

colocation services

Circuit Testing Services

Internap offers Circuit Testing services in support of our customer's IP service and cross-connects to customers in Internap-owned and partner colocation facilities.

Testing Facility Cross-Connects

In Internap® colocation facilities, Internap is responsible for IP service cross-connects between the customer termination and the Internap service point. Internap is also responsible for back channel cross-connects between the carrier hand-off in the Internap network area and the customer space patch panel. In partner facilities, back channel cross-connects are maintained by the Internap colocation partner. IP service cross-connects in partner facilities are also maintained by partner staff on behalf of and at the direction of Internap.

Urgent cross-connect testing requests will be dispatched on a 24-hour basis in all Internap and partner colocation facilities.

Procedure and Billing

Emergency requests for testing of Internap cross-connects should be sent to the Internap Network Operations Center (NOC). If a customer reports a service disruption, Internap will perform reasonable tests of the Internap cross-connects at no charge. If, in the opinion of Internap colocation operations, a customer's request for cross-connect testing is unreasonable or excessive, Internap reserves the right to bill Circuit Testing services as Remote Hands services. Under no circumstances, however, will a customer be billed for testing where an Internap cross-connect is at fault. In partner facilities, requests for emergency cross-connect testing will generally be billed by Internap as Remote Hands services and non-urgent requests will be billed as Technical Support Services. Like in Internap facilities, the customer will never be billed if the colocation provider was at fault for the disruption.

Requests for testing of carrier circuits on customer back channels in Internap and partner facilities should be sent to the Internap NOC. Back channel testing will generally be performed on a non-emergency basis and billed as Technical Support Services.

Service Description

- Internap colocation engineers are trained and available to assist customers in the end-to-end testing of third-party, T1, DS3 and fiber carrier circuits
- Internap will work closely with our customer's technical staff, or at the customer's request, with carrier personnel to resolve any outstanding circuit problems
- Included in the support offered by Internap:
 - › T-Berd test or circuit signal characteristics and report of results
 - › Injection of errors into carrier circuits
 - › Installation and testing of hard loop back circuits

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