

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



EMERGENCY CONTACT INFO

Critical Outage (24/7/365):

- 888.440.0123
- Escalation Listed Below

NON-EMERGENCY CONTACT INFO

123NET Customer Care:

- 888.440.0123 Call or Text
- support@123.NET
- Web Portal:
<https://secure/123.NET>
- LiveChat Online

Billing Department:

- 888.440.0123 option 2
- ebilling@123.NET

New Order Submission:

- agentorders@123.NET

Move-Add-Change

(MAC) Order Submission:

- projects@123.NET

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 & 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	Christopher Hyatt	248.228.8212	chyatt@123.NET
Level 2	James Nowlan	248.228.8211	jnowlan@123.NET
Level 3	Ryan Duda	248.228.8202	rdp@123.NET

BILLING ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Leah Sherrill	248.228.8230	lsherrill@123.NET
Level 2	Carol Johnsonbaugh	248.228.8213	caj@123.NET
Level 3	James Kandler	248.228.8205	jjk@123.NET

OUR NETWORK

DATA CENTERS

- Cabinet Spaces, Secure Cages & Dedicated Custom Suites
- 2(N+1) Power & Cooling Available
- Data Center Power (100% SLA)
- Support for High Performance Computing (Up to 30 kW per Rack)
- 20 MW Capacity Dedicated Substation
- Carrier Neutral Facilities (120+ Carrier Connection Sites)
- Diverse Connectivity for Multiple Fiber Entrances
- SSAE-18 SOC2 Type II certified, CJIS, HIPAA, & PCI-DSS Compliant
- Directly Connected to the Detroit Internet Exchange (DET-iX)

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
- 4000+ Fiber Route Miles
- 200k+ On-Net/Near-Net Business Addresses
- 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 (Point-to-Multipoint Solutions)
- Temporary Fixed Wireless Solutions (Events / Construction Site)
- Rapid Deployment

VOICE

- In-House Development & Monitoring
- Bundled Services
- VoIP User Control Panel
- Streamlined Services
- Supporting 3000+ Hosted Seats
- Call Center Management
- Over the Top Voice Capabilities

FAST FACTS

FOUNDED:

1995

CORPORATE HQ:

24700 Northwestern Highway
Southfield, MI 48075

WEST MICHIGAN OFFICE:

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

PHONE:

888.440.0123

WEBSITE:

WWW.123.NET

LEADERSHIP:

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

NUMBER OF EMPLOYEES:

250+

MARKETS SERVED:

All of Michigan

DATA CENTERS:

(3) Southfield, MI
(1) Grand Rapids, MI
100,000+ sq ft of Colocation Space

FIBER ROUTE MILES:

4000+ Miles

UPSTREAM PROVIDERS:

Cogent, GTT, Hurricane Electric, Lumen, NTT Communications, PCCW Global, Tata Communications, Telia, Verizon, and Zayo

CARRIERS:

123NET, ACD, AT&T, CMS Internet, Cogent, Comcast, Crown Castle, D&P Communications, Daystarr, Everstream, Lightspeed, Lumen, ManagedWay, Merit, Peninsula Fiber Network, Spartan-Net, Telia, US Signal, Windstream, WOW!, Verizon, Xiber, and Zayo

TRUSTED BY LOCAL MICHIGAN CUSTOMERS AND OVER A DOZEN

