

How to choose an internet provider



Most organizations rely heavily on accessing cloud applications, videoconferencing, VoIP, VPN, file sharing and email for transacting business. Having a reliable internet service is essential to business performance.

The right internet provider can significantly improve the service you provide to employees, partners and clients. For the best outcome, carefully vet providers based on the following top four criteria:

1. Dedicated connectivity

Not all connections are the same. A dedicated internet connection has many advantages over a shared connection where multiple organizations compete for the available bandwidth. In the latter case, the amount of bandwidth that is available for any single party may vary widely. Alternatively, a dedicated internet connection assures that the bandwidth you purchase is always available. What's more, it delivers low latency and is highly scalable.

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2. Fiber internet

For expansion, cloud migration and rapid adoption of bandwidth-heavy applications, count on a scalable internet solution with performance that matches your needs. Achieve dedicated internet connectivity that offers symmetrical upload and download speeds and bandwidth up to 100 Gbps. Look for a service provider that can offer a 100% uptime service-level agreement (SLA) and has an expansive nationwide reach.

3. Competitive pricing

The cost of dedicated internet access may vary by provider. Taking the time to compare competitive pricing is an important step to take when evaluating internet service providers. The pricing structure should be uniform. That is, consistent pricing should be available nationwide. Bills should be clear, understandable and without hidden charges.

4. Overall value

In justifying any technology decision, the return on investment is fundamental. Cost is important in any consideration, but organizations should look beyond out-of-pocket expenses and review the benefits the investment is delivering. Key benefits in any evaluation may include:

- **Availability:** Any provider can promise high uptime, but can it back up this promise with an SLA that guarantees service availability and reimburses you for downtime?
- **Service-level agreement:** Besides availability, does the provider spell out specific provisions for latency, packet loss and jitter? Such guarantees will help your business mitigate risk and provide assurance of value, which is critical in any evaluation.
- **Manageability:** Look for a provider that offers optional managed services in case you need to remove the management and ownership costs of routers, security and WiFi connectivity.
- **Expert staff:** Support from your internet service provider should include a team of experts whose mission is to meet your requirements. Does the provider have around-the-clock staff with the technical knowledge and skills to meet your needs? Does support include proactive 24/7/365 U.S.-based support and monitoring with local technicians dedicated to ensuring your internet performance?

The right internet service provider will enable your organization to deliver the performance users expect while also delivering sustained value and support.

Can your provider do all of that?

Why organizations choose Spectrum Enterprise®

Dedicated Fiber Internet (DFI) from Spectrum Enterprise is the dedicated high-performance connection you need from a partner you can depend on. You can rely on us to help you transform your organization with powerful internet service that delivers:

- Reliable nationwide internet connectivity with performance and support, regardless of where your offices are located.
- Our nationwide network reach is supported by more than 230,000+ fiber-route miles coast to coast, including over 279,000+ fiber-lit buildings.
- A dedicated connection that is not shared with others and is delivered over a reliable, advanced fiber network.
- The service is backed by a 100% availability SLA guarantee and delivers low latency, jitter and packet loss all the way into the client suite.
- Symmetrical access that scales up to 100 Gbps.
- 100%, 24/7/365 U.S.-based support and local technicians.
- Multiple physical diversity and redundancy options to help protect your network.

Visit enterprise.spectrum.com/Fiber to explore how Spectrum Enterprise can address your organization's specific internet pain points and provide the right internet solution to meet your organization's needs.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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