



## Managed Internet

Call quality is absolutely paramount for a business. It sets the tone for your business, and affects how professional you appear to your customers.

Most telephone systems today are based on Voice over Internet Protocol (VoIP) and your VoIP call will be handled by the network carrier like a data connection, but the two have very different requirements.

To overcome this challenge we also offer a Managed Internet solution; designed to offer the highest VoIP call quality.

### Quality

Managed Internet is designed to ensure cloud- based voice and data applications are not impacted by congestion and threats commonly found in the public Wide Area Network (WAN) or public Internet.

FlexFone service travels through the private layer 2 network and is encrypted to deliver optimized voice quality and security.

### Business Security

The service provides a private layer from one office or multiple locations “point- to- point” delivering a private Internet network Canada-wide. The ability to connect multiple locations together into a single private network makes file sharing and telecommuting simple and secure.

### Business Continuity

Business continuity is achieved with multiple Internet paths and additional redundancy via WAN technologies such as load balancing, direction application based data flow and “Long Term Evolution” (LTE), a private cellular network. Business class service means that traditional Internet congestion is left where it belongs – in the Internet – and not able to impact the core business cornerstones. All this will deliver smooth and reliable services you can depend on.

### Support & Monitoring

Managed Internet can be monitored and optimized for speed and reliability. It flexibly integrates IPV4 public and private address space with “Internet Protocol version 6” (IPV6), offering a private access layer from your office to any support center or external IT group. Usage graphs, SNMP management, error detection and configuration backup are all inherent features of the service.



### **Managed Internet Service: The Details**

Managed Internet delivers private layer 2 or layer 3 transport connections, from your office to our local tier 4 data centers where we provide Internet Transit via diverse paths and carrier grade NAT functions. We can provide Quality of Service (QOS) from the customer to the edge of the Internet; provide public IP addressing and site-to-site VPN connections on several different configuration models, all of which are managed centrally.

Our diversified portfolio of technology includes: DSL; FTTN; Cable; EOC; LTE; T1; T3; ATM Ethernet extensions; and dedicated Fiber circuits. This ensures we can guarantee 99% monthly uptime through diversity and rapid detection/response backed up by our own Service Level Agreement.