

CHARTER BUSINESS® FIBER INTERNET

INTERACTIVE WELCOME KIT

866.603.3199
Charter-Business.com





CHARTER BUSINESS® FIBER INTERNET

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THANK YOU FOR CHOOSING CHARTER BUSINESS® FIBER INTERNET

Charter's high-speed network gives your business a competitive edge. Charter's technology and support improve your company's responsiveness and productivity. And that gives you the ability to run your business better. You've already determined the kind of service you require. Now you're ready to log on and get to work.

Please use this interactive kit as a guide to help you make the most of your [Charter Business® Fiber Internet](#). By clicking through the navigation at the top of this page you'll find easy-to-follow instructions for getting your office ready for installation and using all the services your new internet connection has to offer.

We encourage you to store this guide in a convenient location so that you may reference it in the future. Should you have any additional questions or concerns regarding your new internet service, our highly trained customer service representatives and technical support personnel can be reached by calling [866.603.3199](tel:866.603.3199). We look forward to meeting all your communications needs with one simple connection for Internet, Phone and TV.

Thank you for choosing Charter Business.

Turn your contacts on to affordable, powerful solutions from Charter Business and you could earn a \$50 credit on your bill.

Click on **ADDITIONAL INFO** tab for more information.



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1 INSTALLATION CHECKLIST

We've created the following checklists of specifications and site requirements to ensure that the installation of your service runs smoothly. Please review this information and prepare your facility accordingly prior to your installation date.

Identify The Facility Entry Point: Confirm the location where the Charter Business fiber connection will enter your building.

Create A Secure Storage Location For Terminating Equipment: Please choose a safe and secure area in your building to house all terminating equipment. Talk with your Charter Business sales representative for details about the amount of space you will need.

Provide Power For The CPE: You may need to have a power source for the customer premises equipment (CPE), the terminal, other associated equipment, and wiring required for your connection.

Provide Rack Space: If your service configuration requires additional equipment from Charter Business, you will need to provide secure rack space for that equipment. Contact your Charter Business representative to determine how much rack space you might need.

Provide Connections To The Local LAN: Depending on your fiber connection, you may need to have a cable extension or patch facilities for your LAN connection.

OTHER INSTALLATION CONSIDERATIONS

You may already have made arrangements for the following, but please ensure that all of these requirements are in place at the time of installation:

- » Electrical 15A or "15 AMP AC electrical circuits"
- » Standby power for at least eight hours
- » Environmentally controlled space large enough to house all necessary equipment
- » 24-hour access for approved Charter Business technicians
- » Entry for outside plant
- » Surge protection
- » Space for demarcation point 12 - 24 or "punch down block for fiber."
This is the point where the fiber strand from Charter Business terminate
- » Ground bar



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2 GETTING STARTED

2.1 CHARTER BUSINESS SERVICE CHOICES

Charter Business Fiber Internet offers speeds up to 1Gbps and includes:

- » 16 IP addresses (/28). Larger blocks of IP addresses are available for an additional fee.
- » BGP
- » DNS Hosting
- » Advertising of IP space

Your service order outlines the initial service options you have selected. You've already chosen the speed combination that best meets your needs. The next step is to begin the registration and installation process.



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3 VALUE ADDED SERVICES OVERVIEW

3.1 CUSTOM HOSTING*

Email services

Choose the number of email accounts that suit your business needs based on the industry standard Microsoft Exchange platform.

- » Choose the domain name format that suits your business needs: <username>@ <your-domain>
- » Add and delete mailboxes as you need them
- » Access emails from any internet-enabled computer using our webmail access
- » Block mail from designated unwanted senders and allow mail to be delivered from specific senders
- » Reduce junk mail using our anti-spam programs
- » Protect your email from malicious viruses that may be attached to messages

Website Hosting

A variety of customized solutions are available depending on your storage requirement, transfer bandwidth, sitebuilder sites, FTP accounts, or MySQL databases.

- » Choose the domain name format that suits your business needs <username>@<your-domain>
- » Control panel that lets you manage your web development environment
- » Generous disk storage and transfer limits
- » An easy-to-understand site builder application that helps you create a web site even if don't have any experience with web development
- » Web development tools that let you customize the look and functionality of your web site

Domain Name Service (DNS) Hosting**

Register your custom domain name or transfer an existing domain and assign it to your website and email service so that your business can effectively reach customers and establish brand credibility through a consistent presence.

*Included Web Hosting features Starter web hosting package with 500MB storage, 1 domain name and 2 email accounts. Additional charges for extra email accounts may apply.

**Annual domain name registration charge may apply.



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3 VALUE ADDED SERVICES OVERVIEW

3.2 DESKTOP SECURITY*

Charter Business® Desktop Security is a highly-affordable, highly-advanced suite designed to help guard small business PCs and laptops from many cyber threats. Easy to manage and easy to maintain, this fully-automated system provides:

- » Virus and Spyware Protection — Provides real-time protection against many viruses, worms and Trojans, stopping attacks via e-mail, web, floppy disks and CD-ROMs. Also detects and removes spyware and rootkits secretly installed on PCs.
- » Internet Shield — Helps prevent intrusion from hackers and other internet-based threats. Advanced components including firewall and application control help ensure your security while online.
- » Rapid Response to New Threats — Updates virus definitions several times daily to help guard against new viruses.
- » Spam Control — Controls all inbound mail and separates spam by placing it in a separate folder.
- » Web-Based Management Portal — Provides 24/7 security overview for real-time monitoring and troubleshooting of all protected workstations.
- » OS Flexibility — Supports popular operating systems including Windows 2007, Windows XP - Home, Professional, and Media Center editions (Service Pack 2 or newer), and Windows Vista® (32-bit).

*Includes three licenses, protecting all computers on the network may require additional licenses.

3.3 MANAGED SECURITY**

Charter Business Managed Security provides network and data protection for businesses of any size. The system can also help reduce threats and increase efficiency by allowing you to control what content is accessible to employees online. And with the addition of Charter Business Managed Security VPN, your protection can be extended to multiple offices and off-site workers.

Charter Business Managed Security provides firewall, intrusion detection, antivirus, content filtering, anti-spam, and IPSec VPN capabilities.

**Charter Business does not guarantee the security of data or guarantee this service will protect against all threats.



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3.4 BACKUP**

Charter Business can automatically protect your old data so you can focus on creating new data. Our system is easy, secure, and scalable to handle the needs of virtually any size business. We encrypt your data while it is being transferred and while it is in storage to help you meet your business's privacy and security regulations.

With storage tiers of 2, 5, 10, 20, 40, 60, 80, 100GB - and more custom options - you can select the capacity you need now and scale up quickly and easily when your needs increase. Our service saves you money by leveraging your existing broadband capacity during off hours and by allowing you to back up data to an off-site location without having to pay for additional media delivery. Plus, choose from these retention options: 3 days, 7 days, or 30 days.

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4 ONGOING SERVICE AND SUPPORT

4.1 CONSIDERATIONS WHEN USING CHARTER BUSINESS HOSTED SERVICES

The following should be taken into account when using Charter Business Hosted Services:

Email Size: An email and its attachments can total up to 30MB.

Number Of Recipients Per Email: The number of recipients for any single email is limited to 250. This limitation helps prevent “spam.”

4.2 QUESTIONS

For additional information about email, web, DNS, domain names, and transferring or redirecting DNS services, see Charter Business’s online FAQ section at Charter-Business.com; click on the links Customer Support > Browse for Solutions.

4.3 PAYMENT OPTIONS

Charter Business will accommodate monthly bill payments by check, credit card, or electronic fund transfers. To make arrangements for automatic payment, call Charter Business Network Operations Center at 866.603.3199. Of course, you can always pay in person at the nearest Charter payment office.

Note: Billing begins on the day of installation.

4.4 CHANGING OR UPGRADING SERVICES

To fulfill Charter Business’s commitment to your success, we keep our services updated and at the leading edge of communication technologies. For your reference, current service packages, speeds, and service options can be viewed online at Charter-Business.com.

Contact your Charter Business representative or Charter Business Customer Care to:

- » Purchase email accounts, additional custom email and web storage, and additional IP addresses.
- » Upgrade your service package.
- » Increase your speed.



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Charter Business® Refer-A-Business program

WHAT IT IS

The Charter Business® Refer-A-Business Program makes it easy to earn a \$50 credit on your Charter Business bill by letting us know about business contacts who could benefit from our services.

HOW IT WORKS

Simply refer another business to us by completing a lead form on the Charter Business website: Charter-Business.com/BusinessReferral. We'll contact your referral and handle the rest. Once your referral's internet or TV services are installed and they are billed, we'll give each of you a \$50 credit toward your bills. (Your referral may also subscribe to phone, however, credit will not be applied to phone-only accounts.*)

WHO TO REFER

Any clients, vendors, or other contacts who might like a great deal on reliable Internet, Phone, and TV solutions and who aren't already Charter Business customers.

THE CHARTER BUSINESS BUNDLE®

Referrals can save time and money with one bill and get discounts off our standard rates when they bundle Charter Business Internet, Phone, and/or TV

Visit Charter-Business.com/BusinessReferral

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