

## Digital Subscriber Lines for Business

Business DSL is one way that Raw Bandwidth provides broadband service to individual business addresses. We provision service over two different networks:

- We offer standalone ADSL2+ and Bonded ADSL2+ (two-line) service at speeds up to 20Mbps/1.5Mbps and 40Mbps/3Mbps respectively in limited but growing areas on a network operated by our own last-mile facilities-based carrier subsidiary, currently in significant portions of San Francisco, South San Francisco, San Bruno, Daly City, Colma, Millbrae, Burlingame, Los Altos, and in some cases portions of adjacent cities including San Mateo and La Honda. This is our preferred network and is used whenever it is available to service a particular address. We offer both static and dynamic IP services, and no underlying voice phone service is required.

All DSL services utilize our own IP addressing and Internet bandwidth, and other services, giving us significant influence over the quality of your broadband experience; we're not reselling AT&T's retail DSL service, these are our own services.

If you're looking for service at your residence location, please see our [Residential DSL page](#).

**Select the appropriate tab to review monthly service pricing:**

{tab=ADSL2+}

This service is standalone, no voice service is required. It has limited but growing availability, currently available in much of San Francisco, South San Francisco, San Bruno, Daly City, Colma, Millbrae, Burlingame, Hillsborough, Los Altos, and portions of San Mateo.

**Business Service Pricing:**

Speed (download/upload)* Address Address USF (as of 8/14/06)*^	Dynamic IP Static IP Federal
Up to 3Mbps/512Kbps	
\$39.95	
\$49.95	
+\$0.00	
Up to 6Mbps/768Kbps	
\$59.95	
\$69.95	
+\$0.00	
Up to 12Mbps/1Mbps	
\$79.95	
\$89.95	
+\$0.00	
Up to 20Mbps/1.5Mbps ADSL2+	
Up to 50Mbps/5Mbps VDSL2**	\$99.95
\$109.95	
+\$0.00	

\*^ Federal Universal Service fund is added to each plan, and may change from time to time, even during a term contract. Please see our [FUSF FAQ](#) . Raw Bandwidth reserves its right to add FCC, CPUC, or government fees, assessments, and taxes imposed on bundled telecommunications services or the Internet service itself.

\* Downstream and upstream speeds on these services are dependent on your distance from the serving Central Office (CO) and other factors which effect the speed our ADSL2+ equipment can provide over your particular line. Potential speeds are quoted in terms of DSL synch rate; subtract approximately 15% for protocol overhead (mostly ATM) for actual throughput.

\*\* VDSL2 service is available within approximately 3.5Kft wire feet from the serving Central Office. In order to receive full speed you must be very close to the serving Central Office and most customers achieve something somewhat less. As distance increases, viable speeds for VDSL2 converge on ADSL2+ speeds to the point where eventually nothing is gained from VDSL2.

Customers may sign up for this service on a month-to-month basis at the same monthly rates, however signing up under a 12-month term gets you free line activation and inside wire work to adjust existing inside wire (provided Raw Bandwidth is allowed to perform such work; some landlords require use of a specific contractor, which is at your cost), and a free loaner DSL equipment to be returned upon your end of service.

**Please [email us](#) or call (650) 802-8006 to place an order for this service or to provide your address to confirm availability!**

This service is Bridged or Routed, and PPPoE is NOT used. Service comes with one dynamic or static IP address (depending on plan) for a host or computer on your side of the connection. While we don't mind if you use Network Address Translation (NAT), you will need to provide your own device to perform NAT functions, and Raw Bandwidth does not provide technical support for customer's NAT devices or routers.

Additional IP addresses and subnet blocks are available on Static IP service as follows:

- 2nd and 3rd individual IP address: \$3.00/mo/ea
- 3-bit subnet (5 usable IP addresses): \$10.00/mo
- 4-bit subnet\* (13 usable IP addresses): \$20.00/mo
- 5-bit to Full Class C\*\* (29 to 253 usable IP addresses): \$xx/mo

\* Subnets of 4-bits or larger must be justified based on need.

\*\* More than a Class C may be available on a negotiated basis.

{tab=Bonded ADSL2+}

This service is standalone, no voice service is required. It utilizes two copper pairs from the serving central office to, more or less, double the speeds available at an address. It has limited but growing availability, currently available in much of San Francisco, South San Francisco, San Bruno, Daly City, Colma, Millbrae, Burlingame, Hillsborough, Los Altos, and portions of San Mateo.

#### Business Service Pricing:

Speed (download/upload)*	Dynamic IP
Address	Static IP
Address	Federal
USF	
(as of 8/14/06)*^	
Up to 6Mbps/768Kbps	
\$79.95	
\$89.95	
+\$0.00	
Up to 15Mbps/1.5Mbps	
\$109.95	
\$119.95	
+\$0.00	

Up to 24Mbps/2.0Mbps

\$139.95

\$149.95

+\$0.00

Up to 40Mbps/3.0Mbps ADSL2+

\$159.95

\$169.95

+\$0.00

Up to 100Mbps/10.0Mbps VDSL2\*\*

\*^ Federal Universal Service fund is added to each plan, and may change from time to time, even during a term contract. Please see our [FUSF FAQ](#) . Raw Bandwidth reserves its right to add FCC, CPUC, or government fees, assessments, and taxes imposed on bundled telecommunications services or the Internet service itself.

\* Downstream and upstream speeds on these services are dependent on your distance from the serving Central Office (CO) and other factors which effect the speed our ADSL2+ equipment can provide over your particular line. Potential speeds are quoted in terms of DSL synch rate; subtract approximately 15% for protocol overhead (mostly ATM) for actual throughput.

\*\* VDSL2 service is available within approximately 3.5Kft wire feet from the serving Central Office. In order to receive full speed you must be very close to the serving Central Office and most customers achieve something somewhat less. As distance increases, viable speeds for VDSL2 converge on ADSL2+ speeds to the point where eventually nothing is gained from VDSL2.

Customers may sign up for this service on a month-to-month basis at the same monthly rates, however signing up under a 12-month term gets you free line activation and inside wire work to adjust existing inside wire (provided Raw Bandwidth is allowed to perform such work; some landlords require use of a specific contractor, which is at your cost).

**Please [email us](#) or call (650) 802-8006 to place an order for this service or to provide your address to confirm availability!**

This service is Bridged, and PPPoE is NOT used. Service comes with one dynamic or static IP address (depending on plan) for a host or computer on your side of the connection. While we don't mind if you use Network Address Translation (NAT), you will need to provide your own device to perform NAT functions, and Raw Bandwidth does not provide technical support for customer's NAT devices or routers.

Additional IP addresses and subnet blocks are available on Static IP service as follows:

- 2nd and 3rd individual IP address: \$2.00/mo/ea
- 3-bit subnet (5 usable IP addresses): \$10.00/mo
- 4-bit subnet\* (13 usable IP addresses): \$20.00/mo
- 5-bit to Full Class C\*\* (29 to 253 usable IP addresses): \$xx/mo

\* Subnets of 4-bits or larger must be justified based on need.

\*\* More than a Class C may be available on a negotiated basis.

Customers must purchase a Bonded ADSL2+ modem (Comtrend Nexuslink 5630) for either \$49.95+tax for a used unit with 12-month warranty from Raw Bandwidth, or \$89.95+tax for a new unit. By default we configure as a pure bridge with NAT routing disabled, which is how we recommend using it. Most customers add a separate wireless router. Customers may purchase this device anywhere they choose, however they are not readily available and our pricing is good.

{/tabs}

Raw Bandwidth's business DSL services are provided at a flat-rate, regardless of how much Internet access traffic you consume each month. We do not permit sharing of your DSL connection outside of your own office, due to the actuarial assumptions about use of your connection. You may not use it to provide Internet access to your neighbors or the general public, whether via wired or wireless connections, for free or for charge, although temporary access to visitors of your business is okay, such as a Wifi hot spot. If you would like to resell/give/trade your connection (all termed 'resale' whether you receive money or not), please contact us to negotiate pricing for a resellable connection. We are open to using DSL lines for such purpose, but Business DSL pricing is predicated on assumptions for typical traffic/usage by the workers of a single business. Running servers on our DSL services that have static IP addressing is permitted.

Click these to review more detailed information related to our DSL service:

{mooblock=Additional Services Included with DSL}

Your DSL connection also comes with the following at NO ADDITIONAL CHARGE!

- Single modem dialup for backup and remote access. This dialup account is intended for

occasional remote access only, when traveling or if there is a problem with your DSL service, and not as a primary account for someone not regularly serviced by the DSL account.

- Five (5) POP email boxes @rawbw.com or your own domain if you have one
- DNS hosting of your domain name for email purposes (registration fees additional, or register wherever you like), and pointing hosts to your network including to your web server, if desired (only allowed on static IP services).
- or optionally secondary DNS servers if you host your own domain on static IP service.

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{mooblock=Additional Services to Add to DSL}

- Additional POP email box on our server @ \$3/mo/ea.
- Secondary MX service to queue mail for your server if you host your own email @ \$10/mo (static IP plans only)
- Shell account (first): \$6/mo.
- Included: 500MB of disk space
- Included: 2GB/mo. of Web/FTP data serving
- Included: CGI-BIN directory; scripts run as your UID
- Additional [Disk Space Quota](#)
- Additional: 1GB of Web/FTP data serving traffic @ \$2/block, as incurred
- Option: Virtual Web/FTP hosting @ \$7/mo. (max 3 per shell)
- Shell account (second and beyond): \$12/mo/ea.
- Options for additional shell accounts... same as with first shell.
- Upgrade dial backup to 2B ISDN or Multilink Analog: \$25/mo.

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{mooblock=12-Month Term Agreement Details (for the best monthly rates, and FREE activation and use of equipment)}

With a 12-month term agreement, you can get WAIVED self-installation of the DSL line (for line-shared products) or full tech-install (for standalone products), and a reduced monthly fee for line-shared products. The [term agreement](#) must be completed and returned within two weeks of the installation due date for your DSL service in order to be effective as of the start of service. If you fail to return a properly executed term agreement within that time, you will be billed and must pay for the activation fee for the line(s), and if applicable the higher month-to-month monthly rate retroactive to the start of service. If you return the DSL term agreement after this two week window, your term will be effective as of the date of receipt of the agreement, and the installation charge(s) won't be waived. Please be sure to return the completed term agreement! This is been a big problem in the past, and it is YOUR RESPONSIBILITY!

EQUIPMENT OFFER: New customers can receive a use of a basic bridge/modem DSL equipment package (with 5 DSL microfilters when needed) at no charge in addition to the above benefits by signing and returning our 12-month DSL term agreement within two weeks of the due date for your order. This loaner equipment is suitable for any single-line service; customers of Bonded or Aggregated DSL must purchase equipment, though not necessarily from us. (If you need a DSL splitter, you will have to purchase one, but can still receive a loaner DSL bridge to use with it under this offer.) If you fail to make the deadline, equipment will be billed at the listed price and Raw Bandwidth is under no obligation to waive the charges. We pay for ground shipping to you, or deliver the equipment if we are doing other work on site for activation; you must pay for ground shipping back to us when it's necessary to return equipment. If service is unavailable, or you need to return equipment for any other reason, you must ship to arrive to us within three weeks or you'll be billed regular price for the non-returned equipment. Raw Bandwidth may, in its sole discretion, extend this offer to existing customers.

There is a maximum of \$15/mo per line per month or partial month remaining on an uncompleted term as early termination charge if you break a term commitment with us, with some ability to mitigate the early termination liability in the case of a move (for example, by establishing a new term at a new location within our service area). On our present term pricing plans, once you have completed the initial twelve months, pricing remains at your base term rate on a month-to-month basis by default. Please read the full [terms and conditions \[pdf\]](#) of this offer.

EXISTING CUSTOMERS: Presently, you do NOT need to disconnect and reconnect to sign on

to a term commitment offer; just complete and return the PDF acknowledgement form, as instructed in the term commitment document, and your term will begin as soon as as properly completed acknowledgement form is received. Note if you are an existing customer who signed on to a term agreement at your present location in the past, you will need to sign onto a new term agreement to obtain lower base pricing. This offer for existing customers to sign a new term to receive new term pricing is subject to modification or withdrawal at any time and without notice.

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{mooblock=One-time Charges That May Be Incurred}

Line Activation to MPOE: \$50 WAIVED with self-installation on 12-month term plan

Line Activation to MPOE: \$50 with self-installation on month-to-month plan

Move Service: Same as new installation. New term agreement typically results in no charge.

Downgrade Service Speed Plan: \$50 for services on AT&T's wholesale network; \$20 for standalone services on Raw Bandwidth's affiliate's network

Inside Wire Work: \$75 for first line, \$45 each additional line handled during the same visit, to adjust existing inside wire for standalone ADSL2+ and Bonded ADSL2+ services (does not include pulling new inside wire cable); all other cases, negotiable; when Raw Bandwidth must come to your premise to assist with inside wiring issues, install a splitter, etc.

Trouble Dispatch: minimum \$60 (discuss prior to dispatch; applies ONLY if trouble is NOT found on telco side of inside wiring demarcation).

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{mooblock=Hardware Required for DSL Service}

Hardware is required but you may supply your own (plus sales tax):

Hardware	Price
Used ADSL bridge and filter	\$49.95 or \$WAIVED**
Used ADSL bridge and splitter	\$74.95
Bonded ADSL2+ Modem	\$99.95
Filter Pack (5 total)	\$19.95
Splitter	\$29.95

\*\* See term agreement section for loaner hardware information.

Here is a [description of filtering choices](#)

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All terms and parameters of these accounts, both explicit and implied, are subject to change without notice prior to the account being implemented, and with reasonable notice (generally 30 days) after the account has been activated. Raw Bandwidth may, in its discretion, "grandfather" advantageous terms and/or pricing for an existing customer or group of customers.