

## TAKE CONTROL OF YOUR DATA TRANSPORT BY IMPLEMENTING HIGH-QUALITY, HIGH-SPEED ETHERNET INTERNET ACCESS

*Sophisticated businesses that rely on fast connectivity to the Internet to support critical applications can benefit from the scalability and efficiency offered by dedicated Ethernet access, which provides numerous advantages over traditional T1, DS3 and SONET Internet access methods.*

First Communications Inc. offers businesses high-speed Dedicated Internet Access (DIA) with an industry-standard 10/100 Ethernet customer interface. First Communications' Ethernet DIA is a cost-effective alternative for businesses that require Internet access speeds equal to or greater than 5 Mbps to run inventory systems, supply chain extranets, CRM and RMS applications, data storage solutions, voice and video applications, and point-of-sale applications, among others.

## INCREASE CAPACITY AND ADD SERVICES WHILE EFFICIENTLY MANAGING CAPEX

Across many industries, bandwidth demands continue to increase. In fact, Ethernet services are predicted to grow at an estimated five-year compound annual growth rate (CAGR) of 25 percent, according to a report by Insight Research Corporation. The report cited significant growth at bandwidth speeds between 10 Mbps and 100 Mbps.

First Communications' Ethernet DIA can help you meet increasing bandwidth demands while efficiently managing CAPEX. Our Ethernet DIA service more readily integrates with your LAN and data equipment and eliminates the need for expensive interface port cards required with traditional TDM and SONET technologies. In addition, Ethernet can be gradually scaled without adding new equipment each time you increase bandwidth capacity, enabling you to more quickly and economically address current needs as well as future bandwidth growth.

First Communications' Ethernet DIA uses multiple Tier 1 Internet backbone peering arrangements, increasing successful data delivery outcomes and reducing potential downtime.

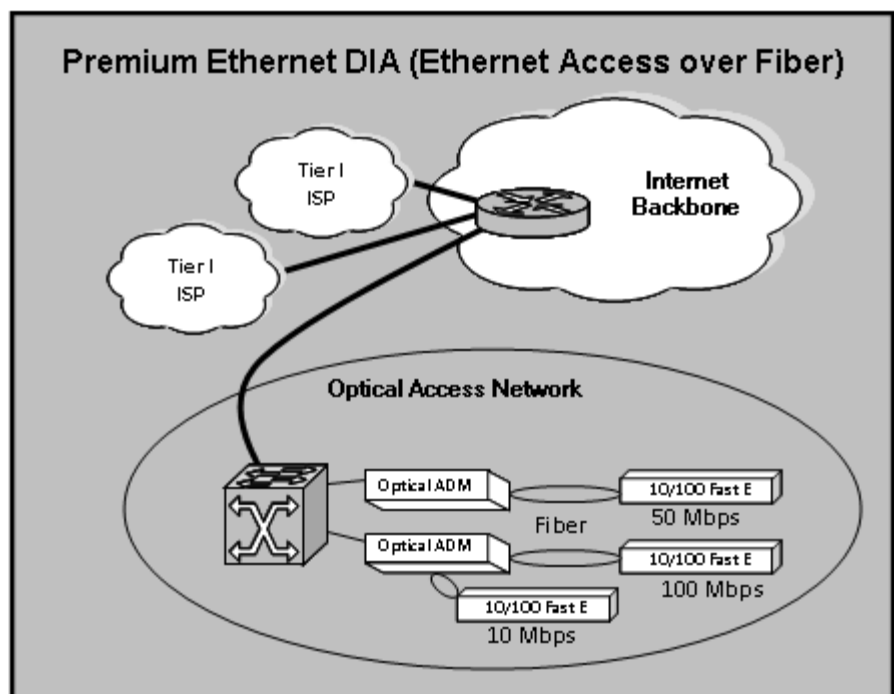
## BENEFIT FROM FLEXIBLE SERVICE OFFERINGS

First Communications offers Ethernet DIA service through several different access methods, enabling you to choose the best solution based on your individual business needs and budget.

### Premium Ethernet DIA

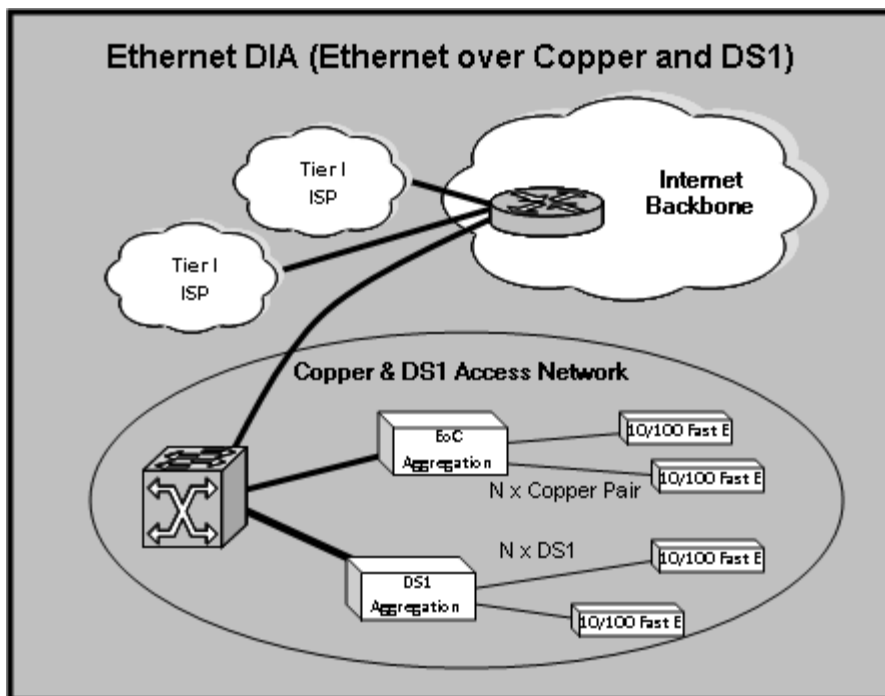
Our Premium Ethernet DIA service offering leverages Ethernet over fiber for businesses that require higher bandwidth speeds and reliability for mission-critical applications. Premium Ethernet DIA is highly scalable, enabling you to increase bandwidth capacity—and manage CAPEX—as your business needs grow.

Premium Ethernet DIA is widely available throughout First Communications' coverage area at speeds of 10 Mbps, 20 Mbps, 50 Mbps and 100 Mbps.



## Ethernet DIA

Our Ethernet DIA service offering is available in copper or DS1 access technologies. *Ethernet DIA over Copper* is available in densely populated metro locations and provides reliable service and moderate scalability for businesses that run sophisticated applications. Ethernet DIA over copper is an affordable alternative for businesses that need to meet current bandwidth demands while planning for future growth. *Ethernet DIA over DS1* is available in select areas. The bundling together of T1 (DS1) access circuits to form a single Ethernet facility provides reliable service for businesses that run standard applications as part of their everyday procedures. Ethernet DIA is available in speeds of 5 Mbps, 10 Mbps, 15 Mbps and 20 Mbps.



First Communications provides Service Level Agreements (SLAs), as well as 24x7x365 repair service through its own call centers and Network Operations Center (NOC) facilities.

### FIRST COMMUNICATIONS SLAs\*

#### Network Availability - Premium Ethernet DIA

Goal - "Five-nines" (99.999%) availability

Service Credits - One (1) day credit = 1/30 of the monthly fees for the applicable location(s) per each hour of downtime in a given billing period

#### Network Availability - Ethernet DIA

Goal - 99.9 percent availability

Service Credits - One (1) day credit = 1/30 of the monthly fees for the applicable location(s) per each hour of downtime in a given billing period

#### Network Latency

Goal - Less than or equal to 65ms maximum monthly average

Service Credits - One (1) day credit = 1/30 of the monthly fees for the applicable location(s) if average monthly latency exceeds 65ms

#### Packet Loss

Goal - Less than or equal to 1 percent average per month

Service Credits - One (1) day credit = 1/30 of the monthly fees for the applicable location(s) per each percentage above the monthly average packet loss of 1 percent

## Ethernet DIA Key Benefits

### Premium Ethernet DIA

10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps

### Ethernet DIA

5 Mbps, 10 Mbps, 15 Mbps, 20 Mbps

Reliability

Scalability

Ability to efficiently manage CAPEX

Industry-standard 10/100 Ethernet handoff

Simple integration with LAN and data equipment

Flexible configurations

Multiple peering/backbone providers

Service Level Agreements

24x7x365 NOC monitoring and support

\*The information herein is non-binding, for promotional purposes only and does not constitute an offer to provide services. Limited availability of Ethernet services applies. All Ethernet services are subject to First Communications' standard terms and conditions applicable to Ethernet service, including any Service Level Agreement, in addition to the general terms and conditions of service applicable to all customers, which are located at [www.firstcomm.com](http://www.firstcomm.com).