



Customer Handbook

GENERAL INFORMATION

Company Facts:

Subrigo is a global telecommunications carrier and leading network integrator of cost effective international and national connectivity

- Headquartered in Los Angeles CA
- Connectivity throughout North America
- US Domestic Footprint
- Partnering with global carriers worldwide
- Global Network reach

Service Offerings

Integrated, Multi-Carrier Solutions

Wide Area Network Services

- Network Infrastructure as a Service - complete network outsourcing solutions for the enterprise
- Layer2 Ethernet – 10 Mbps to 10 GigE (Point-to-Point, Point-to-Multipoint & VPLS topologies)
- Private Line T1,E1, DS3, E3, OC3, OC12, OC48, OC192, STM1, STM4, STM16, STM64
- Hub Service

Internet Transit (AS19257)

- IP Transit – speeds up to multiple 10Gb and 100Gb connections
- Dedicated Internet Access

United States Offices

USA (Headquarters) Office

650 South Grand Ave Suite 101
Los Angeles, CA 90017
United States
1-213-325-2500
www.subrigo.net

USA Accounting Office

650 South Grand Ave Suite 101
Los Angeles, CA 90017
United States
1-213-325-2530 Direct
accountservices@subrigo.com
Accounting Contact: Ashley Li

SALES

Customer Centered Sales Team:

Subrigo's Customer Centered Sales Team is your primary contact for supporting your account. You will be assigned a personal Executive Sales member to support your requests and assist in any issues or questions in regards to:

- Reviews and recommendations of current customer infrastructure
- Price Competitive Quotations
- Pre-Sales technical engineering, support, and evaluations
- Personal Contact to assist in any outstanding issues and assist in contacting and resolving contact with Finance, Management, etcetera
- Schedule and update customer with FOC dates, move dates, and upgrade schedules

United States Sales Office Details:

Subrigo Networks Sales US 1 (213) 325-2500 option 4
Email sales@subrigo.com

NETWORK OPERATIONS

Subrigo Network Operations Center:

NOC: 1 (213) 325-2500 option 3 or 1 (213) 325-2501
Email: noc@subrigo.com

All reports should be filed with Subrigo by the **customer of record**, as follows:

Via e-mail: (Must be submitted from an email address associated with the customers' account)
Fault/Trouble/Change Requests: noc@subrigo.com

Via the Subrigo Client Management System:
Located at : <http://manage.subrigo.net/>

Via telephone:
1-213-325-2500 option 3 or 1-213-325-2501

Clients can view and report tickets via the web Operations Management System. To request portal access, please contact your company's administrative contact or email noc@subrigo.com

ESCALATION LIST

1	<i>Matthew Lagoe</i>	<i>1-213-325-2533</i>	<i>mpl@subrigo.com</i>
2	<i>Atilla Gahbro</i>	<i>1-213-325-2543</i>	<i>aig@subrigo.com</i>

POINTS OF INTERCONNECTION

Points of Interconnection

- 650 S. Grand Av, Los Angeles, CA 90017
- 624 S. Grand Av., Los Angeles, CA 90017
- 800 S. Hope St., Los Angeles, CA 90017
- 200 Paul Av., San Francisco, CA 94124
- 48233 Warm Springs Blvd, Fremont, CA 94539
- 11 Great Oaks Blvd, San Jose, CA 95119
- 7185 Pollock Dr, Las Vegas, NV 89119
- 2001 6th Ave, Seattle, WA 98121
- 60 Hudson St, New York, NY 10013
- 21715 Filigree Ct, Ashburn, VA 20147
- Coriander Ave, London, E14 2AA, U.K.

Supported Protocols/Types

- Layer1- SONET, SDH, Wave, Dark
- Layer2- Ethernet, UDLD
- Layer3- BGP IPv4/IPv6, Static, BFD