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**We're also a client: some tales**

We've battled snowstorms to bring PSINet to you. No, not in the month of July, but back in February in Albany. Jim went for training at the PSINet Tech Center to be certified in their products. To go required a working knowledge of all things Internet but most of all it required stamina, good snowstorm driving skills in Albany and a lot of warm clothes. Once on the Amtrak back it was a pleasant if somewhat slow journey, but at the office we weren't sure when he was coming in until we got a cellular phone call when he was 30 miles away saying, "Come get me!" Of course, the county had closed all the roads and people were being told to stay home, the station hadn't been plowed and the sun was glaring off the road ice in a 50 below wind chill. But here came Jim, home from PSINet training. He had managed to read the 20 pound tech manual on the way home.

Another weather related experience :The technical group of PSINet is located in Herndon, VA., about 800 miles from South Bend. We are located approximately 40 miles west of Notre Dame country. One afternoon we received a phone call telling us that the service at the South Bend POP was out and would be restored within a few minutes due to a storm in South Bend. "Huh?," we said as we quickly looked out of the windows. Sheets of rain were pouring down but it took a call from Virginia to let us know the weather report.

And just this week as we were having lunch at a local restaurant we got a forwarded phone call from PSINet that our server was down...three minutes after the incident happened. Now that's customer service! As it happened, it was the phone lines and a power interrupt here that caused the outage and we ended up answering office calls by forwarding them to the car phone the rest of the afternoon.

## **5 Issues to Consider**

If you're reading this then your company already has some form of Internet access and you're wondering why you need to read this newsletter issue! But there are issues that determine whether you are getting full value from your Internet service and a successful solution to your needs. The questions here can start to get you thinking about the quality of your service. Then go to <http://www.psi.net/businesscenter.html> to find out how your industry competitors are using the Internet on PSINet.

### ***Is your company able to get all the capacity it needs now and in the near future?***

As many an MIS person finds out quickly, even the most reticent person begins using email fast and furiously once they take the plunge. And marketing and accounting usage soon starts snowballing. If you started with a local provider, you may have outgrown its capacity. Make sure your corporate ISP can provide a full range of access services and bandwidth both now and in the future.

### ***Do your mobile workers have access to your internal network and the Internet?***

Have Phone, Will Travel. Sales and service reps, telecommuters, truck drivers, all need and want to stay connected. Choose an ISP who can provide secure, high performance remote access to your private corporate network as well as the Internet. And choose someone who can put it all on a single, consolidated invoice.

### ***Does your ISP offer services that enhance the value of your Internet connection?***

Not only should you be able to make a smooth and fast connection, but you also should be reaping the benefits of the ISPs investment in facilities and services: security, ecommerce, Internet fax, server co-location, etc.

### ***Do you have a back-up Internet connection to protect your mission critical applications?***

If you have Internet access and you don't have redundancy, your whole company can go down. This may become a situation that ranks anywhere from an inconvenience to stopping the whole business process. And as companies become dependent on the new Internet applications, being able to stay on line becomes a critical issue.

**Why Should You Choose PSINet?**

<i>Leadership</i>	PSINet is among the world's largest ISPs, with more than 700 dedicated professionals serving more than 25,000 businesses worldwide.
<i>Experience</i>	PSINet is the first commercial ISP, founded by inventors of some of the Internet's core technologies.
<i>Worldwide Access</i>	PSINet has hundreds of points of presence (POPs) throughout North America and in strategic international locations. <a href="#">See US POP Map.</a>
<i>Flexibility</i>	PSINet solutions let you start with service that meets your needs now and migrate to more features and capacity as you need them.
<i>Performance</i>	PSINet has built its own internet-optimized frame relay network---with round-the-clock operations, management, and monitoring---to provide fast, reliable service.
<i>Support</i>	PSINet offers the responsive customer support, including free training, complete documentation and Web-based resources. An example of this is their network status reports available on the web at <a href="http://www.psi.net/cgi/netstatus.p/5">http://www.psi.net/cgi/netstatus.p/5</a>

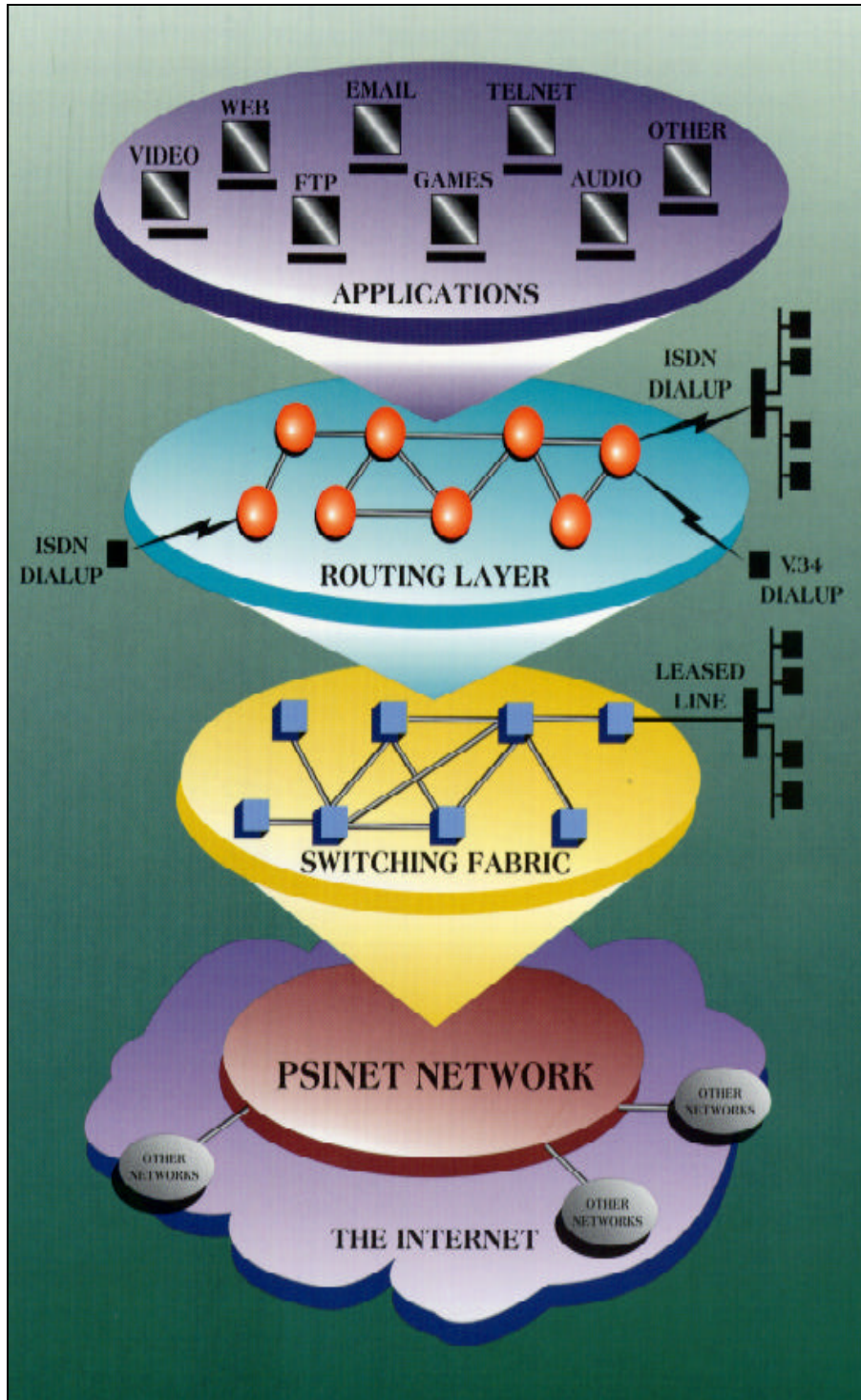
**Throughout the country, local, trained resellers are ready to talk to you about communications needs, configuration and connection. You, our clients, can call Welborne Associates at 1-800-299-3584 to find the PSINet solution for your company.**

***Our Testimony*** "From the very beginning we received messages from our assigned Corporate Installations Engineer, Felipe Negrón, letting us know the state of our connection as it was being processed by PSINet, each step of the way. Information on how questions through the Corporate Support Group would be handled, invoicing, and other business concerns were sent by email. All the account information and how it was processed was provided in a concise, easily recognizable sheet for easy referral. After installation the Support group has continued to monitor our connection and have always called us when there was an interrupt (ours or, less likely, theirs) and called back to say when we were back on-line. That's amazing! "

***Other PSINet client users***

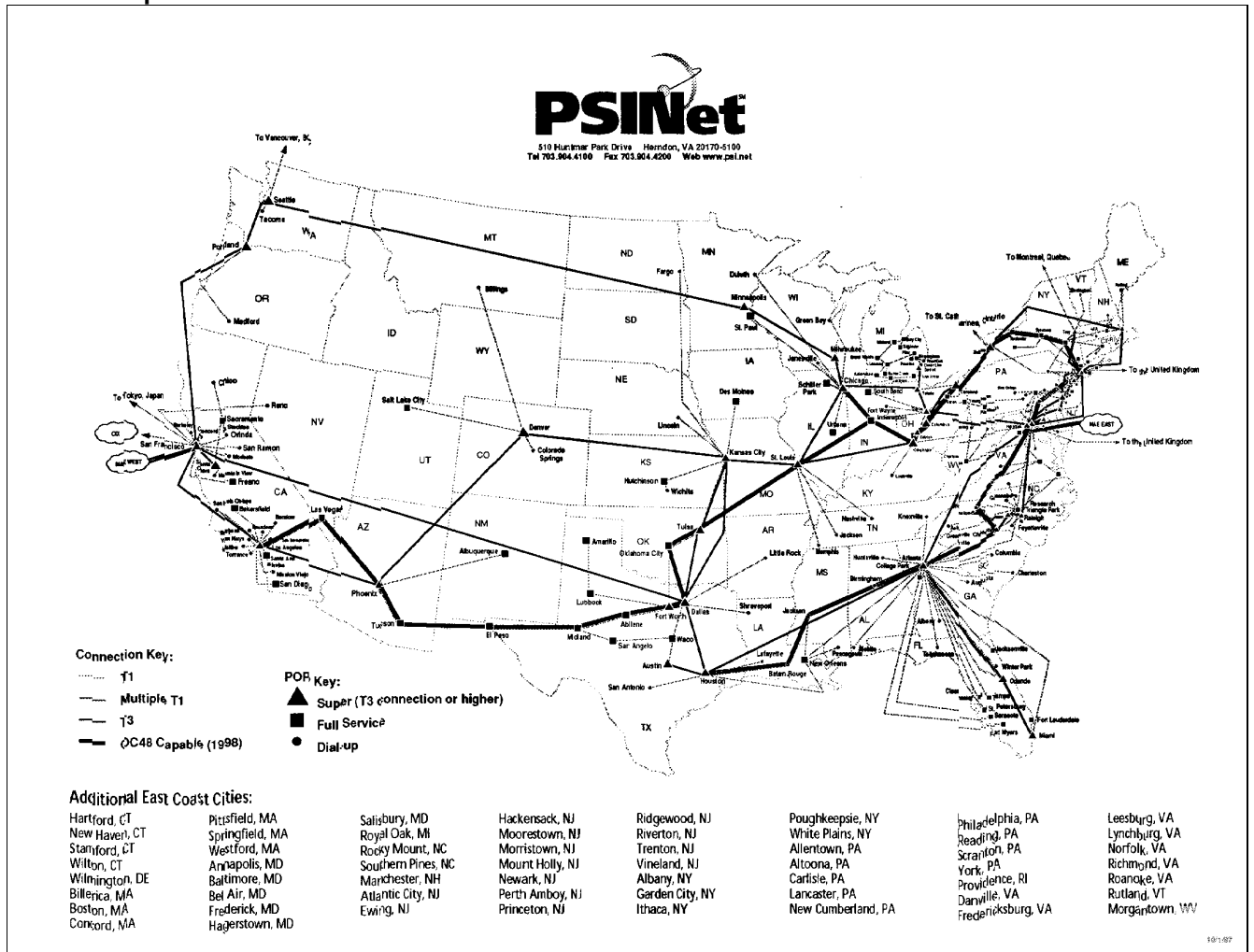
Medicine	<a href="http://www.psi.net/testimonials/amm.html">http://www.psi.net/testimonials/amm.html</a>
Transportation	<a href="http://www.psi.net/testimonials/amr.html">http://www.psi.net/testimonials/amr.html</a>
Utilities	<a href="http://www.austin.html">http://www.austin.html</a>
Small Business	<a href="http://www.psi.net/testimonials/kp.html">http://www.psi.net/testimonials/kp.html</a>
Branch Offices	<a href="http://www.psi.net/testimonials/skytel.html">http://www.psi.net/testimonials/skytel.html</a> (read the quote on support)
Architecture	<a href="http://www.psi.net/testimonials/studios.html">http://www.psi.net/testimonials/studios.html</a>

PSINet Architecture



The architecture of PSINet has integrated switching and routing layers to support Internet services. The application layer is where the infrastructure counts and makes the performance difference. In the routing layer PSINet manages the large Internet address space that serves its customers. Access is available through ISDN and dial-up modems as well as leased line connections. In the switching layer they manage the bandwidth of the infrastructure and leased line connections through one of the world's largest WANs, using a sophisticated combination of frame relay and ATM.

US POP Map



To see the North America map on the web go to <http://www.psi.net/network/images/NorthAmer.gif>

In addition to the US POPs, the PSINet Group has offices and facilities in these countries:



PSINet Inc. Corporate Headquarters—United States



PSINet Europe Limited—Belgium



PSINet Europe Limited—Germany



PSINet Japan Inc.—Japan



PSINet Limited—Canada



PSINet UK Limited—United Kingdom

**Midwest POP Map**

**KEY**

▲ Super (T3 connection or higher)

■ Full Service

● Dial-up

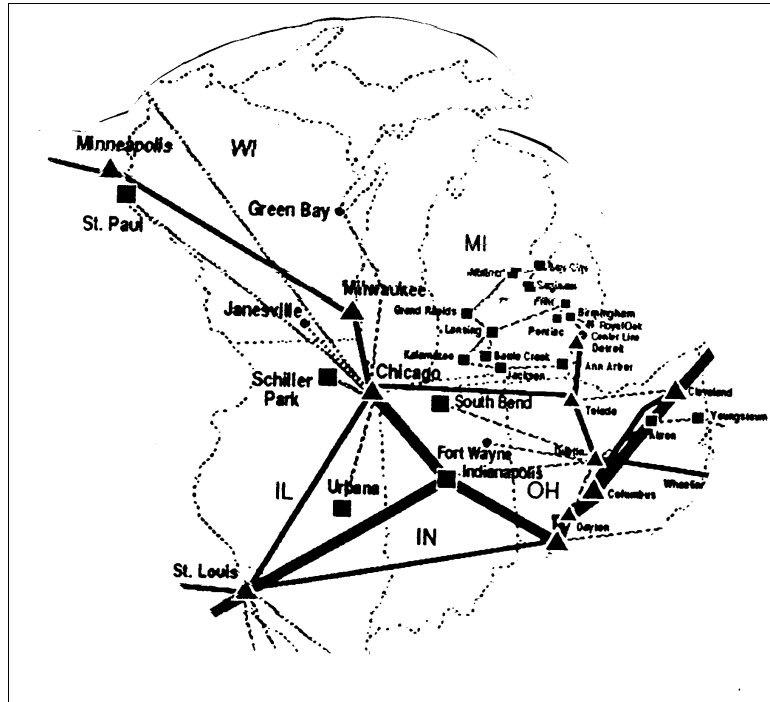
**CONNECTION KEY**

..... T1

..... Multiple T1

T3

■ OC48 Capable



Midwest POPs (Points of Presence—places where you can connect) <http://www.psi.net/numbers>

Green Bay, WI

Milwaukee, WI

Janesville, WI

Chicago, IL

Schiller Park, IL

Urbana, IL

South Bend, IN

Fort Wayne, IN

Indianapolis, IN

Dublin, OH

Toledo, OH

Dayton, OH

Columbus, OH

Cleveland, OH

Akron, OH

Youngstown, OH

Bay City, MI

Midland, MI

Saginaw, MI

Flint, MI

Birmingham, MI

Royal Oaks, MI

Center Line, MI

Detroit, MI

Ann Arbor, MI

Jackson, MI

Battle Creek, MI

Pontiac, MI

Grand Rapids, MI

Lansing, MI

Kalamazoo, MI

## **InterRamp: Remote Access For Business**

### **WHAT IS InterRamp?**

Today's workforce rarely spends all its working hours at a single central office. Instead, if you're like us, you have people working on the road... in between sales calls... on location with clients...using mobile phones, pagers, laptop computers, and even Internet access. How can you be sure that all that technology isn't detracting and subtracting(!) from the bottom line?

PSINet has the solutions:

**InterRamp**, Remote Access for Business. Your employees will be capable of accessing the Internet from outside your headquarters and can have an office "to go." **InterRamp** gives you multi-purpose connections to customers, vendors and partners, as well as away to utilize an ever-expanding range of business applications on the road.

PSINet offers you the ability to budget and manage your employee's Internet access. From the simplicity of a consolidated invoice to the comprehensive control you gain with PSINet's Account Management System, PSINet's **InterRamp** offers an excellent solution to the needs of your roaming corporate work force.

### **VALUE-ADDED FEATURES**

#### *ACCOUNT MANAGEMENT SYSTEMS (AMS)*

AMS is an advanced, Web-based interface that allows MIS administrators to maintain control over the Internet activities of a mobile workforce. AMS provides company management with on-line, up-to-date and comprehensive information about their **InterRamp** accounts. This valuable service allows your MIS administrator to access usage statistics, suspend or re-enable accounts, and change payment plans, log-on IDs and passwords.

#### *FLAT RATE PRICING AND HIGH SPEED ACCESS*

PSINet's flat rate pricing allows your company to accurately budget for your employees' Internet access. You choose between two monthly pricing plans—unlimited dial-up and 64K ISDN access or unlimited dial-up and up to 128K ISDN access.

#### *CUSTOMER SUPPORT AND SERVICES*

**InterRamp** provides unparalleled second line customer support. Available to your organization's MIS staff, PSINet customer support is on call to solve problems and improve performance.

#### *FREE TRAINING, TUTORIALS AND SUPPORT*

PSINet offers free training sessions for clients in cities throughout the US. For even more comprehensive support, try attending a PSINet User Group, where you can discuss networking issues and services with other PSINet users. To find out when the next tutorial near you is scheduled, e-mail us [info@welborne.com](mailto:info@welborne.com) or PSINet at <http://www.psi.net>

#### *USER-FRIENDLY MANUALS*

PSINet offers in-depth, up-to-date user manuals written in plain English to show you how to get maximum performance and benefit from your service.

**Call us at 1-800-299-3584 for additional information on this PSINet product that we use ourselves at Welborne Associates!**

**InterFrame: Managed Internet Access**

**WHAT IS InterFrame?**

Need fully integrated full-time Internet access with improved performance, efficiency and usefulness? **InterFrame** does it all and helps you save money by giving you more control over bandwidth limits.

**InterFrame** provides dedicated circuit access speeds from 56Kbps through 1.5Mbps with options for managing application performance, USENET News, security and privacy, and more. PSINet takes care of everything from ordering and installing equipment, to configuring your router, to operating your network 24 hours a day, seven days a week.

PSINet also provides free tutorials and training, membership in an established user group, and a Customer Support Group via electronic mail and phone for any questions and consulting needs in Internet integration.

**A BEHIND-THE-SCENES LOOK AT INTERFRAME TECHNOLOGY**

InterFrame integrates Internet protocols with frame relay technology for 56Kbps through 1.5Mbps access speeds. PSINet owns and operates its own frame relay wide area network, one of the largest in the world.

**InterFrame** adds value to your connection by giving you managed Internet access via frame relay Permanent Virtual Circuits (PVCs). For example, PSINet's advanced technology allows you to manage bandwidth used for "bursty" deliveries of USENET news from PSINet's servers to your site.

**Call us at 1-800-299-3584 for more info.**

<b>InterFrame ADVANTAGES</b>	<b>InterFrame SERVICE FEATURES</b>
<ul style="list-style-type: none"><li>• <b>Managed Application Performance---</b> Bandwidth needs of specific Internet application or servers are met even when local network demand is high.</li><li>• <b>Fortified Network Privacy And Security</b> Low-level isolation of traffic on distinct networks provides stronger, higher performances security enforcement than is possible with IP filtering.</li><li>• <b>Robust Internet Service—</b> The chance of packet loss and routing errors increases with network "diameter"—the number of "hops" between any two Internet destinations. PSINet uses frame relay technology to control network diameter in ways that other providers cannot.</li><li>• <b>Guaranteed Access Bandwidth—</b> The full bandwidth of the link between your premises and the PSINet POP is dedicated exclusively to you.</li></ul>	<ul style="list-style-type: none"><li>• Domain &amp; network number registration</li><li>• Domain Name Services (primary and secondary)</li><li>• Circuit order, installation, and maintenance</li><li>• Usage statistics for customer connection</li><li>• Reliable national WAN Infrastructure</li><li>• Multiple/redundant suppliers (h/w &amp; circuits)</li><li>• Commercial applications and traffic</li><li>• Emergency backup services</li><li>• InterFrame Services Options</li><li>• On-site services</li><li>• Frame relay Internet router &amp; CSU/DSU optionally installed &amp; maintained by PSINet6</li><li>• Security &amp; Privacy</li></ul>

**LAN-ON-DEMAND: LAN-Dial and LAN-ISDN**

**WHAT IS LAN-On-Demand?**

PSINet, one of the world's leading Internet Services Providers, offers two of the best "quick start" packages available anywhere, especially for small to mid-sized companies that are beginning to use networking and the Internet.

PSINet LAN-Dial and LAN-ISDN services can provide your office or workgroup with simple and effective "on-demand" connection and access to the Internet. They do so at reasonable cost because they can use either ordinary telephone lines or standard ISDN lines.

These services provide you with all the benefits of Internet access---without the complexity and cost of leased lines or the hassle of having to learn complicated new programs. Even better, the fixed, inexpensive monthly fee can be budgeted in advance of installation; there are no additional charges from PSINet for connection time, quantity of usage, or international access. (Your telephone and ISDN rates are billed separately by your local telephone company.)

**Call us for more information at 1-800-299-3584 about PSINet's inexpensive paths to networking and the Internet!**

**TECHNICAL FEATURES AND SPECIFICATIONS**

**LAN-Dial**

- LAN-Dial provides "on-demand" TCP/IP access into PSINet and the Internet using an ordinary telephone line and any standard modem  
V.32/9.6Kbps; V.32bis/14.4Kbps; or V.34/28.8Kbps. B.42 connections are supported for error-checking and V.42bis for compression, either of which significantly increases speed and performance.
- Dial-up modems provide a cost-effective, entry-level solution for Internet access. With no impact on your LAN equipment or software, you can upgrade later according to your bandwidth needs.
- Uses Point-to-Point (PPP) protocol for connectivity over dial-up telephone lines.
- Requires a V32/V32bis/V.34 modem and a router.

**LAN-ISDN**

- LAN-ISDN provides "on-demand" TCP/IP access into PSINet and the Internet at up to 128Kbps.
- ISDN (Integrated Services Digital Network) is the international standard for digital telephone products of the future. Using digital technology from start to finish, ISDN provides reliability, performance and cost benefits.
- To support a LAN-ISDN connection, your office will need a standard ISDN Basic Rate Interface (or BRI circuit, available from your local telephone company). BRI connection can support either 64Kbps or 128Kbps access.
- Uses Point-to-Point (PPP) protocol for connectivity over an ISDN BRI circuit.
- Requires an NTI (ISDN's equivalent to a modem) and a router. Some routers now have NTIs integrated into a single unit.

**Some Other Options Offered by PSINet**

PSI IntraNet: Private Networks with Mediated Internet Access

InternetPaper: Worldwide document delivery

InterMAN: Metropolitan area Internet

SecuritySolutions: Internet Security Solutions for Business

**Please call or email for brochures on these topics:** 1-800-299-3584  
[info@welbone.com](mailto:info@welbone.com)

**Our Chicago Contact: Tim Rack**



Tim Rack, our Chicago/ NW IN contact for PSI resellers, recently offered to be in Indianapolis with Jim to talk to a potential client. What we found out later was that this was actually the first day of Tim's vacation and he arrived with the family in the van on the way to New York. Just a little detour! Hope he found a place to change out of his suit before heading East! Thanks, Tim. That's dedication!

**Where You Can Learn More**

Visit our website at <http://www.welborne.com> We're adding additional information there on PSINet products and procedures. The PSINet website address is <http://www.psinet.net> There you can find a company profile as well as product information and press releases about PSINet and its programs. If you are one of the schools and colleges we work with be sure to read the link about PSINet's involvement in education at <http://www.psi.net/edu> There is a button for Universal Service Fund information located there.

We also have some great folders full of product descriptions and information. If you'd like one, just email us at [info@welborne.com](mailto:info@welborne.com)

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