

Enterprise Internet



Enterprise Internet (EI) enables fast, reliable, and cost-effective access to the internet with a range of speeds to meet your needs. EI is designed to deliver a consistent enterprise-grade experience locally, regionally, or nationally and is backed by an industry-leading service-level agreement (SLA) that provides for 99.9% uptime from the provided Customer Premise Equipment (CPE) located in your facility all the way to the internet. If an issue does occur, the SLA provides for a 6-hour mean time to restore (MTTR) commitment and unrivaled remedies.

Network

Enterprise Internet service runs over the fiber-rich Spectrum Hybrid Fiber-Coaxial (HFC) network and is provisioned utilizing DOCSIS 3.1 and fiber to the premises (FTTP) technology. This service delivers reliable internet connectivity into the client premises offering download speeds of up to 1 Gbps. An HFC network combines the best of modern internet infrastructure, bridging fiber optic cables and coaxial lines.

Internet access demarcation

Spectrum Enterprise will provide and install certified and tested CPE consisting of either a D3.1 (or better) Cable Modem (CM) (that supports DOCSIS 3.1 or higher), or an Optical Network Unit (ONU). All traffic is routed from the CPE in the client's suite over the Spectrum network to the internet exchange point.

The cable modem or ONU has a coaxial or fiber interface on the WAN (Wide Area Network) or network side and an Ethernet connection on the LAN (Local Area Network), or client side. The client is responsible for the LAN infrastructure and configuration, including the physical connection to the CPE. The CM or ONU will be automatically provisioned once installation is completed, and the device is powered on. Client-owned equipment is not supported.

Routing

Routing options are provided through LAN or static routing using Spectrum Enterprise-provided equipment. EI includes basic Dynamic Host Configuration Protocol (DHCP) IP addressing by default that is dynamically assigned to

provide the most accurate routing path to reach the Point of Presence (POP) gateway to the public internet. DHCP automatically signs the next available IP address to a client-owned device when it connects to the internet.

Static IP address space is available for additional add-on purchase and will be provided in accordance with American Registry for Internet Numbers (ARIN) IP allocation policies and delivered by a Spectrum Enterprise deployed router. Static IP (IPv4) addresses are supported for EI. Clients are only allowed one Static IP block per router.

Network monitoring

Spectrum Enterprise utilizes a variety of network management practices consistent with industry standards to ensure that all clients enjoy a high-quality online experience. Spectrum Enterprise provisions its devices and engineers its network to maximize our clients' ability to receive the fastest speed levels for each tier of service to which a client subscribes.

Site access

The client must provide access to the requested service location for installation and maintenance of services. This includes access to buildings and the point of demarcation for service installation and maintenance. For maintenance purposes, the CPE should be in an area accessible to Spectrum Enterprise technicians. If the equipment is not accessible, the client must provide access for troubleshooting and/or maintenance purposes.

Installation

Spectrum Enterprise will work with the client to design, install and understand the client's needs for connectivity and any pieces of a managed network. We will ensure a reliable and consistent experience for seamlessly connecting and securely scaling your network at completion of the installation. Spectrum Enterprise will deploy a local technician for the installation and will ensure connectivity and service turn-up upon completion.

Billing and technical support

Billing starts at the time of installation. From there, Spectrum Enterprise provides 24/7/365, 100% U.S.-based support for all billing, technical, or EI service-related issues for all network locations. This support is reached via a single contact point with target response times of 30 seconds.

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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