



Commercial Internet services that are affordable, reliable, well-supported and high-performance are critical to NYSENet's members. So in 2002, NYSENet entered into an agreement with Broadwing, a tier-1 ISP, to offer its members Broadwing's Internet services. In just six months after the announcement of the offering, NYSENet's members responded by acquiring a total of one Gigabit of Broadwing bandwidth. In 2004, NYSENet's aggregate purchase exceeds three Gigabits and our utilization continues to grow today. So why is this offering so successful?

Aggressive pricing is one reason. The price NYSENet charges is based upon our aggregate purchase. NYSENet passes on mid-contract price reductions to its members as new bandwidth thresholds are attained. Since most of New York's largest universities are buyers under this program, new thresholds and lower prices are routinely achieved.

Another reason is the significant value NYSENet adds to the Broadwing offering. NYSENet provides implementation support, billing, and vendor management. NYSENet manages the customer process from initial design through implementation. NYSENet serves as a leveler between our members and our vendors, ensuring that our members receive the same high quality service regardless of what vendor is providing the underlying service.

NYSENet also provides redundant NOC and connection monitoring. Of course, Broadwing monitors every connection, but NYSENet adds a layer of monitoring to ensure that our NOC always has timely information about the state of your connection. When problems occur, the NYSENet NOC is aware, often contacting customers before they notice the problem. NYSENet engineers then stay engaged through problem resolution and are always available for escalation.

NYSENet also offers a unique service for institutions connected to both the NYSENet and Broadwing networks. Developed with Broadwing and based upon peering between the NYSENet and Broadwing networks in NYC and Buffalo, the Network Backup Service allows institutions to utilize their NYSENet connections to transit Internet traffic to Broadwing in the event of a service impacting event, such as a local loop failure or routine customer maintenance.

Here are some of the additional features and benefits of the service:

- Tailored support available 24x7x365 from Broadwing's Enterprise Management Center.
- Fully deployed, all-optical network with POPs in Buffalo, Rochester, Syracuse, Albany, and NYC.
- Extensive peering relationships with leading ISPs worldwide.
- Competitive pricing available only through NYSENet's bulk-buying agreement.
- Service managed by NYSENet, a trusted provider to New York's education and research community since 1985.

NYSENet is a private not-for-profit corporation created to advance science and education in New York State. Founded in 1985 by a consortium of visionary public and private New York State institutions, it provides high-speed network connectivity to advance research and educational initiatives in the Empire State. In 2003, implementation of a dark-fiber project was begun to provide cost-effective access to institutions in New York City. This work is essentially complete and is followed by a statewide optical network scheduled to become operational early in 2005. Both these projects are examples of NYSENet's continuing success in providing technically advanced communications facilities to its member institutions at a sustainable cost.