WHOLESALE INTERNET ACCESS SOLUTIONS

UUdirect Transit℠

UUNET
An MCI WorldCom Company

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UUdirect Transit

UUdirect Transit is a dedicated Internet connection, specifically designed for Internet Service Providers (ISPs). Providing high-speed, high performance connectivity directly into UUNET's IP backbone network, UUdirect Transit brings you the benefits of a global or regional Internet network, without the cost and effort of building and maintaining it yourself. Let UUNET take the strain out of being an Internet provider.

As an ISP, you want to focus on running your business and serving your customers - not worrying about the performance of your network.

UUNET, the Internet services division of MCI WorldCom, can provide you with the high quality, high performance Internet connection which is so critical to your business.

The UUdirect Transit service

Designed specifically for Internet and Online Service Providers, this wholesale Internet access service gives you a direct connection to one of UUNET's transit hubs world-wide. From there, your Internet traffic travels over UUNET's core IP network, which runs at speeds of up to 2448 Mbps (OC-48). A choice of line capacities is available to match your capacity requirements and growth rate, from 64 Kbps up to 45 Mbps (or sometimes higher on demand). Upgrading your capacity is simply a matter of contacting your account manager and submitting a straightforward service order form. For even greater flexibility, a 'Burstable' option enables variable usage of the connection, with payment based on the sustained usage level.

The global network

For more than ten years, UUNET has built its reputation on constructing the most rigorously-engineered and widely-deployed IP network of its kind in the world. The UUNET network spans more than 1,000 Points of Presence around the globe, including Transit connectivity to ISP customers in 76 countries. UUNET's network maintains the highest level of reliability with redundant and diverse paths to avoid single points of failure and provide optimal routing and traffic flow, as well as uninterruptible power supplies at every switching node.

The network utilises Smart Routing Technology to send Internet packets as efficiently as possible, minimizing the number of 'packet hops' to the destination and so improving performance. And with enough OC-12 (622 Mbps) fiber miles to circle the Earth 10 times (February 1999), and network growth currently running at 1,000% per year, the UUNET network plans to have the bandwidth required for pioneering Internet services both now and in the future.

The UUdirect Transit service enables you and your customers to take advantage of UUNET's global network and world-wide peering agreements, whilst UUNET handles the building and maintenance of the network - so you don't have to.

- **Direct connection to UUNET's network**

- **Specifically designed for ISPs**

- **Connections from 64 Kbps to 155 Mbps**

- **100% availability commitment**

- **Network speed commitments**

- **24x7 pro-active network monitoring**

- **Smart Routing Technology**

"Number 1 in overall customer satisfaction"

Customer service

UUNET is committed to world-wide customer service and support, demonstrated by its outstanding customer service record, 24 x 7 coverage and local service and support.

UUNET has state-of-the-art Network Operations Centers (NOCs) in Europe and the USA, with a further center currently planned for the Asia Pacific region. With some of the most highly skilled and trained people in the industry, these NOCs offer UUdirect Transit customers individual support for their business-critical Internet solutions and provide network monitoring 24 hours a day, seven days a week. NOC engineers are not just there to fix things if they fail. They pro-actively manage the network, directing traffic onto the most efficient routes, and solving problems before they impact on the customer. UUNET's trouble-ticket system helps to track and resolve technical issues and if you require further support, UUNET's senior engineers are always on duty.

Service Level Agreements

UUNET knows that you can't afford to be let down by your network provider. This is why UUNET has made ground-breaking commitments to its customers in the form of Service Level Agreements (SLAs). The UUdirect Transit 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 will not fall below agreed levels (e.g. 85 milliseconds for a European network round-trip and 120 milliseconds for a transatlantic round trip.)

- **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 compensate the customer with credits to their account. For specific details on the SLA and compensation credits, contact your UUNET sales representative.

Choice of services

UUdirect Transit is available in a variety of editions to suit your business requirements.

Global Edition

This service, which is available globally, provides access to all of UUNET's global network routes, with access via more Transit hubs world-wide than any other ISP.

European Edition

Available throughout Europe and providing access solely to UUNET's European network routes, this cost-effective solution is ideal for ISPs who primarily need to route traffic only within the European region.

Asia Pacific Edition

Available soon, this service will provide access to UUNET's Asia Pacific network routes, making it a cost-effective solution for ISPs whose business is focused in this area.

The installation process

When you become a UUdirect Transit customer, you will be assigned a dedicated installation engineer, who will assist you with:

- Configuring and testing the equipment

- Co-ordinating with MCI WorldCom for a local access circuit, if required

- Assigning you a Class C IP address space, in accordance with UUNET policy

- Providing a secondary Domain Name service

- Registering your Domain Name

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