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EarthLink Enhances myLink™ with IT Services Center

ATLANTA, Aug. 8, 2012 /PRNewswire/ -- [EarthLink, Inc.](#) (NASDAQ: ELNK) a leading IT and communications provider, today announced several upgrades and enhancements to its myLink self-service customer control point, including the integration of IT services to enable users to seamlessly access all of their EarthLink Business® services via one interface. The myLink portal is a secure, online essential business tool that provides a centralized, integrated and on-demand gateway to each EarthLink Business account, empowering customers with a wealth of self-service applications, reporting and management features.

The myLink 'Tools' section now includes convenient control panel links to [Microsoft Exchange 2010 Hosting](#) and [VMware vCloud Hosting](#) products. A new IT Services 'News' page with real-time content updates was added, which includes EarthLink's educational IT blog, the first of which is titled [Leveraging the Cloud to Get a Competitive Edge by Brian Fink](#), EarthLink Executive Vice President and Chief Technology Officer. [The myLink online demo](#) highlighting support features, reporting and service management is also now available.

"EarthLink has added robust, new functionality to myLink this year and plans to continually improve and upgrade the user experience," said Fink. "We actively solicit customer feedback and insights, and use that intelligence to continually refine our portal. Our clients now have one, convenient site from which to manage all of their EarthLink services, and it can greatly simplify their workday. We are committed to doing the systems integration work to ensure a more transparent user experience, and I expect that the myLink portal will further emerge as a key differentiator for our company."

Additional myLink features and functionality include a utilization alert notification widget for colocation customers, a domain checker and ordering tool, and a refreshed online invoice.

"A highly-functional portal is a critical component of the relationship between a customer and a service provider," said Lynda Stadtmueller, Program Director for Cloud Computing at Stratecast, a division of Frost & Sullivan. "Businesses of all sizes want 24x7 visibility and control over their services, and they prefer the convenience of a single, easy to use portal to perform tasks, access data, and generate reports. With the enhancements to the myLink portal, EarthLink is demonstrating its commitment to customers and increasing the value of its services."

Planned enhancements to myLink later this year will include the integration of more statistics and performance monitoring tools, additional self-service order functionality and service ticket capabilities, and more voice and data management tools.

[Click here](#) to experience a myLink demo. To request more information about EarthLink Business, call 1-800-957-4872 or visit www.earthlinkbusiness.com.

About EarthLink

EarthLink, Inc. (NASDAQ: ELNK) is a leading [IT services](#) and [communications](#) provider to more than 150,000 [businesses](#) and one million [consumers](#) nationwide. EarthLink empowers customers with managed services including [cloud computing](#), managed and private cloud, and [virtualization services](#) such as [managed hosting](#) and [cloud workspace](#). EarthLink also offers a robust portfolio of [IT security](#), [application hosting](#), [colocation](#) and IT support services. The company operates an extensive network spanning 28,800 route fiber miles with 90 metro fiber rings and 4 secure data centers providing ubiquitous nationwide [data and voice IP service](#) coverage across more than 90 percent of the country. Founded in 1994, EarthLink's award-winning reputation for outstanding service and product innovation is supported by an experienced team of professionals focused on best-in-class customer care. For more information, visit EarthLink's website at www.earthlink.net.

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