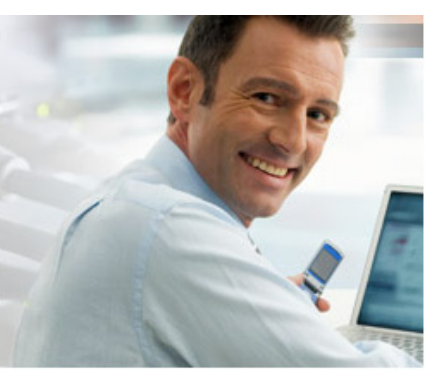


MANAGED ROUTER

Improve productivity without a hardware investment.



Our comprehensive Managed Router Services (MRS) suite supports your internetworking needs with end-to-end management of routers and network transport. Whether you choose a basic service with ping monitoring and proactive outage ticketing or an advanced solution with utilization polling and reporting, the MRS suite can save you time and money.

MRS acts as a virtual IT staff, placing the powerful administration tools, visibility and information required for smooth network operation at your fingertips. Accessible through our online management portal, these services streamline a variety of tasks, enabling you to:

- **Maximize Availability.** Accelerate repair times with proactive, automatic trouble response and resolution.
- **Manage Costs.** Use utilization metrics to prevent unnecessary upgrades or isolate packet loss related to circuit overuse.
- **Increase Efficiency.** Powerful network management tools free up IT staff to focus on projects that matter most.

Benefits

Managed Router Options

- 24x7x365 proactive network and equipment monitoring
- Automatic trouble ticket generation in the event of an outage
- Automated fault isolation and repair
- Anytime-access to graphs, reports, and ticket progress via the myLink customer web portal
- Intuitive Google Maps app with five-minute auto-refresh showing all of your service locations clearly marked Up, Down, or Degraded
- Bandwidth utilization data graphing with day, week, month, and annual views for each router interface
- Improved network visibility and information access
- More efficient IT staff and resource utilization
- No need to buy additional hardware to keep pace with growth

Benefits

Managed Router Options

Maintained Router (Basic): Protect your business from costly downtime with device and network monitoring, included at no cost for most EarthLink Complete™ Data services. Our Basic MRS product uses ping monitoring of the EarthLink Business managed router to ensure the device is responding. If an outage is detected, the system automatically opens a service ticket for our Repair team to triage. The Google Maps application built into the myLink customer web portal shows the site as down and provides all of the service ticket progress in real time

Monitored Router (Advanced): Complement the ping monitoring of your EarthLink Business managed router with SNMP-derived utilization statistics. Available in graph format on the myLink customer web portal, you can use utilization metrics to prevent unnecessary upgrades or isolate packet loss related to circuit overuse. Gathered in five-minute increments, bandwidth in/out statistics are available in daily, weekly, monthly, and annual views for every interface of the managed router.