliability you need when your communications needs race to the Internet.

The multiple-ring design provides alternate routes between backbone nodes for enhanced service reliability. All routers are deployed in a redundant configuration, with fully redundant power supplies and route switch processors. They are equipped with battery backup equipment and emergency generators. In fact, the architecture enables immediate rerouting around outages for almost instantaneous service restoration.

The Managed Internet Service Access Redundancy Options optimize the performance of multiple, dedicated Internet circuits while eliminating single points of failure in the access circuits and routers on your site and in the AT&T IP Backbone node where your connection is terminated. The result is even higher performance with greater levels of reliability.

To keep your competitive edge, utilize AT&T Managed Internet Service to help you conduct business on the Internet with confidence, reliability and flexibility by giving you the tools to help manage and monitor your service.

AT&T Managed Internet Service is dedicated to providing highly reliable performance. Backing up the service are strong AT&T SLAs that provide service availability of 100%, data delivery of 99.95%, a network wide and monthly average delay of less than 37 milliseconds. In addition, we have provisioning intervals, so your service will be up and running when you need it.

AT&T IP Traffic monitoring provides early warning of Internet viruses and worms. This monitoring provides unique protection benefits for the IP network. It allows our security teams to take steps toward the appropriate filtering in advance of other providers. And by tasking the monitoring system to detect any probes aimed at the MPLS core address space, risk is dramatically reduced.

Why AT&T Managed Internet Service for your Dedicated Internet Access?

Managed Internet Service offers:

Premier Tier 1 Internet Service Provider with a high performing Global IP Backbone.

- Connect at the speeds that are convenient to you – up to 10 Gbps.

Industry-leading Service Level Agreements backed by AT&T powered IP Network reliability and performance.

- Let AT&T concentrate on your service so that you can concentrate on your business.

Technical experts to manage your dedicated internet access end-to-end.

- Get service from an industry leader.

Productivity enhancing options including: VoIP, Security Solutions, MPLS PNT (VPN) and Access Redundancy.

- Help protect your investments with additional features.

For more information contact an AT&T Representative or visit www.att.com/business.