

Product Name:

Managed Router Support

Product Availability:

Managed Router Support is available with PAETEC Dynamic IP, MPLS VPN / MPLS Extended-reach, and Internet services that have PAETEC-supported routers.

Ideal Customer Profile:

PAETEC customers with VoIP or data services are ideal candidates.

CPE Requirements:

We will support PAETEC-provided Cisco or ADTRAN routers.

MANAGED ROUTER SUPPORT | In Brief

Product Description

Managed Router Support provides professional configuration, maintenance, and monitoring support for PAETEC-provided routers.

This service is available in three options:

Router Configuration

- PAETEC will configure LAN and WAN interface per your request
- PAETEC configures your software-based services, including NAT, PAT, DHCP, and secondary interfaces

Managed Router

Includes all of the Router Configuration services plus the following:

- Monitoring services with auto-notification based on “PING” monitoring
- Electronic notifications to include e-mail and pager messaging
- PAETEC-supplied router software and operating system updates
- Trouble resolution, device fault, and configuration management

Advanced Managed Router

Includes all of the Managed Router services plus the following:

- Customer notification by PAETEC Network Operation Center engineer via phone call
- (Optional) electronic customer notifications to include e-mail and pager messaging
- Unlimited changes

Application One

Norwood Lumber, a wholesale supply company with five locations in New Jersey, recently purchased Cisco routers from PAETEC. Since it had a limited IT staff and all sites were on varying VPN connections over the public Internet, proactive network monitoring was impossible. By implementing PAETEC’s Managed Router product, Norwood Lumber now has a fully managed and monitored network. It also has the resources that were once tied-up with networking issues, to take on other IT tasks pertinent to its business.

Application Two

Tel Tru Corporation, a distributor in Florida with 10 locations, had a managed frame relay network with PAETEC before it moved to an MPLS VPN platform. It recently upgraded to PAETEC’s Managed Internet 3.0 Mbps solution for each location and use VoIP over its MPLS VPN connection. PAETEC manages the routers using our Advanced Managed Router product for each of the 10 circuits. The customer enjoys the benefits of network redundancy and the capabilities that VoIP has to offer.