



LIGHTBOUND
CHOICE NETWORK

LAN MANAGEMENT

NETWORK MANAGEMENT MADE EASY

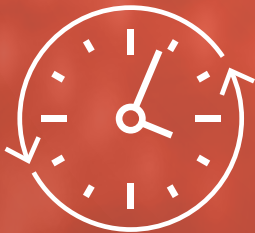
Configuration. Notification. Diagnosis.

Managing your LAN can be time consuming and frustrating, especially when there are outages throughout the network that are difficult to diagnose. Having qualified technicians available to monitor and respond in these situations can often make the difference between minutes or even hours of downtime. Downtime you cannot afford in today's always-on world. LightBound's Managed LAN solution, backed by our 24x7x365 NOC, can help you sleep better at night knowing that someone is available around the clock.

SERVICE DESCRIPTION

LightBound Managed LAN solution is an offering that augments your IT resources with LightBound's NOC and engineering staff to support your LAN. It provides 24x7x365 monitoring, troubleshooting, and support assistance of your mission-critical LAN devices. We will set up and configure your devices and provide peace of mind knowing that should issues arise at any point in the future, we are available remotely to triage, troubleshoot and resolve any issues.

AVOID VALUABLE DOWNTIME WITH:



**24/7/365
MONITORING**



**QUALIFIED
TECHNICIANS**



**PROFESSIONAL
SETUP / INSTALL**

IN SCOPE:

- Initial set-up, configuration, and installation of devices per LAN Switching Workbook 24x7x365 remote NOC and engineering support of devices
- Proactive monitoring of devices and alerts to customer about failures, within NOC monitoring SLA's
- Upon failure of a device, coordinate with customer to configure and implement a replacement device

SERVICE LEVEL AGREEMENT (SLA):

- Regular moves, adds, and changes should be performed within 4 hours, NOC workload permitting
- Any change other than a port level VLAN change that requires escalation to engineering may take up to 48 hours
- On-site services are available on a time and materials basis, but are outside the scope of this service.

LightBound is a U.S. based provider of Internet, voice, colocation, network, and cloud services. We serve both global and national organizations, and we're fortunate to have some of the world's best and most successful companies as clients.



LIGHTBOUND
INTEGRATED VOICE



LIGHTBOUND
CORE DATACENTERS



LIGHTBOUND
LOCAL CLOUD



LIGHTBOUND
ADVANCED INTERNET



YOUR IP FOUNDATION

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