

# Custom Configuration and Remote Engineering Services



## ▼ BENEFITS

- Customizable, documented configuration
- Reduced costs by eliminating maintenance contract fees
- Less time-consuming coordination of multiple vendors
- Minimal potential for technical errors
- Specialized teams with expertise in retail deployments, kiosks, and other unique environments available

## ▼ Fast and Flexible.

Your New Edge network was designed solely for you and your business needs. So naturally, the services you require will vary according to your specific environment, business applications, and future plans. That's why we've developed a flexible way for you to purchase services that fall outside the scope of your contract: Custom Configuration and Remote Engineering Services.

Whether you purchased a single T1 or an MPLS network with one hundred locations, you may require services that are not part of the traditional service definition for that product. While some carriers simply refuse to perform these services, New Edge Networks assigns a technician to quickly help you with your special requirements. We perform custom equipment configurations for a flat, per-location fee and remote engineering services for an hourly consulting fee.

This arrangement saves you money by eliminating monthly fees for maintenance contracts or "banked" hours. It also keeps our standard rates low, so you'll never have to pay for extraordinary services unless and until you need them.

## ▼ What are Custom Configuration and Remote Engineering?

Depending on which New Edge Networks services you purchased, you either signed a Terms and Conditions Agreement (TCA) or a Master Services Agreement (MSA). In either case, any service not specifically defined in your contract may be available through Remote Engineering Services. Some common examples include:

- **Non-Standard Initial Router Configuration:** New Edge Networks technicians will configure customer premise equipment with a custom configuration of up to ten policy statements. Additional statements are available in blocks of ten per device.
- **Router Configuration Changes:** You can request that we remotely change the configuration of equipment on your premises, whether it's equipment owned and managed by New Edge Networks or equipment you own yourself. Customers often use this service to add static routes, renumber their IP scheme, or make other customization requests after initial service deployment.
- **Firewall Management:** You can request that we remotely adjust your firewall settings after initial service deployment (such as opening or forwarding a port), or that we help you develop stateful firewall policy.
- **WAN/LAN Interoperability Support:** You can request that we remotely test the interoperability of Local Area Network (LAN)-side applications. Customers often use this service to further triage or isolate problems once we've determined that they are not Wide Area Network (WAN) issues.
- **Assurance Testing:** You can request that we remotely test the configuration or performance of circuits to ensure they are performing as designed or working correctly with your applications. You may also request onsite testing by a New Edge Networks Field Engineer.



### ▼ **The Value of Custom Configuration and Remote Engineering Services.**

In the past, customers who needed testing of LAN-side devices or router configuration changes were forced to hire a second vendor to perform these services after the New Edge Networks installation, resulting in additional expenses and increased potential for technical error. Custom configuration and remote engineering eliminate the hassle of managing multiple vendors, and help you get your network applications running quickly and efficiently.

Work with your Sales Engineer or Account Manager to request custom configurations when you order, as we may be able to perform some of these services without charge if they are deliverable during the initial implementation of your network or circuit.

### ▼ **How am I Billed for Remote Engineering Services?**

When you order Custom Configuration or Remote Engineering Services, New Edge Networks provides an estimate of the charges and requests your authorization to proceed. You'll see a one-time charge on the billing cycle following the date the work is completed.

### ▼ **Why New Edge Networks?**

New Edge Networks eliminates the inconvenience and complexity of managing multiple carrier relationships, technologies and geographies. We enable you to focus on your core business while we manage the broadband network infrastructure to stringent performance metrics. Our customers benefit from one seamless network, one provider, and one point of contact.

#### ▼ **GET STARTED**

**Toll-free: (866) 636-3343**

**[www.newedgenetworks.com](http://www.newedgenetworks.com)**

**New Edge Networks  
3000 Columbia House Blvd.  
Vancouver, WA 98661**