

XO® Managed MPLS IP-VPN Service

XO MANAGED SERVICES

For multi-location businesses that require secure T-1 or higher services, XO Communications offers flexible, intelligent, managed network solutions that provide more bandwidth for the dollar, faster application deployment, and lower network operating costs than traditional Wide Area Networking services.

Overview

XO IP-VPN provides a network-based, fully-managed, Wide-Area-Networking solution that makes it easier to stay on top of your network budget and the technology curve. The intelligence of the XO IP-VPN resides in our Private network, which protects your data from the congestion and security risks of the public Internet, and segregates, secures and routes your traffic with the latest MPLS technology. There's no need to purchase expensive equipment, update and maintain it. Plus, you get the cost savings of consolidating your voice, data, and video networks onto a single IP-based platform.

XO® helps you design, install and manage your IP-VPN, and customize it to meet the specific Class of Service and bandwidth requirements of your multi-location business. Whether you require a fully managed solution, want XO to help you manage your network, or simply want assistance with network monitoring and fault notification services, XO can customize a VPN solution to meet the specific requirements of your business.

Network Implementation

As part of our Managed Service offering, an XO Sales Engineer will work with you to build a network that meets the specific requirements of your business. Our experienced engineers will help you with everything from network assessment, topology and application reviews, to network feasibility, design and CPE recommendations.

Additionally, XO will:

- Order and coordinate installation, test & turn-up of local access circuits
- Provide Customer Premise Equipment (CPE)
- Stage and configure CPE (if CPE rental option is chosen)
- Provide on-site installation of CPE by our field technicians, or our approved third-party vendors
- Ensure WAN connectivity between sites during the installation process.
- Ensure sites are installed within 60 calendar days of completing your Service Order or Master Service Agreement, receiving Credit Approval, and completing a Site Survey

Management & Monitoring

Phone systems and service are a critical resource for any business. But you don't have time to manage equipment, service, and maintenance, not to mention troubleshoot repairs. That's where our managed router offering for IP-VPN comes into the picture. It provides fast relief from the cost and stress of do-it-yourself network management and monitoring.

Here's what you get with our "stress-free" managed router offering for IP-VPN:

- **Problem Identification** – XO proactively identifies and troubleshoots problems to XO-provided CPE. We will isolate the issue and determine if any XO product element is involved. XO will use IP polling to CPE we provide and poll the devices every 5 minutes.



- **Create Trouble Tickets** - When hardware or network issues occur, or we receive trouble reports/inquiries from customers, XO® will track and resolve hardware and network service problems through our trouble ticket system.
- **Notification** – We send outage notifications to our customer escalation contacts within 30 minutes of our Care team receiving an alarm. XO will also notify you of planned maintenance-related outages on our network within 3-5 calendar days of the scheduled maintenance.
- **WAN Trouble Resolution – XO will** isolate and resolve network transport-related issues including local loop access.
- **Logical Trouble Resolution – XO will** troubleshoot detailed logical configuration to determine if any logical routing, access list or other software configuration issues are causing end-user outages. Our experienced technicians will identify and resolve improperly configured access control lists, buffer allocation, priority queues, etc.
- **Hardware Trouble Resolution** XO will dispatch our technicians or agents to correct Customer Premises Equipment (CPE) problems.
- **Ongoing Configuration Support** – With your Managed IP-VPN service, our XO Customer Care team will make requested changes to your XO-provided CPE devices. This includes required configuration changes—such as application priority within the Class of Service class structure—changes to the way bandwidth is allocated among the classes of service, changes to IP addressing, switching from static to BGP, changes to access control lists, and any reasonable router table changes.

Turn to the proven provider

XO is a proven provider with more than a decade of experience in delivering network and managed service solutions to business and enterprise customers. The XO nationwide, private IP network handles more than 15 billion minutes of VoIP traffic per year, and can manage, track, and control the path of every call. With our Managed IP-VPN service, XO puts it all together to give you a turnkey, “tension-free” solution for implementing an IP-VPN across your business.

For more information, visit www.xo.com, call 866.963.9696, or call your XO representative today.

