

## TeleXtend T1

MEGAPATH WHOLESAL

### HIGHLIGHTS

**Mission Critical Service**—Reliable and responsive, authentic T1, so your customers can run their business and not worry about Internet access disruption

**Excellent Customer Experience**—MegaPath goes the extra mile to offer your customers a great experience from installation to maintenance, including priority routing on MegaPath's network and 99.99% monthly uptime targets

**Built for Business**—Backed by MegaPath's professional service level agreements (SLAs) and dedicated T1 24 x 7 x 365 toll-free hot-line support, MegaPath T1 helps you meet your customer's high bandwidth needs

**Simple Installation**—Professional installation includes inside wiring and customer premises equipment (CPE) configuration

## Extend Market Reach with MegaPath T1 Broadband Service

Ensure that your corporate data access and WAN connectivity customers have mission critical Internet access with MegaPath T1 (TeleXtend) service. MegaPath's managed network provides reliable T1 Internet access through MegaPath's comprehensive nationwide footprint—extend your market reach without direct capital investment. Larger businesses or users demanding maximum speeds can get the most features from MegaPath T1—with three symmetrical speed options —1.5 Mbps, 768 Kbps, and 384 Kbps—and flexible IP addressing. MegaPath T1 helps you minimize worry and data management while delivering cutting edge services for your customers' Internet needs. MegaPath T1 service includes:

**T1 TECHNOLOGY.** Industry standard DS1 loop.

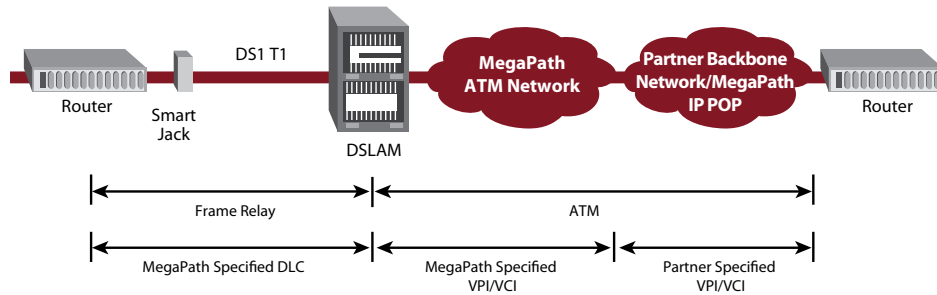
**T1 ARCHITECTURE.** Private ATM network connected to IP network through point of presence (POPs) nationwide.

**T1 SERVICE DELIVERY.** Professional installation by a qualified technician.

**T1 SUPPORT.** Dedicated, advanced technical support team structured for end-to-end problem resolution available 24x7, even on weekends and holidays.

**T1 SLAs.** Industry leading, enterprise class, service level agreements.

## T1 SERVICE NETWORK DIAGRAM



### EQUIPMENT REQUIREMENTS

Partners may use MegaPath-provided CPE or provide their own with all services except the TeleXtend NEN services. All MegaPath provided CPE is backed by a one-year warranty. Layer 3 partners providing their own CPE must use MegaPath-qualified CPE.

### T1 SERVICE LEVEL AGREEMENT

MegaPath TeleXtend T1 service enables you to provide a reliable, industry-standard-based solution backed by a dedicated support team and premiere SLAs. Service credits are available for missed SLA targets.

OPERATIONAL METRIC	TARGET
Monthly service availability	99.99%
Time to restore service	2.5 hours mean time to repair (MTTR) <sup>1</sup>
Average round-trip network delay	110 ms for Layer 3; 140 ms for Layer 2
Average data delivery	99.9%
Installation interval	30 calendar days

Contact your MegaPath account executive, email [wholesale@megapath.com](mailto:wholesale@megapath.com) or call us at 408-856-6712.