

ISP Monitoring & Outage Engagement Services

When an Internet service outage occurs, our team engages the carrier and your on-site contact to restore service *with as little frustration and costly downtime as possible.*

Included:

- Automated monitoring of your connection every 60 seconds, 24/7/365.
- Statistics are stored for at least 30 days, which helps when we need to prove there is an intermittent issue or a repeat issue.
- Our team proactively engages outages during our Business Hours, M-F 8-5
 - We contact your on-site contact to verify the status of the modem or gateway
 - We then contact the provider to open a support ticket, and if necessary, schedule a service call
 - We continue to work with the provider's technical support team, the provider's on-site technicians, and your on-site contact until the connection is fully operational

Billable Support:

- After-Hours and Holiday Emergency Support
- On-Site support
- Support related to the customer's equipment or the customer's network
- Support beyond the ISP demarcation point, usually the ports on the ISP's modem/router