



Internet Connection

Finally, an optical connection to the Internet is within your reach. TeraBeam liberates your network from the confines of low Internet access bandwidth, long provisioning times and exotic telephone company protocols. TeraBeam's Internet Connection is delivered quickly because it is liberated from the provisioning time constraints of underground copper and fiber infrastructure. And, TeraBeam installs, manages and monitors the interface to its IP over Ethernet access network. TeraBeam's engineers focus on the optical link to the Internet, your engineers focus on your LAN. The result is that existing applications perform with new power and the limitless capabilities of the Internet are yours for the taking.

Fast Provisioning Times

Because TeraBeam doesn't need underground or building riser access to connect to your network, we eliminate the long provisioning times associated with securing permits and constructing underground fiber networks. As a result, TeraBeam delivers broadband Internet access in a matter of a few days, not months.

The Simple Connection

Chances are that your network technicians know IP and Ethernet LAN protocols better than DS1, DS3, Frame Relay, ATM and SONET. TeraBeam's network runs on Ethernet so there is no need to train IT staff on the subtleties of esoteric telco protocols. Since TeraBeam owns and manages the Internet access equipment, your IT staff is free to manage your LAN. TeraBeam assumes complete responsibility for tuning and optimizing the Internet connection for maximum performance.

Bandwidth Costs Within Reach

TeraBeam takes two steps to reduce the cost of high bandwidth. First, TeraBeam eliminates the process of securing street permits and constructing underground trenching required by copper and fiber-optic cables. Second, TeraBeam simplifies its network by using time-proven Ethernet and high performance IP protocols as the foundation of its network. The cost benefits of TeraBeam's above-ground Fiberless Optics technology and time-proven Ethernet and IP protocols are passed on to businesses that will enjoy the liberating power of high speed Internet access.

Optical Speeds Liberate the Internet

Low-speed Internet access has a paralyzing affect on productivity. Whether you are waiting for web pages to download, limiting the size of file attachments or experiencing the bandwidth constraints of multimedia applications, low access bandwidth diminishes the potential of the Internet. TeraBeam's Internet Connection provides up to 100 megabits per second to enable a new level of performance and opportunity for communication networks.



System Performance Specifications

TeraBeam's Internet Connection provides the performance and reliability you need to insure consistent operation access to Internet resources.

- ▶ **Latency:** Latency will be no higher than 75 milliseconds roundtrip between the customer premise equipment and the TeraBeam Networks' Internet gateway.
- ▶ **Packet Delivery:** Packet delivery will be at least 99.9 percent.
- ▶ **Availability:** As a standard product offering, Internet connection will carry an end-to-end systems availability guarantee of at least 99.9 percent. If you choose to establish network redundancy through a T1 line, TeraBeam Networks will be responsible for connecting the T1 to TeraBeam's on-site equipment.

Domain Name Services

TeraBeam's domain name services will be provided to Internet Connection customers at no additional charge. The domain name hosting service will support forward look-up and reverse look-up functionality.

Bandwidth Selections

TeraBeam enables flexibility by providing options of 5, 10 or 100 mbps.

Customer Care

You will have access to a dedicated advocate who will provide customer care during normal business hours. In addition, you'll have access to 24/7/365 support via a toll-free telephone number, and be notified within 15 minutes in the event of an outage. The mean time to repair an outage will average less than four hours.

Monitoring / Repair

TeraBeam Networks will proactively monitor network performance by checking the status of customer CPE every five minutes. Organizations can monitor the performance of the overall network by accessing weekly performance reports posted on TeraBeam's website.

Provisioning Time

Managed Internet Service provides provisioning within 30 days from the date a service contract is signed. TeraBeam completely handles the installation of its equipment and lets your network engineers concentrate on your network. Since TeraBeam's field engineers deliver, install and configure all equipment, your engineers are free to concentrate on your LAN.

