



# How can I simplify the increasing complexity of my network and free up IT resources to focus on my core business?

BellSouth® Enhanced Managed Router Service can free you from the burden of your network.

## At a Glance

- Complete data network solutions
- 24x7 fault monitoring
- Reputation for reliable customer service
- Lower cost management of your network

## Overview

Your network is a critical component of your business' infrastructure, yet it risks becoming so complex and cumbersome it distracts from your main business goals. BellSouth Enhanced Managed Router Service minimizes that complexity by allowing you to focus on your core business while enjoying the peace of mind of knowing your network is being actively monitored by BellSouth for outages, failures or potential downtime. Enhanced Managed Router Service provides both network monitoring and management of routers that are internetworked through either frame relay or private line services.

Enhanced Managed Router Service is a cost-effective way to proactively manage your networking technology and free up your own IT resources to focus on your core business. As a component of complete data solutions – professional services, equipment and network services, Enhanced Managed Router Service is an attractive method for companies to refocus networking assets for greater cost efficiency, while continuing to meet everhigher availability demands from their end users. It's available to any company with a network presence, or any portion of a network, in the BellSouth region.

## Effective Network Management

In today's working world, your organization is only as viable as your network. E-commerce, Internet access, Intranets, Extranets, multimedia applications and distributed workforces are fueling an ever-increasing demand for highly available and reliable networks.



BellSouth Enhanced Managed Router Service is a management solution that can provide nearly all of your networking needs when combined with other BellSouth products and services.

Our customers know BellSouth monitors their networks proactively and ensures the reliability they need so they may focus on their core business functions. We collaborate with our customers and provide a customer service-driven solution to not only keep your networks up and running but to monitor your network for any utilization or capacity issues.

You can't generate revenue or keep your customers happy without a functioning network. BellSouth Enhanced Managed Router Service can minimize the risks of network downtime or performance degradation by being a single, highly reliable and accountable source for monitoring and managing the day-to-day operations of your network.

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### Enhanced Value

BellSouth Enhanced Managed Router Service is available in three different service levels: Premium Monitoring, Basic Management and Premium Management. For all three service levels, performance reports can be provided electronically via e-mail or the Internet.

**Premium Monitoring** – The Premium Monitoring package provides basic fault monitoring of connectivity to a device and allows customers to retain control of their network while utilizing BellSouth only for day-to-day network monitoring. This is an IP ping-based service, coupled with Management Information Base (MIB) polling.

**Basic Management** – In addition to the services available in Premium Monitoring, BellSouth will also locate any problems in either the network

or the customer premises equipment and dispatch the appropriate vendor. BellSouth will also provide limited fault resolution and proactive performance management. BellSouth will track all troubles to resolution and take responsibility for coordinating repair activities with any support or maintenance providers secured by the customer.

**Premium Management** – Along with all of the services available in Premium Monitoring and Basic Management, BellSouth will be responsible for configuration management and security management via packet filtering. With the Premium Management package, BellSouth provides Service Level Agreements (SLAs) on a standard basis for customers with at least 10 sites, who use BellSouth® Frame Relay Service and Private Line Services with maintenance provided by BellSouth Communication Systems, LLC.\*

Metric	Objective	Credit
Network Availability (end-to-end)	99.8% monthly average	50% of the monthly recurring management charges of a given month
Site Availability (end-to-end)	99.5% monthly average	50% of the monthly recurring management charges for each affected site
Service Installation	For customer orders of fewer than 10 sites, no more than one missed site per month  For customer orders of more than 10 sites, 90% of all sites will be completed upon committed date	50% of installation charges for late sites

\* Actual SLAs (including terms, conditions and limitations) are set forth in the applicable Service Description. In the event of any conflict between the information in this material and that in the Service Description, the Service Description shall control.

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### Enhanced Managed Router Service

Enhanced Managed Router Service provides network reliability, a high level of technical expertise, maintenance and monitoring services and the internetworking capability of the BellSouth network. This allows our customers to refocus their efforts on their core businesses, increase the return on their network investment and gain an edge on the competition – simply by using BellSouth as the single source for router management. BellSouth® Enhanced Managed Router Service uses a Cisco® Powered Network offering the highest standard of reliability in the industry.

### Why BellSouth?

BellSouth builds networks and puts them to work. We manage our own networks every day and have decades of experience in monitoring and maintaining them. This philosophy, based on our years of experience with networks of all types, is how BellSouth provides the network management our customers depend on. As a single resource dedicated to customer service, BellSouth can act as a partner for our customers' communication needs and provide integrated managed router services, while our customers focus on growing their businesses. When your network needs speed, performance, scalability and reliability, you need BellSouth.

**For more information regarding BellSouth® Enhanced Managed Router Service, please contact your BellSouth account representative, or visit us online at [www.bellsouth.com/business](http://www.bellsouth.com/business)**

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