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## Building Internet Network Q &A

**Q:** The number one question that companies have on their mind seem to be who we can recommend that could assist them with their network wiring, telephone installation ect after they jump onto our Building Network?

**A:** Below is the list of recommended technical vendors that we use and recommend in each city. Feel free to contact them and tell them that you are in an E. V. Bishoff Company managed office building and I am sure that they would be happy to assist you.

### **Pittsburgh:**

PC Doctor

[service@pcdroncall.com](mailto:service@pcdroncall.com)

412-421-7190

[www.pcdroncall.com](http://www.pcdroncall.com)

Sierra /wo Wires

412.722.0707

<http://www.SierraExperts.com>

<http://www.SierraDataCenters.com>

### **Cleveland:**

Intellinet

<http://intellinetcorp.com/contact/information-request/>

### **Columbus:**

Pyrinex

<http://www.pyrinex.com/pyr-contact>

**Q:** Why did you go to the enormous expense of running your own Building Network, buying and installing your own gear and firewall, when the other buildings just tell their tenants to call the network supplier of their choice?

**A:** Real simple.

1. We believe the future includes bandwidth as an office building deliverable.
2. We are tired of hearing horror stories from our clients about the hidden costs of getting network to their offices along with the poor service afterwards.
3. By buying in bulk, we can pass these savings on to our clients.
4. It makes the office leasing process SIMPLE.

**Q:** Is the pricing on a monthly basis?

**A:** Yes, bandwidth is priced on a per/mbps/month.

**Q:** I read in the paper where my cable provider is going to give us a 20 mbps circuit. How does this compare to my purchasing 1 or 2 mbps from my Building Network?

**A:** This is like comparing apples vs. oranges. It is common to read advertisements that suggest the delivery of a 20 mbps circuit. What is typically provided is access to a SHARED circuit. This shared circuit may be sold to hundreds or thousands of customers. The result is that no one customer receives anywhere near the benefit of a full 20 mbps circuit and is one reason why customers experience slowdowns.

**Q:** What about internet security?

**A:** Our bandwidth is dedicated to each individual customer, not shared like you find with the competitors. As such, this private service is much more difficult for hackers to access which equates to a significantly more secure connection.

**Q:** What about your Security Level Agreement?

**A:** Our Internet Service Providers are DQE in Pittsburgh ([www.dqe.com](http://www.dqe.com)) and XO Communications in Cleveland and Columbus ([www.xo.com](http://www.xo.com)). Both have aggressive SLA's. Please feel free to visit their websites to better understand their SLA.

**Q:** If I need more bandwidth, how do I get it from the Building Network?

**A:** It's a simple telephone call away. We will contact our Network Manager and they will provision additional bandwidth through your port.

**Q:** What if I need to decrease the amount of bandwidth that I purchase from you?

**A:** The same procedure as is outlined above can be utilized to decrease the amount of bandwidth and your resulting cost.

**Q:** How much bandwidth do I need?

**A:** That's a tricky question because it depends on how you're using the bandwidth. As a general rule, sending and receiving video, audios and large data packages necessitate the need for more bandwidth. The opposite is true also in that if all you are doing is sending routine emails your need for bandwidth is less.

**Q:** What is included in the \$150.00 set-up fee that the building charges?

**A:** The setup fee assigns you a port on our switch, assigns you an IP address and configures your port. We then run a data line from our switch to your suite, and at that point, we hand it off to you. From there, the client needs to place their switch and firewall, and complete whatever network configuration is required. If your lease is two years or longer, the set-up fee drops to \$50.00.

**Q:** Since the Building does not provide my equipment and its programming how/where do I acquire the necessary equipment to get my phone and internet service up and running?

**A:** There are a number of great providers of service of this nature. To see a listing of some of our Recommended Vendors, go to the Customer Page of [www.evbc.com](http://www.evbc.com).

**Q:** Who do I call when I am having internet issues?

**A:** If you are a client of ours in Cleveland or Columbus, your first call should be to the XO NOC (Network Operations Center (Ph# 877-953-3768). If you are a client of ours in Pittsburgh, you should call the NOC of DQE. Here they will be able to tell you if they are having any network issues. Your second call in Cleveland and Columbus should be to IntelliNet (Ph# 216-289-4100), as they monitor and manage our Building Network. Typically, if there are no network issues, then the problem that you are experiencing is on your side of the network.

**Q:** Will I be billed for service calls, or is this included in the \$69/month?

**A:** You will not be charged to ask if the NOC if the network is operating. However, if you need diagnostic assistance, a charge may be incurred.

**Q:** I am a Club Level tenant. Will the free WIFI I receive as part of my lease be cancelled?

**A:** No, your service will continue as it is now.

**Q:** Am I required to sign a long and technical contract like other network providers?

**A:** We have prepared a simple one-page contract to make your business life easy, not to box you into a corner.

**Q:** Does the Building Network have its own firewall?

**A:** Yes, however, we recommend that everyone on the Building Network provide their own firewall in addition to the Building Network firewall.

**Q:** Is the Building Network monitored by a third party?

**A:** Yes.

**Q:** Is the Building Network utilization rate monitored to insure that the network is not oversold?

**A:** Yes.

**Q:** Can you provide a Voip telephone that I can tie into your building network?

**A:** Yes. See your Account Executive for details!

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