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# **Overview of Professional Services**

**January 2006**

- The Research and Education community's networking needs have grown beyond basic lit services offered by service providers - requiring many to acquire their own dark fiber.
- Providing optical services to campuses and researchers requires Carrier-Class Services and Reliability.
- Unfortunately, many universities either don't have the necessary experience or resources to light and manage optical networks as cost effectively and efficiently as possible.
- FiberCo now offers customized services to assist universities and regional networks with planning, installation, management and operations of their networking infrastructure.

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- Expanded FiberCo's longstanding relationship with Level 3 beyond dark fiber to include professional services – complete turn-key solutions/value-added services for our members (from start to finish).
- Draws upon Level3's highly-experienced team of networking professionals who have installed and managed optical networks for years.
  - Same team that installed & turned up National LambdaRail's Phase II network!
- Pre-negotiated contracts
  - Tailored to meet the unique needs of the R&E community

- Aggressive FiberCo pricing:
  - Negotiated rates lower than standard educational pricing market pricing and significantly under current market pricing
  - A la carte set of services (can pick and choose)
  - Pricing tailored to fit individual customer needs:
    - Bundle/package options that can be included in bids
    - Itemized and priced out
- FiberCo will provide Project Management and oversight (Audit/Quality Assurance) on all professional services to ensure our members' needs are met.

- Pre Installation Support:
  - Level3's optical engineers and network designers will perform network architecture and route design, transmission engineering and optronics requirements determination, conduct fiber characterizations.
  
- Installation and Implementation Services:
  - Manage build-out logistics; conduct detailed site engineering and installation prep, perform site and route staging and test and turn-up services; route commissioning and as-built documentation.

- Order Management and Asset Tracking:
  - Order entry and asset inventory; development of processes and procedures for provisioning inventory, billing and orders.
  - Level3 will work with customer to eventually migrate services to university/RON NOC as they gain necessary experience.
- 24 x 7 x 365 Operations Support (Shared NOC):
  - Including network monitoring and maintenance management; fault isolation and troubleshooting, field services dispatching; provisioning and lifecycle engineering; service initiation, sparring requirements, equipment maintenance.

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