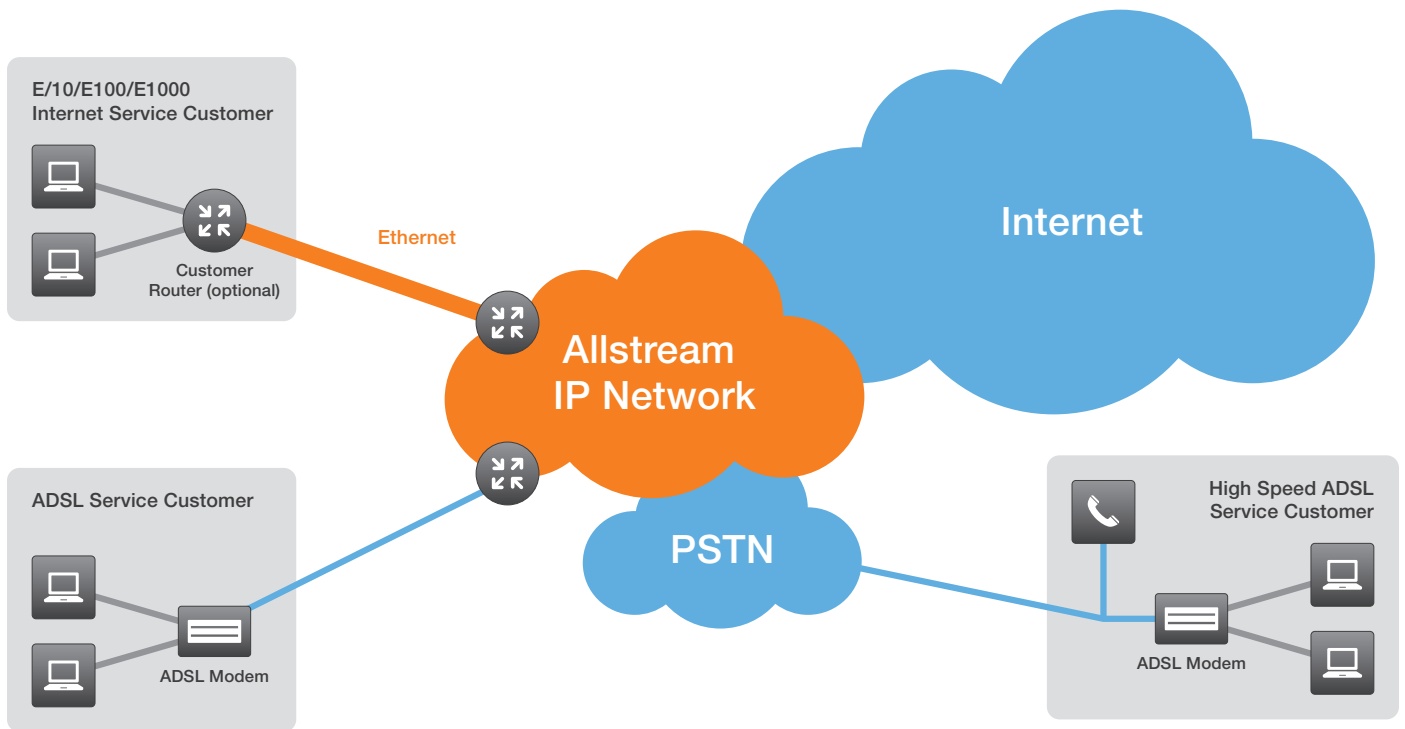


Business Internet

Whether your people are interacting online with customers and suppliers, selling products and services via e-commerce or communicating internally using email, they rely on secure, high-speed access to the Internet. With so much of your business dependent on Web-based applications, you need maximum uptime to meet day-to-day demand, along with enough scalable bandwidth to keep pace with future requirements. Allstream Business Internet delivers your vital connections to the online world.



Fast, reliable connectivity for all of your critical applications

Allstream's Business Internet services provide the dedicated high-speed access you need to support all of your critical online tasks. IP telephony, virtual private networks, videoconferencing, remote teleworkers and the full range of Internet-based communications tools – we ensure you can access the applications that are essential to your business.

To connect your organization, you'll find what you need in our portfolio of affordable Internet solutions, including Ethernet and ADSL. All of our Internet access services provide full Domain Name Service (DNS), an ample supply of email boxes, IPv4 and IPv6 addresses, and by request, web hosting and customer-premises equipment.

Three commitments from Allstream that together deliver unique value

What makes Allstream Business Ethernet Internet stand apart from the competition is a combination of commitments unique in the Canadian market. We deliver guaranteed value for the three things that matter most to you: performance, service and price.

1 Performance Guarantee – Total security, reliability and IPv6 ready

Security – Distributed-Denial-of-Service (DDoS) protection is built into our Ethernet Internet services to stop attacks before they impact your business.

100% Service Availability – we're guaranteeing the availability and reliability of our Ethernet Internet services.¹ If our service is unavailable for any amount of time, we'll reimburse 25% of your monthly fee for each affected circuit.²

IPv6 Readiness – the Internet is running out of IPv4 addresses. To help you plan for that, we proactively assist our customers with IPv6 deployment. Our dual-stack approach ensures both IPv4 and IPv6 protocols are available to help with your migration strategy.

2 Service Guarantee – Above all, we're easy to do business with

Our Internet services are backed by the Allstream Service Guarantee that provides industry-leading customer service levels.

Dedicated Order Manager – a single point of contact to oversee the delivery of your solution from contract through installation to acceptance.

Guaranteed Delivery Date – shortly after contract signing, we will work with you to set a firm installation date to which we will be accountable.

Service Resolution Expert – in the event that you contact us with a problem or concern, we'll assign an expert to own the issue from start to finish while keeping you in the loop until everything is resolved.

First Bill Walkthrough – the option to have us walk you through your first bill or sales quote, checked for accuracy against your contract.

Customer Reference – if, before signing a sales contract, you want a reference, we'll connect you directly to an Allstream customer and you can learn more about what it's like to do business with us.

If we miss on any service commitments that we make to you, we'll credit you the value of one month's service, based on your Allstream contract.

3 Price Guarantee – The best pricing in the Canadian market

We stand behind the guarantee that we offer the best value for your money in choosing an Internet service provider.

When you sign a contract for Ethernet Internet, we want to make sure you feel that you're getting the best pricing, so we'll give you 45 days to compare. In that time, if you come back with a lower quote from the competition – a written quote – for an equivalent service, we'll either match it or let you out of the contract. It's that simple.

There's a little fine print here; the guarantee is intended to give you peace of mind that we're very serious about delivering value.³

Ethernet Internet

Our Ethernet Internet services provide your business with the capacity to support complex, high-bandwidth applications, along with the special requirements of remote workers. A choice of access options deliver the flexibility, scalability and reliability that will keep your business competitively connected to customers, partners and suppliers.

Scalable speeds up to 100Mbps are ideal for bandwidth-intensive business processes including email traffic, instant messaging, conferencing, file transfer, e-commerce and social business.

Bandwidth in excess of 1Gbps and up to 10Gbps efficiently accommodates not only the needs of e-commerce but the rapid growth in size and speed of data that enterprises are faced with. It's an ideal choice for companies in the financial, medical and software industries, as well as for organizations offering IT services.

Distributed Denial of Service (DDoS) Protection

Can you afford to ignore threats like DDoS? When Internet-facing services and applications are down, the impact can have several business consequences such as direct loss of revenue and profit, damages to brand reputation and lower employee productivity, to name a few.

That's why our Ethernet Internet services are offered with DDoS protection; you get the protection, visibility and control you need to stop DDoS attacks before they reach your network.

Customer Portal

With our self-service portal, you have access to monitoring tools and reports that provides you with granular visibility into DDoS threats on your network. Alerts are automatically generated and ranked by the severity level of different types of attacks. All of the mitigation techniques are also controlled directly in your portal, which is supported by Allstream's Threat Management System (TMS).

Mitigation

Allows you to interrupt communications with compromised hosts during a DDoS attack in order to protect your network and infrastructure. Protects your network from various types of volumetric DDoS attacks including DNS, ICMP, IP Fragment, IP Null, IP Private, TCP Null, TCP RST, TCP SYN and UDP.

Scrubbing

Allows you to automatically off-ramp attack traffic to the Allstream Threat Management System (TMS) to identify the connections generating the DDoS attacks, while still allowing the clean data to pass through your network. This technique ensures your employees, business partners and customers can continue communicating and collaborating during an attack.

ADSL Internet

Our ADSL (Asymmetrical Digital Subscriber Line) services offer a cost-effective broadband connectivity solution for small and medium-sized businesses requiring secure, reliable Internet connections that can grow along with their changing needs:

ADSL Internet

Delivered through a dedicated connection to the Allstream network, ADSL delivers download speeds of up to 7 Mbps and upload speeds of up to 640 Kbps. This service is ideal for businesses with moderate data traffic requirements.

High Speed ADSL

A cost-effective and reliable option delivered via your business PSTN telephone connection, High-Speed ADSL supports download speeds of up to 6 Mbps and upload speeds of up to 640 Kbps. This is the ideal solution for small businesses or branch offices that need to balance traffic capacity needs with cost saving objectives.

Boost your connection with High Availability

Any Internet downtime can lead to a significant loss of productivity and revenue. Allstream's High Availability Internet access delivers guaranteed uptime by providing two connections, one primary and one secondary. If the primary connection fails, the secondary connection automatically takes over, ensuring uninterrupted Internet access.

For some, uninterrupted access to the Internet is a critical component of their business, and any amount of downtime will result in lost productivity and revenue. High-Availability Internet is Allstream's solution for service redundancy. Ensuring continuous uptime through primary and secondary Internet connections, we've carefully designed a service that takes advantage of our national backbone and extensive local fibre network to optimize performance and availability.

Business Internet options and key features

Service	Access Type	Speed	Domain Email Boxes
E10	Ethernet Internet	Up to 10 Mbps	40
E100	Ethernet Internet	Up to 100 Mbps	40
E1000	Ethernet Internet	Up to 1000 Mbps	80
Internet ADSL	ADSL	7 Mbps/ 640 Kbps	20
High Speed ADSL	ADSL	6 Mbps/ 640 Kbps	5
High Availability*	ADSL, Ethernet	640 Kbps - 1000 Mbps	N/A

* Provides secondary access for load sharing or failover

Internet Protocol Version 6 (IPv6)

IPv6 is a new version of the IP protocol. Because the supply of IPv4 addresses is rapidly becoming exhausted, IPv6 will replace IPv4 after a period during which both versions will co-exist. Since the two protocols are incompatible, various transition mechanisms may be utilized by IPv6 enabled devices to communicate with IPv4 devices. The new protocol dramatically increases the number of available Internet addresses and also adds other significant improvements especially by enhancing security and by simplifying the initial configuration of Internet connected devices.

The benefits delivered by IPv6 can provide a significant competitive advantage to those who adopt the new protocol early and effectively. Allstream will ensure that its customers are among the first to benefit from the most advanced communication productivity tools and that its infrastructure roadmap will continuously evolve to include the latest technology developments including IPv6.

The difference Allstream Business Internet will make to your business

Reliability

Our services run on Allstream's IP network infrastructure that delivers high-performance Internet connectivity essential to the functioning of your core business applications.

Business continuity

Our stringent service level agreement commits to 100% service availability. In addition, we also offer backup connectivity, high availability circuits and multi-homing solutions for mission-critical applications.

Cost savings

Our price guarantee means you're getting the best value for your money. Allstream's Ethernet Internet services allows you to use your own Internet router, or you can lease one from Allstream and we'll manage it, enabling your network team to focus on other areas of your business.

Support

As part of the Allstream Service Guarantee, you'll benefit from access to certified networking and technical support specialists to ensure that you receive maximum value from your service.

Global reach

Our IP network is connected to the world's largest ISPs to ensure optimal routing and traffic, whether it's destined for your Canadian branch offices or your customers and partners located across the globe.

Control

To support overburdened IT departments, we offer network-based managed services for the management, monitoring and security features of our Internet services. We also offer (at no additional charge) network utilization reports that identify usage patterns and help optimize access configurations. Performance management reports are also available providing more advanced network analysis including latency, packet delivery and CE health (additional charges apply).

Why Allstream?

As Canada's all-business communications provider, we own and operate a national IP network that extends over 30,000 fibre kilometres and directly connects into nearly 3,000 buildings across Canada. Our network delivers the superior performance and reliability that Internet-connected businesses count on. Our bandwidth guarantee covers service availability, leveraging our highly resilient carrier-class infrastructure backed by our 100% service level agreement provided to our customers.

A relationship going back 10 years and a high level of specialized expertise helped Clarington choose Allstream for its IP convergence solution. Allstream's level of service ensured all needs were met and the network was in place ahead of schedule.

"The beauty of this network is its elegance. Allstream proposed a unique solution that fits our current and future needs exactly – nothing more, nothing less."

George Ho

Vice President, Information Systems and Technology
IA Clarington Investments

Terms and Conditions:

¹ 100% service availability SLA only applies to Allstream Ethernet Internet. ADSL Internet has a 99.7% service availability SLA.

² As defined in the Allstream Internet Performance Service Level Agreement.

³ Allstream's price guarantee only applies to Ethernet Internet services.



For more information on Allstream Business Internet - Guaranteed, please visit allstream.com/business-internet