

EarthLink® Enterprise T1/T3 Quick Reference Guide



Welcome

Thank you for choosing EarthLink® Enterprise T1/T3 as your dedicated Internet access solution. EarthLink Enterprise T1/T3 provides you with a continuous, high-speed connection to the Internet via a custom-built telco circuit with a guaranteed 99.99% uptime. The first section of this guide, *Enterprise T1/T3 Service Features*, will provide you with an overview of the Enterprise T1/T3 product. The second section, *Preparing for Service*, will help you make sure you are ready for installation. Finally, the third section of this guide, *Your Enterprise T1/T3 Service*, will provide information about billing, customer service, and upgrading your service.

Enterprise T1/T3 Service Features

EarthLink Enterprise T1/T3 offers a robust, reliable, low-latency connection with the bandwidth you need: T1, fractional-T1, T3, or OC3 Internet access. This high-performance service is designed especially for medium to large companies that rely on the Internet to conduct their business. By providing a continuous link between your company's LAN and the Internet, EarthLink Enterprise T1/T3 enhances business productivity through the use of email, Web access, Web hosting, file transfer, multimedia presentations, videoconferencing, collaborative applications, and newsreaders. Like all EarthLink Internet access products, Enterprise T1/T3 is backed by EarthLink's award-winning service. EarthLink continuously monitors the quality of your connection 24 hours a day, 7 days a week.

Features:

- Speeds of 128Kbps to 45Mbps
- Domain Name Service (DNS) and routing announcements
- Domain name registration
- Up to 128 IP addresses (with full justification)
- Router configuration, shipment, and testing (if purchased from EarthLink Business)
- End-to-end dedicated IP line connection, setup, and testing
- BGP routing—providing a redundant connection for mission-critical business needs
- 24/7 toll-free technical support
- Complimentary dial-up access (upon request)

EarthLink Enterprise T1/T3 will perform the following services during the installation period, which typically lasts between 30 and 45 business days:

- A coordinator, assigned specifically to your order, will oversee the entire installation process, from ordering the data line (local loop) from your local telephone company, to the connection of the line.
- We will register your domain name and install DNS (additional domain name registrations are subject to a one-time \$100 fee).
- We will assign IP addresses according to your network needs (Web sites, workstations, servers, routers, firewalls).
- We will configure, test, and ship any hardware purchased from EarthLink (arrangements must be made with our installation technicians).
- We will provide connectivity between your site and our point of presence (POP).
- We will test the integrity of your connection at the extended line of demarcation of your choosing (router or DSU) after the telephone company has completed their portion of the data line installation and testing.

- An appointment will be scheduled with one of our installation technicians for the “turn-up” of your connection. You will be given step-by-step instructions over the phone on how to get your line activated. EarthLink will help configure your EarthLink-certified router at your site.

Preparing for Service

Your part in the installation process:

- Provide and install the necessary Internet software (such as TCP/IP) on your computers
- Configure your SMTP-compliant mail server
- Set up your Local Area Network
- Provide the necessary inside wiring and wallboard/rack for equipment
- Configure your own equipment if you are not using an EarthLink-certified router (EarthLink currently supports Netopia and Cisco routers)
- Provide a working telephone line and phone number at the site before the telephone technicians install the circuit



Here are a few common reasons why your order may be delayed prior to being sent to our vendor:

- Incorrect/incomplete on-site main phone number
- Incorrect/incomplete on-site contact numbers (two on-site contact numbers are required)
- Incorrect/incomplete street address (missed suite number, city name, street name)
- Incorrect/incomplete credit check
- Incomplete IP request forms (missing data such as number of servers and workstations)

After the installation of your dedicated circuit is complete, EarthLink will continue to provide:

- Maintenance of your dedicated network connection
- Toll-free technical support—24 hours a day, 7 days a week
- Primary and secondary DNS services
- A personal Network Account Specialist to help you with any billing questions that you may have

Your Enterprise T1/T3 Service

Billing Invoices

Before the installation of your service, you will receive an invoice that will itemize your startup and equipment fees. This invoice is due upon receipt. Recurring monthly billing for your EarthLink service starts on the day following your final network appointment (turn-up). Your first monthly invoice will include a prorated charge that covers the period from the installation date to your first monthly billing date. This invoice will also include a charge for the first full month of service. Thereafter you will receive monthly invoices based on your monthly billing date.

We make every effort to ensure that our service statements are easy to understand. However if you have any questions regarding your invoice, please contact your Customer Service Account Manager at **1-888-698-4357**, or send an email to **ded-service@corp.earthlink.net**.

Forms of Payment

EarthLink accepts the following forms of payment:

- Corporate Checks
- Money Orders
- Credit Cards

Your Customer Service Account Manager will contact you in the event that EarthLink is unable to apply charges using your form of payment. Please note that problems related to your payment could delay your installation. Please include your invoice number (located on the upper-right corner of your invoice) on your money order or corporate check.

Payment Due Date

Payments are due upon receipt, and are overdue after 30 days.

Change of Address or Contact Information

If you need to change your billing address or contact information, please contact your Customer Service Account Manager at **1-888-698-4357**.

Ordering Additional Domain Names

Earthlink sets up and administers your first domain name at no additional charge. As your business grows, you may need to register additional domain names with any domain register for your Internet services. To request additional domain names and pricing, please send a request via email to **dns-request@corp.earthlink.net**. You will receive a response with a ticket number, which can be used as a reference for your request.

Ordering Additional IP Addresses

As your network expands, you may need additional IP addresses. EarthLink can set up and administer additional IP addresses for you. The ordering process for additional IP addresses typically takes up to two weeks.

Because IP addresses are managed by ARIN, and we must comply with their policy regarding IP assignment (RFC 2050), we ask that you provide the following:

- Written justification for the number of IP addresses requested—all address conservation options (subnetting, dynamic address assignment, etc.) must be exhausted before new IP addresses will be approved
- Network engineering plans—including subnets, host counts, and hosts-per-subnet, with projected utilization rates; you must also provide 6- and 12-month network projections—80% of IPs requested must be justified no matter the size of the block



To request additional IP addresses, please send an email to **ip-request@corp.earthlink.net**. In response, you will receive a form via email that will prompt you for the information we need to complete your request. You will also receive a ticket number that can be used to reference your request.

Upgrading Your Service

EarthLink provides a wide range of cost-effective options when you need to upgrade your service or increase your bandwidth. Please contact your Customer Service Account Manager for additional options and information at **1-888-698-4357**.

When You Move

If you need your network circuit moved as a result of an office or company move, please contact your Customer Service Account Manager at **1-888-698-4357**. Because we must coordinate with the telephone companies, a circuit move typically requires an advance notice of 30 to 45 business days. Please notify EarthLink as soon as possible so that we may place all necessary orders and help you avoid unnecessary downtime or inconvenience.

EarthLink Cancellation Policy

EarthLink requires a 60-day cancellation notice written on company letterhead with the account number or "ms" number (please specify if it is a particular user or the entire account), account holder's name and signature, as well as a contact number to verify the cancellation and final billing inquiries. Cancellation fees may apply if you cancel your service prior to your signed contract agreement.

Receiving a Service Level Agreement (SLA) Credit

You can view the Enterprise T1/T3 SLA here:

www.earthlink.net/biz/broadband/dedicated/sla

To receive an SLA credit you must contact EarthLink Network Customer Support (NCS) by telephone at 1-888-698-4357 to report an outage (for downtime),

- Downtime measurement begins with verbal contact between you and the EarthLink Network Customer Support group. Contacting EarthLink Network Customer Support via email or fax is not acceptable under the SLA.
- Downtime ends upon confirmation by EarthLink Network Customer Support that service has been reestablished. This is accomplished by pinging your router or by a confirmation form to the customer.
- If you are covered by the SLA and the cumulative outages in any full month exceed the qualified downtime, you must call EarthLink's Network Technical Support at **1-888-698-4357** to request a credit to your account by the 15th day of the following month. Approved credits will be applied to a later invoice.
- A maximum of 25% of your monthly fee will be credited each month. (Limit one credit per line, per month.)



Exclusions from SLA Coverage

- Scheduled maintenance of the EarthLink Network
- Problems outside of the EarthLink Network, including, but not limited to, Network Access Points (NAPS) failures
- Customer problems including, but not limited to, unplugged cables, software crashes, customer hardware, and/or administration failures
- Degraded or slow service

For more information about EarthLink's SLAs, offers, options, and products, please visit www.earthlink.net/biz/broadband

Contacting EarthLink

1. Customer Service

For billing questions, service cancellation, change of address, etc.

Contact Customer Service by email (ded-service@corp.earthlink.net) or by phone **1-888-698-4357**. Customer Service is available between 9 a.m. and 9 p.m. ET, Monday through Friday.

2. Technical Support

For network emergencies, service interruptions, connection performance, and technical issues.

Contact Technical Support by email (dedicated@corp.earthlink.net) or by phone **1-888-698-4357**. Technical Support is available 24 hours a day, 7 days a week.

3. Dedicated Sales

For ordering new services, upgrades, or changes to existing services.

Contact Dedicated Sales by phone at **1-800-380-6645**. Dedicated Sales is available between 9 a.m. and 9 p.m. ET, Monday through Friday.

For Domain Name Services, email dns-request@corp.earthlink.net

For additional IP addresses, email ip-request@corp.earthlink.net

For suggestions and comments, email ded-service@corp.earthlink.net