

internet services

Managed Router Service

No longer do you need to struggle through your network configuration wondering if it is secure, or if the syntax is exactly right. Nor do you need to burn out your networking 'top guns' (or yourself) with an on-call pager. Internap® Managed Router Service gives your company a single-source provider for your business-class Internet access and for the routers that connect to your network. Our expertise in managing Cisco IOS day-in and day-out makes Internap uniquely qualified to provide non-stop management, monitoring and support for your Cisco routers.

What is Managed Router Service?

Internap Managed Router service provides your company with a complete router and IP transit solution, which includes installing, monitoring and managing every aspect of your router. You can use an Internap-supplied Cisco router or your own router that meets certain minimum requirements.

Service Level Agreement

As part of its industry-leading Service Level Agreement*, you will receive from Internap:

- Change request tickets implemented within 24 hours of opening, excluding tickets that violate terms of service
- Alerts provided within 15 minutes of detecting an outage
- Internap-provided equipment replaced via next business day shipping within the U.S., or next standard delivery day outside the U.S. to your location

SLA Summary

Service Violation	Remedy
1 st violation in a month	50% refund of monthly fees applicable to service (not equipment)
2 nd violation in a month	Additional 50% refund of monthly fees applicable to service (not equipment)
3 rd violation in a 12-month period	Refund of current month's fees applicable to service (not equipment) and right to cancel service without penalty, exercisable within 30 days from 3 rd violation

* Subject to customer-provided modem and dedicated phone line

Features

- 24x7x365 Network Operations Center (NOC) support for monitoring, problem resolution and change management
- Proactive IOS patching
- Fully managed break-fix cycle by Internap with Cisco Technical Assistance Center (TAC), from diagnosis of a problem, opening a ticket to tracking replacement shipments
- SmartNet renewals for Internap-supplied equipment
- Internap-supplied Cisco routers
- Industry-leading Service Level Agreement

Benefits

- Reduce internal cost associated with network management
- Fast, effective change management
- Eliminate need to monitor vulnerability mailing lists or run additional scans
- Reduce break-fix and trouble ticket cycle times
- Access to the latest in performance and features

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