

T1 frequently-asked-questions:

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#### **Do you monitor our T1 to make sure that it's up?**

We monitor all T1 connections 24/7 so if your T1 were to develop a problem, we'll usually notice before you do. Our network operators are paged if your circuit goes down or starts to develop a problem that predicts that it might go down in the near future, and we're able to start the repair process immediately. Most providers don't monitor your circuit at all, and you have to call them if you have a problem.

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#### **Do you block any ports or protocols?**

We don't block any ports or protocols on your T1 unless you ask us to – our job is to deliver full, open access to the internet for your use.

While we can block ports if you ask us to, your T1 router will not act as a real firewall – for that, you'll want to install a firewall device between your router and your LAN so you'll have full control over what comes in to your network ... and what goes out. We can recommend some good firewall options that you can install yourself or have a consultant install for you.

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#### **Can I combine multiple T1s to increase bandwidth and reliability?**

HIS T1s can be combined to provide additional bandwidth – the circuits are multiplexed so available bandwidth is increased by the full bandwidth of each additional T1. Two T1s will provide 3 megabits of bandwidth in both directions (to and from the internet), three provide 4.5, etc.

Adding T1s provides another benefit – if one of your T1s goes down, you'll stay up because the router will automatically reconfigure to adapt to the lost T1 within a second or so. When the down T1 comes back up, the router will know and will reconfigure again, automatically.

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#### **Will I get 'real' IP space or do you use NAT (Network Address Translation)?**

We will provide as large a block of IP numbers as you need – we use the same criteria as ARIN (the agency that assigns IP space to ISPs), so if you need it, you can have it. We don't use NAT because our job is to provide full access to the internet. You may choose to implement NAT via your firewall, but what you'll be getting from us is real IP space, with full reverse-and-forward DNS resolution using your domain.

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#### **What happens if my router fails?**

We use and provide Cisco routers because of their long history of reliability, and we have had very few router failures over the years. Any piece of hardware can fail, though, so if you get hit by lightning and your router stops working, we can provide a temporary loaner so you won't suffer unnecessary downtime. We do recommend that you consider having a 'SmartNet' contract from Cisco (which we can provide) that will cover on-site visits and router repair should your router fail. We can explain the options so you can choose the right SmartNet level.

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#### **Is bandwidth guaranteed with a T1?**

#### HIS T1 Frequently-Asked-Questions

Unlike DSL or cable connections, a T1 is a physical circuit that's dedicated to your exclusive use, and the full bandwidth of the T1 (or multiple T1s if you wish) is available to you at all times.

Your bandwidth use is graphed at 5 minute intervals, and you will be able to check the graphs at any time (T1s are flat-rate, so there is no extra charge no matter how much bandwidth you use, but many customers like to monitor their bandwidth use so they can confirm that they're getting their promised bandwidth and also as one way to tell if something 'strange' is going on inside their own LAN, perhaps a user downloading music files all day, or an infected PC that's sending out mass quantities of spam and using a lot of bandwidth).

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