



# Plexcom T1 Broadband Service

## Enterprise Grade Broadband Service

T1 SERVICE

**Broadband**



**PLEXCOM**  
N E T W O R K S

[www.plexcom.net](http://www.plexcom.net)



**Plexcom T1 – Reliable and affordable Internet connectivity for businesses running mission-critical applications.**

### Service Overview

Plexcom's T1 Internet access is the right choice for small to large enterprise businesses as well as small companies with mission-critical Internet service requirements. Plexcom T1's are a dedicated connection to the customer location designed to provide the upmost reliability with prioritized routing and a robust service level agreement.

Customers can choose between a fractional T1, full T1 or our bonded T1 service that provides speeds up to 3mbps. Plexcom T1 service is one of the most reliable and now affordable connectivity solutions for running mission critical Internet applications.

### PLEXCOM T1 HIGHLIGHTS

- **Affordable** Highest quality connectivity for one low monthly rate.
- **Priority Routing** T1 business traffic is prioritized over other traffic on the network.
- **Reliable** Full redundancy and multipath routing on the network with 99.99% uptime guarantee.
- **True T1 Connection** True T1 connection over and industry-standard DS1 loop.
- **Industry Leading SLA** Plexcom T1 Service level agreement covers: uptime, repair time, packet loss and latency (network delay).
- **Support** Plexcom Technicians are on call 24X7X365 to assist customers with any service issues that may arrive.

## Competitive Pricing

We believe in providing value for our customers. Our service is designed to give customers the upmost reliability and service at the most economical price. With our service you won't find any hidden usage charges or agenda. We provide all monthly charges in our customer quotes including taxes. Give us a call to find out what we can do for your business.

## Reliability & SLA

Plexcom's T1 service is designed for businesses running mission critical applications that need the most reliable connectivity available at an affordable price point. We back up our service with an industry leading service level agreement.

Plexcom's Service Level Agreement is comprised of 4 primary areas: Service Availability, Repair Time, Packet Loss and System Latency. Service Availability of 99.99%, Mean Time to Repair of 4 hours, Packet loss of less than 1% on the network, Less than 120 millisecond for roundtrip to a test point on Plexcom's and/or Plexcom Partners network. If Plexcom fails to meet these service commitments the customer is entitled to credits as defined in the Plexcom T1 Service Level Agreement.

## Support

Plexcom Technicians are on call 24 hours a day 365 days a year to resolve any issues that may arrive. If you have a service issue arrive you can count on Plexcom; our technicians are dispatched after hours, on weekends and on federal holidays to ensure your business continues running at its peak performance. Plexcom's T1 service level agreement sets the standard high with uptime targets of 99.99% and a repair time target of four hours.

## 30 Day Trial

Order a Plexcom Enterprise T1 and try it for 30 days. If you are not completely satisfied with the service, Plexcom will refund installation, equipment, and monthly service fees without additional obligation for the service agreement. Equipment must be returned to Plexcom within 30 days in order to qualify.

## Why Plexcom Networks?

Plexcom's motto: We're more than as service provider. We're part of your team. Is not just a sales pitch it's the way we conduct business. We help you choose the services that will best benefit your business and back it up with support that you could only receive from a member of your team.

Plexcom uses proven cutting edge technologies to deliver reliable, fast and affordable broadband service to your business. Plexcom is devoted to providing outstanding service and personalized support and we back it up with an industry leading SLA (service level agreement). Plexcom's technical support staff monitors the network 24x365 and stands ready to serve our customers.

You choose the best when you choose Plexcom Networks.

**Contact Plexcom Today** to find out more about the benefits of Plexcom T1 (Enterprise Grade Broadband) Service for your business, **205-940-7878 or 877-753-9266.**

We will perform a complete analysis of your bandwidth requirements.

**Plexcom Networks, Inc.**

**TEL 205.940.7878**

**TOLL FREE 877.753.9266**

**600 Beacon Pkwy W, STE 860**

**FAX 205.942.6099**

**Birmingham, AL 35209**

**www.plexcom.net**



Simple, Seamless Connectivity