

**The process for increasing RWAN internet bandwidth is as follows:**

Instructions:

All requests to increase bandwidth will be processed two times per month . . . the \*1st business day and the \*\*15th (or next closed business day). **ALL REQUESTS MUST BE SUBMITTED VIA EMAIL IN THE FORMAT BELOW.**

\*Any requests submitted between the 1st and 14th of the month will be activated on the 15th unless it is a weekend and it will be the closest business day, it will then be charged as a half month on next invoice. \*\*Requests coming in on the 15<sup>th</sup> through month end will be provisioned and billed on the first business day of the next month. This process is in place for billing efficiency.

Critical requests will be handled on an 'as case' basis. Emergency increases should be handled via the DQE Customer Control Panel at <http://ccc.dqecom.com> using the dial up on demand feature.

Email Internet Bandwidth Request Form:

TO...	Janet Galaski ( <a href="mailto:janet.galaski@aiu3.net">janet.galaski@aiu3.net</a> )
Cc...	Jon Amelio ( <a href="mailto:jon.amelio@aiu3.net">jon.amelio@aiu3.net</a> ) Scott Kelly ( <a href="mailto:scott.kelly@aiu3.net">scott.kelly@aiu3.net</a> )
Subject	<b>DQE AIU Bandwidth Change Request – &lt;SCHOOL NAME&gt;</b>
Body of the email should follow this format:	
SCHOOL NAME:	
SUBMISSION DATE:	
CURRENT BANDWIDTH:	
CURRENT MAX BANDWIDTH:	
REQUESTED BANDWIDTH:	
SERVICE TYPE:	
REQUESTER NAME:	
REQUESTER EMAIL:	
ADDITIONAL INFORMATION:	

Once the email is sent, the AIU will forward to DQE for processing and provisioning will be completed either on or near the 1<sup>st</sup> business day of the month or 15<sup>th</sup>.