



AT&T MANAGED INTERNET SERVICE (MIS)

AT&T Managed Internet Service (MIS) is a dedicated Internet access service that provides businesses with high-speed Internet access through communications facilities managed by AT&T.

Underlying AT&T MIS is AT&T's highly reliable transport, the IP connectivity to the customer, and the IP backbone. Customer connectivity to the backbone is provided through the AT&T transport network. Access speeds range from 56 Kbps to 2.5 Gbps (OC-48), and access methods include Private Line, Frame Relay, Asynchronous Transfer Mode (ATM) and Integrated Access (T1 SINA or Channelized T3).

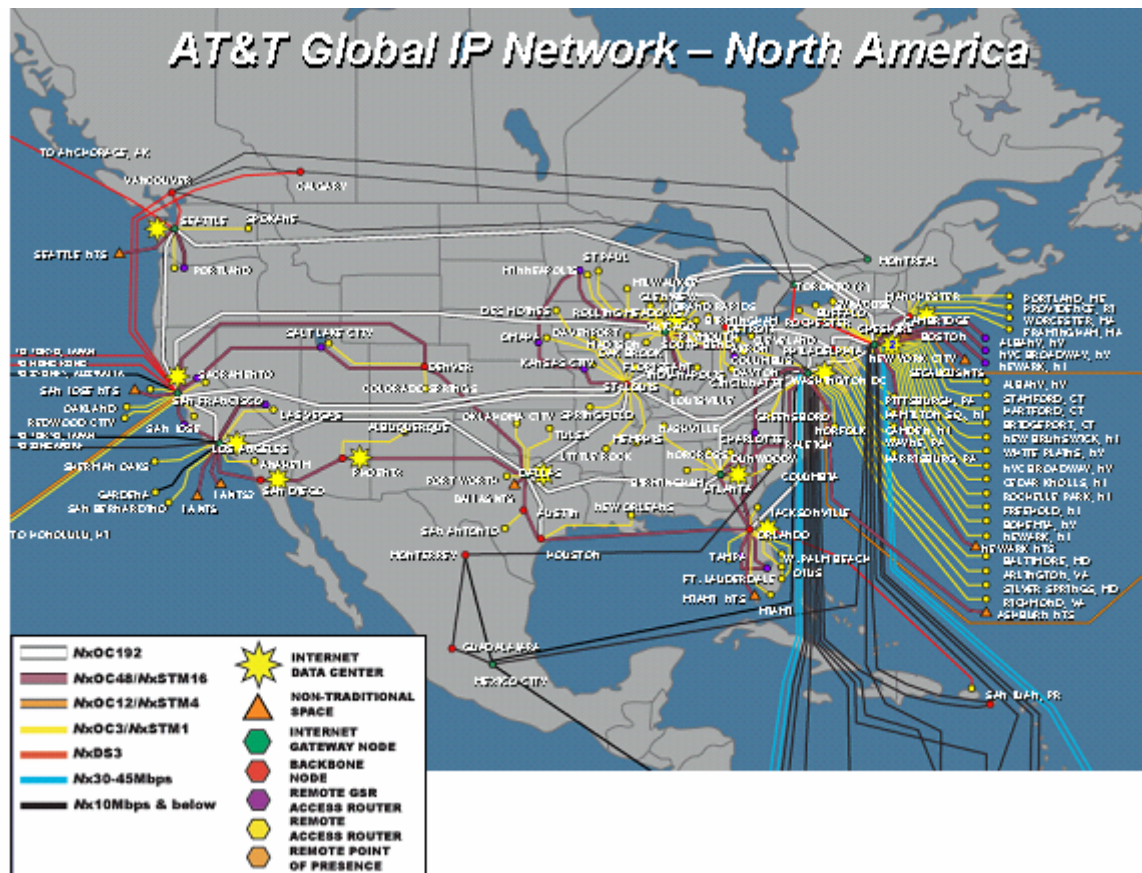
AT&T MIS with Managed Router

You lease from AT&T the necessary equipment needed to provide dedicated Internet service. The Customer Premises Equipment Lease includes a router, Channel Service Unit/Data Service Unit (CSU/DSU) and a diagnostic modem for out-of-band testing. AT&T configures and installs the leased equipment on your premises. AT&T monitors, manages, and maintains the installed equipment. All CPE supplied by AT&T is pre-configured by AT&T and includes Advanced Replacement Next Business Day (ARNBD) support. You cannot purchase the Leased CPE. All equipment is owned by AT&T, can be used for MIS only, and must be returned at termination of the service.

AT&T MIS with Customer Managed Router

You, as the customer, provide, configure, install, manage, and maintain all customer premises equipment (CPE). AT&T MIS responsibility ends with the termination of the access line at your premises.

AT&T NORTH AMERICAN IP NETWORK MAP





STANDARD FEATURES

Access choices:

- Digital Private Line
- Frame Relay Service
- ATM Service
- Integrated Access
- NxT1 (N by T1)
- Ethernet Access

Packet Filtering

This standard feature is available with the AT&T MIS with Managed Router service type only. AT&T oversees the implementation and maintenance of packet filtering tables in your router for added security. Packet filtering is a useful component of a comprehensive security plan. It helps prevent unauthorized access to your internal network, and controls authorized users' access to customer-specified Internet sites. AT&T engineers work with you to define a customized filtering plan, and at your request, make changes to it.

Primary and Secondary Domain Naming System (DNS) Administration

Domain names are the words, such as XYZCompany.com, that represent the actual numerical IP address (e.g., 14.127.18.139) used to navigate the Internet. A Domain Name System (DNS) is required for dedicated Internet access, regardless of whether it is established and administered by you or by AT&T. AT&T MIS Packages include:

- Up to 15 primary DNS zones with a maximum of 150 Kb of Primary zone data
- Up to 15 secondary DNS zones with a maximum of 150 Kb of Secondary zone data
- If you need more than the above maximums you may purchase the Additional DSN option.

Network Newsfeed Service

You are given access to all NetNews articles and newsgroups. Additionally, you may respond to or create articles of your own for others to read. You also have the option of selecting specific newsgroups and/or hierarchies of newsgroups.

Network Usage Reports

This feature provides you with online access to traffic summary reports which track access line use as a percentage of the available bandwidth. This comprehensive view of usage data provides you with a valuable tool to effectively monitor and manage your Internet bandwidth use and plan for future upgrades. Network Usage Reports are available 24 hours a day, seven days a week, except during maintenance. You access Network Usage Reports through a Web site. Secure Socket Layer (SSL) technology is used to protect your data from unauthorized users. All of your data is password protected.

Service Level Agreements

Under the AT&T Service Level Agreement Limited Guarantee Program, you are provisioned on the AT&T IP Backbone and are provided with performance and provisioning guarantees. Performance guarantees include 99.99% access availability, as well as minimum standards for delays and outages*. Provisioning guarantees assure you a prompt implementation of service once it has been ordered*.

BILLING OPTIONS

Flat Rate Billing

With Flat Rate Billing, AT&T MIS customers contract for a stated bandwidth and pay a set monthly fee for the term of the contract. Flat Rate Billing's level charge simplifies a business's budgeting and planning process.

Usage-Based Billing

The following usage-based billing options allow for monthly billing based upon [sustained bandwidth usage](#) rather than a set monthly fee:

Burstable Billing Method

With Burstable Billing, customers get a full dedicated access circuit, but only pay for actual sustained bandwidth usage-not the full line rate. Burstable Billing customers can "burst" up to the full capacity of the pipe when needed. This is not available to AT&T I-MIS customers.

Hi Cap Flex Billing Method

As with Burstable Billing, Hi Cap Flex Billing customers are provisioned with a fully dedicated access circuit, but only pay for actual sustained bandwidth usage-not the full line rate. It differs from the Burstable Billing option in that customers select a minimum monthly bandwidth commitment and then pay an additional fee for sustained usage above the minimum commitment. MIS Hi Cap Flex Billing customers can "burst" up to the full capacity of the pipe when needed. This is not available to AT&T I-MIS customers.

Shadow Billing Method

Shadow Billing is available for the redundant dedicated access connection only for customers who have selected either [Backbone Node Redundancy](#) or [Access Router Redundancy](#) (single customer site configurations only). Shadow Billing is not available for the primary access connection. Shadow Billing uses a modified Burstable Billing pricing structure, with minimum billing of 56 Kbps. For AT&T-Managed Router customers, traffic is routed over a single, primary link. The second, redundant link remains unused, providing a backup in case the primary link fails. For customers electing to manage their own router, they will be responsible for managing the traffic flow over the primary and redundant links. This is not available for AT&T I-MIS customers.



OPTIONAL FEATURES

REDUNDANCY (MARO)

Backbone Node Redundancy provides a logical redundant path, a redundant router (if two are used), a redundant access router and a redundant AT&T IP Backbone Node connection.

Access Router Redundancy provides a group of circuits terminating on one or two different CPE Routers and two different Access Routers within the same AT&T IP Backbone Node.

Automatic Load Balancing provides a group of circuits terminating on one or two different Customer Routers and one Access Router.

SECURITY SERVICE OPTIONS

AT&T Managed Firewall Service – Server Based provides you with fully managed CheckPoint Firewall-1 software on a Sun Ultra Enterprise server on your internal network.

AT&T Managed Firewall Service – Router Based provides you with a fully managed Cisco IOS Firewall Feature set working on a Cisco router on your internal network.

AT&T Managed Firewall Service - Premise Based Cisco PIX® provides you with a fully managed security service based on Cisco's suite of PIX® firewalls.

AT&T Managed Intrusion Detection provides you with one or more fully managed NetRanger Sensors at various locations on your network.

AT&T Network Scanning Service is a vulnerability and risk assessment tool that helps scan the your IP network for security holes.