

Metro Private Lines

Metro

American Telesis has been providing metro private lines since 1992. Our provisioning department performs **electronic on-line ordering** from all the Bell companies and some Alternative Access Providers. Paper ASRs are utilized for the independent local phone companies. We design, order, install and maintain every type of private line and frame relay circuit devised. We can provision meet-points with practically every phone company and have installed metro circuits with as many as three meet-points or telco hand-offs.

American Telesis understands the steps required to **install circuits in a timely fashion**. We spend time managing the Local Provider design and installation groups. Our provisioning teams proactively contact them for updates, ASR confirmations, FOC dates, verification of NC/NCI codes, and ultimately the proper placement of jacks and end-to-end testing. Five levels of escalation contacts for practically every Network Operation Center are embedded in our AmTel™ database and we use those names and numbers daily to achieve our aggressive due dates.

Maintenance is where a niche provider proves their worth. Our technicians are private line veterans who know how to quickly define a problem. We do not ask the Local Provider to test the circuit, we tell them the type of tests to run and then follow-up with them and the end-user. We utilize our customized AmTel™ maintenance software, the most information-intensive, customer-oriented package in the industry, which includes escalation lists to the Local Provider maintenance groups as well as alternative phone numbers so we can call right into the installation teams without having to listen to 20 minutes of recordings. Calling the customer back with updates can and does make all the difference in the world. Even if there is no change in status, we will still call on an hourly basis to update you.

Quoting a metro private line circuit is easy with American Telesis. All we ask is that you give us the addresses, NPA-NXXs, and type of circuit required.

American Telesis has focused on Private Lines and our level of expertise has become unmatched.

We provide solutions utilizing a Complete Suite of Data, Ethernet and IP Products, from Private Lines and Frame Relay, to Dedicated Internet and IPVPN/MPLS along with Managed Services and Specialty Ring Downs and Hoot'n'Holler Networks.

Innovative • Dedicated • Progressive