

Your business is faced with the challenge of doing more with less. How do you continue to ensure network efficiency and functionality without increasing your IT resources?

RCN Metro Optical Networks Managed Router Service provides a cost-effective, flexible solution for the total management of your WAN routers.

Managed Router Service improves your bottom line with reduced capital investment and operational costs while freeing limited IT resources for more business-critical projects – allowing you to concentrate on your core business.

What is Managed Router Service?

Part of our suite of Network Management Services, RCN Metro Optical Networks' Managed Router Service provides the configuration flexibility your business requires to ensure optimal network performance. Implemented and supported by highly qualified and certified network engineers, Managed Router Service includes complete router management, monitoring, and technical support from our Network Operations Center Engineers.

There are several options you can select, including:

Managed Router Service ISP – sold in conjunction with RCN Metro's Internet Service with Ethernet transport. Supports NAT, DHCP, BGP.

Managed Router Service Enterprise – sold in conjunction with RCN Metro's Ethernet Private Line services. Supports a wide range of routing protocols and network services.

Managed Router Service Enterprise Advanced – Highly customized Managed Router Service sold in conjunction with RCN Metro's Ethernet service and is designed specifically for customers requiring complex configuration. Managed Router Service Enterprise Advanced supports all routing protocols

and IOS services included with Managed Router Service Enterprise plus complex services such as multicast.

Managed Router Service Benefits

- Reduced capital investment and operational costs
- Single point of contact for complete service management
- Peace of mind with proactive event notification and Cisco IOS upgrades
- Reduced administrative time and resources

Managed Router Service Features

- Cisco-based solution to ensure interoperability
- Configuration by highly qualified and certified engineers
- Flexibility to support a wide range of protocols & services
- Restorable transport services for high reliability
- 24x7 network monitoring with dual NOCs

Service Level Agreement

In the event of an outage, RCN will notify you within 15 minutes of the event, followed by hourly updates until service is restored. If the equipment is deemed to be beyond repair, RCN will ship a replacement router within one day to restore service.

- 15-minute proactive call to alert you of any router outage
- Hourly status updates when there is a CPE failure
- One-day router replacement

Additional Services

Ethernet
SONET

Wavelength
NOC Service

Internet Access
Colocation

About RCN Metro Optical Networks

RCN Metro is a premier provider of high-capacity transport services for carriers as well as large and medium-sized businesses. RCN Metro offers a comprehensive suite of services including: Ethernet, SONET, Wavelength Services, Video Transport, Internet and more. The breadth of our service offering and our ability to combine them to deliver customized, cost-effective, reliable solutions that are implemented and supported by dedicated client teams is what sets RCN Metro apart from the competition and makes us "The Smart Alternative" to the status quo.

With a network leveraging unique rights-of-way, spanning from Maine to Virginia and out to Chicago, RCN Metro deploys custom solutions to service providers as well as companies in the finance, hospitality, media, government, health care and education industries.

RCN Metro is a wholly owned division of RCN Corporation. To learn more about RCN Metro, please visit our website, www.rcnmetro.com.



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