



BUSINESS QUALITY DEDICATED INTERNET ACCESS

**UUdirect**<sup>SM</sup>

**UUNET**  
An MCI WorldCom Company



Internet  
Access

## BUSINESS QUALITY DEDICATED INTERNET ACCESS

# Udirect



The Udirect service provides a permanently open, high bandwidth, dedicated connection to the Internet. And since this connection to the Internet runs over UUNET's global IP network, you enjoy high quality, reliable data transfer from a business focused global provider. The service is available in a range of options, enabling you to choose the service edition that suits you best. And for extra peace of mind, Udirect is covered by UUNET's industry leading Service Level Agreement. Udirect provides business strength Internet connectivity.

- High quality dedicated Internet access
- Wide range of bandwidth options available
- Flexible billing options
- 100% availability commitment
- Network speed commitments
- 24x7 pro-active network monitoring
- Award winning customer service
- Global reach

### Dedicated Internet Access

In today's net-centric world, it is increasingly crucial that your organization has an Internet connection you can trust and a level of service that will support mission critical communication with your customers, suppliers and partners. Business functions as diverse as sales, engineering, research, marketing and operations all demand fast, flexible Internet access, service guarantees, proactive network management, outstanding customer support and global reach.

Udirect meets these requirements. It is, in fact, the perfect way for organizations to provide high quality Internet access to users on their computer networks (LANs), to host servers or build Intranet, Extranet and VPN systems.

With a Udirect connection you get the confidence of knowing that you are with the world's leading Internet service provider for business. We have the most rigorously engineered network available, with more direct connections to more cities around the world than any other Internet provider, supported by an unrivalled global infrastructure.

“ For the second year in a row, UUNET has topped the overall ratings in the survey. Eighty-nine percent of UUNET’s customers surveyed said they were satisfied or very satisfied with the Internet provider. For the two most important criteria - availability and network performance - UUNET received the highest satisfaction rating” .

- The 1998 ISP Rating by Inter@ctive Week

#### Service quality you can trust

UUNET knows that you can't afford to be let down by your Internet service provider. That is why we have made ground-breaking commitments to our customers in the form of Service Level Agreements (SLAs). The UUdirect SLA provides commitments in three key areas:

**Network availability:** The UUNET network will be available 100% of the time

**Network speed:** The latency (speed) of core sections of UUNET's network will not fall below agreed levels

**Customer notification:** Should a fault cause the service to become unavailable, UUNET will notify the customer within 30 minutes, during business hours

Should this level of service fail to be achieved, UUNET will credit the customer's account. Service Level Agreements are subject to country availability. For specific details on the local availability of the SLA and details of compensation credits, contact your UUNET sales representative.

#### Choose the service edition to match your needs

Every business uses the Internet differently. So, at UUNET, we offer you a choice of three different dedicated access service editions. This gives you an unequalled range of options, enabling you to choose the level of access, bandwidth and payment method that suits you best.

#### Tiered Edition

The Tiered Edition combines the flexibility of being able to increase (or decrease) your available bandwidth simply and rapidly, with the security of a fixed monthly fee.

You select the line type - T1/E1 or T3/E3 - which effectively sets the highest capacity your service is able to run (15 Mbps/2 Mbps or 45 Mbps/34 Mbps). Then you choose a specific 'capacity tier' (maximum allowable capacity to access) available for your current utilization.

This enables you to have a pre-determined capacity at a fixed monthly cost. However, you can easily move from one tier to another in order to grow your Internet connection as your usage increases, or even to increase the capacity for an individual month when you know usage will be particularly high.



### UUNET's global network

A UUdirect Internet connection doesn't just connect you to the Internet. It gives you access to UUNET's unsurpassed global IP network, bringing you the benefits of rapid and reliable data exchange with Internet users across the globe.

With over 1,100 Points of Presence (PoPs) and network access in 5 continents, UUNET's network maintains the highest level of reliability with redundant and diverse paths to avoid single points of failure and provide optimal traffic flow. The network utilizes Smart Routing Technology to send Internet packets as efficiently as possible and so improving performance. Network Operations Centers (NOCs) in the USA and Europe (and Asia Pacific soon), proactively manage the entire UUNET global network 24 hours per day, 7 days per week, to assure optimum performance.

#### Burstable Edition\*

Do your Internet access requirements fluctuate from one day to another, from week to week? The peaks and valleys of Internet usage can pose a dilemma. Do you settle for a lower speed connection and accept slower response times when the pressure's on? Or do you pay more to accommodate the peaks, even though you don't always need the full bandwidth?

The Burstable Edition of UUdirect is a flexible system which solves this dilemma. When you sign up for the Burstable service, you choose a 'bandwidth tier', which provides you with a specific amount of bandwidth for a fixed fee. You get access to the full capacity of the chosen service type at any given time. Should you require more bandwidth than the chosen bandwidth tier would normally provide, you can 'burst' to the maximum bandwidth capacity your service provides. In order to calculate your bill, UUNET uses the sustained usage at the 95th Percentile. What this means is that every five minutes, seven days per week, we automatically take samples of the bandwidth you are using at that moment. We ignore the top five percent of the usage samples, in case they are unrepresentative, and calculate your monthly bill according to the actual volume of your Internet traffic. If for two months in a row your sustained usage level amounts to a higher tier than the one you chose (you actually required more bandwidth than was selected), you will be automatically moved to the tier that corresponds with the correct amount of bandwidth.

In summary, the Burstable Edition has the additional functionality over the Tiered Edition that:

- 1) You will always have access to the full line capacity, over and above the tier you actually selected
- 2) Your billing tier will automatically adjust to your sustained usage requirements

#### Metered Edition\*

The Metered Edition provides a similar level of flexibility to the Burstable Edition, but with an alternative billing plan. You still have access to the full capacity of the line, and still only pay for only the amount of capacity you actually use. You just pay for each individual bit of data that is sent - like an Internet version of an Electricity meter. This is particularly cost effective for customers who have sudden 'spikes' of very high traffic, and lengthy periods with little Internet traffic.

For further customization such as BGP4 Routing, Firewalls, Virtual Private Networks (VPNs) and other offerings also available from UUNET, please consult your Sales Representative.

#### Customer service

UUNET is there to support you, both during the installation process and once your service is up and running. During installation, your local UUNET office provides you with a dedicated install engineer who assists you with:

- Obtaining the local loop from MCI WorldCom (where applicable)
- Configuring the network compatible router
- Providing the CSU/DSU (if required)
- Domain Name registration, providing primary and secondary DNS and allocating adequate IP address space
- Setting up SMTP mail service and newsfeed
- Activating the 24x7 connection monitoring for your circuit

The install engineer will assist in resolving these and any other issues that may affect the installation phase for the circuit. The install engineer will also be available for consultation for 30 days following the activation of your circuit.

Once your service is up and running, dedicated customer support teams ensure that any troubles are resolved in a timely manner to the full satisfaction of the customer.

#### Service Options include:

- Service Level Agreement (SLA)
- Router
- CSU/DSU
- Provision of the Local Loop through the MCI WorldCom network (where available)
- ISDN back-up (where available)
- Multi-homed, 'shadow' connections (a secondary back-up connection that provides service if the primary connection should fail)

Service options are subject to country availability.



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