



## Benefits

- Combines dedicated Internet access with end-to-end expert management from AT&T
- Provides AT&T reliability backed by service level guarantees
- Includes 24x7 customer support, technical assistance and proactive monitoring
- Gives you flexible management and access, including access redundancy options

## AT&T Managed Internet Service Dedicated Access, World-Class Reliability

Your business relies on the Internet for many critical operations — electronic commerce, e-mail, remote access productivity and much more. AT&T Managed Internet Service (MIS) helps you consolidate management of your Internet needs with dedicated access, world-class reliability and optimal performance, scalability and security.

### 'Round-the-Clock Access — and Access Options

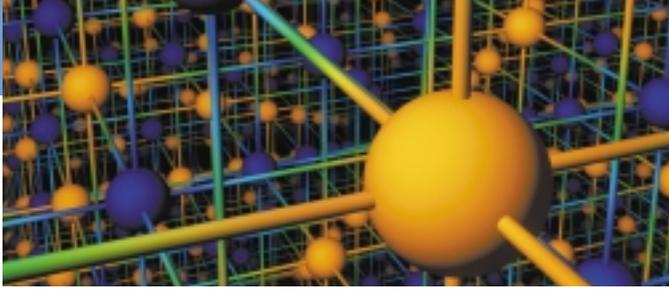
AT&T Managed Internet Service provides a dedicated Internet connection for your business 24 hours a day. You can select our completely AT&T-managed solution — or choose to manage components of your Internet access solution yourself. Either way, we proactively monitor your Internet access around the clock and provide enhanced security features to help protect your valuable network resources.

Built into AT&T MIS is flexibility, with a wide range of access speeds, access methods and options.

- Access Speeds: 56 Kbps - 2.5 Gbps (OC48)\*
- Access Methods: Private Line, Frame Relay, ATM, 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, Network Newsfeeds, Packet Filtering, Usage Reports, Local Access, Electronic Servicing capabilities
- Options: Flat-rate or Usage-based billing, Class of Service, Outbound Mail Relay Service, Security Solutions, Access Redundancy Options, IP Voice Communications

### End-to-End Management As You Need It

More than just an Internet connection, AT&T MIS is a complete solution that combines reliable access and world-class 24x7 support. You gain the quality and performance you need to conduct business over the Internet with confidence.



AT&T MIS incorporates convenience, resources and flexibility in a completely vendor-provided Internet solution, easing the management headaches associated with rapidly growing Internet use. You can take advantage of managed, high-speed, end-to-end Internet connectivity, knowing that 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.

## Reliability in the Backbone — and More

AT&T is a leading Tier 1 Internet Service Provider and growing at twice the market rate. One of the reasons is the AT&T OC48/OC192 IP Backbone. As the market leader in high-capacity OCX solutions, AT&T can offer you world-class reliability when your communications race to the Internet.

The backbone's 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're equipped with battery backup equipment and emergency generators. In fact, the architecture enables immediate rerouting around outages for almost instantaneous service restoration.

Reliability doesn't stop there. The MIS 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 within the AT&T IP Backbone where your connection is terminated. The result is even higher performance with greater levels of reliability.

## Guarantees to Back Up Our Service

AT&T Managed Internet Service is dedicated to providing highly reliable performance. Backing up the service are strong AT&T SLAs\*\* that provide guarantees of service availability of at least 99.99%, a network wide, monthly average delay of just 60 milliseconds, and a network wide average packet loss of less than 0.7%. In addition, we have guaranteed provisioning intervals, so your service will be up and running when you need it.

To keep your competitive edge, let AT&T MIS help you conduct business on the Internet with confidence, reliability and flexibility.

\*Some speeds may not be available in all areas.

\*\*SLAs apply to the domestic US AT&T IP Backbone network only and are subject to AT&T Program rules and regulations.

**For more information, contact your AT&T Account Representative or AT&T Authorized Alliance Channel Member, or call 1-800-288-3199. Visit our Web site at [www.att.com/ipservices](http://www.att.com/ipservices)**

