

123NET PROVIDES ENTERPRISE DATA CENTER, NETWORK & VOICE SERVICES TO MICHIGAN BUSINESSES



EMERGENCY CONTACT INFO

Critical Outage (24/7/365):

- 866-460-3503

- Escalation Listed Below

NON-EMERGENCY CONTACT INFO

123Net Customer Care:

- 866-460-3503

- support@123.net

- Web Portal:

<https://secure/123.net>

Billing Department:

- 866-460-3503 option 2

- ebilling@123.net

New Order Submission:

- agentorders@123.net

MAC Order Submission:

- projects@123.net
(Move-Add-Change)

TROUBLE REPORTING & MAINTENANCE

Thank You for Using 123Net Services

123Net monitors our network 24 hours per day, 7 days per week and coordinates with customers prior to all testing, maintenance and repair functions. These precautions help ensure that all services perform in compliance with their technical specifications.

If you should experience any problem with your service, please notify the Network Operations Center (NOC) immediately. The 123Net NOC functions as the single point of contact for customer problem reporting, customer updates and customer notification regarding network maintenance.

TROUBLE TICKET

Provide the following information when you open a trouble ticket

Upon receiving your report, 123Net will immediately begin coordinating efforts to effect appropriate repairs and restore service. The 123Net NOC technician will provide you with timely and continual updates throughout the entirety of your service inquiry.

- **Name & Company**
- **Best Phone Number to Reach Company Contact**
- **Circuit ID**
- **The endpoints (A and Z locations) of the circuit**
- **Nature of Problem(s)**
- **Date & Time of Occurrence**
- **Account Number & PIN**

ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Rocky Maynard	248.228.8239	rmaynard@123.net
Level 2	James "JD" Nowlan	248.228.8211	jnowlan@123.net
Level 3	James Kandler	248.228.8205	jkk@123.net
Level 4	Ryan Duda	248.228.8202	rpd@123.net

WIRELESS SERVICES ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Danton Baurhenn	248.228.8209	drb@123.net
Level 2	Justin Lampman	248.228.8219	jl@123.net
Level 3	Ryan Duda	248.228.8202	rpd@123.net

BILLING ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Simona Anton	248.228.8216	santon@123.net
Level 2	Stefania Stoenica	248.228.8206	stoenica@123.net

OUR NETWORK

FIBER

- Up to 100 Gbps Circuits (99.99% SLA)
- MEF Standards to Deliver Carrier Class Metro Ethernet Solutions
- Designed to Deliver Ultra-Low Latency Connectivity
- Custom Diverse Entrance Builds Available
- 3500+ Fiber Route Miles
- Dark Fiber Solutions

FIXED WIRELESS

- Up to 10 Gbps Speeds (99.99% SLA)
- 55+ Wireless Point-of-Presence(PoP) Sites Across Michigan
- 128-bit AES Encrypted Data Transport
- Primary & Backup Connectivity for Dedicated Internet & Ethernet Services
- Emergency/Short-Term Deployments
- Campus Wireless Solutions
- Temporary Fixed Wireless Solutions (Events / Construction Site)

DATA CENTERS

- All Data Centers meet SSAE-18 SOC2 Type II / SOC3, HIPAA & PCI-DSS Compliancy
- 2(N+1) Power & Cooling Configuration Available
- Data Center Power (100% SLA)
- Up to 30 kW Available per Rack
- Dedicated Substation
- Carrier Neutral Facilities
- Multiple Fiber Entrances
- Cabinet Spaces, Cages & Custom Suites Available

FAST FACTS

FOUNDED:

1995

CORPORATE:

24700 Northwestern Highway
Southfield, MI 48075

WEST MI OFFICE:

400 76th Street SW, Suite 12
Byron Center, MI 49315

PHONE:

866.460.3503

WEBSITE:

www.123.net

LEADERSHIP:

Daniel Irvin, President & CEO
Ryan Duda, CTO
James Kandler, COO

NUMBER OF EMPLOYEES:

100+

MARKETS SERVED:

All of Michigan

DATA CENTERS:

(3) Southfield, MI
(1) Grand Rapids, MI
Over 100,000+ sq ft of colocation space

FIBER ROUTE MILES:

3500+ miles

UPSTREAM PROVIDERS:

CenturyLink, Cogent, Comcast, GTT, Hurricane Electric, Level (3), NTT Communications, PCCW Global, Tata Communications, TeliaSonera, Verizon / XO, and Zayo

CARRIERS:

123Net, ACD, AT&T, Clear Rate Communications, CMS Internet, Cogent, Comcast, D&P, Daystarr, Everstream, Level (3), Lighttower, Lightspeed, ManagedWay, Merit, Spartan-Net, TeliaSonera, US Signal, Verizon / XO, Windstream, and WOW!

TRUSTED BY LOCAL MICHIGAN CUSTOMERS AND OVER A DOZEN

