

# Business Internet

## Always On Business Internet Solutions.



**A constant, reliable connection to the Internet**

**Fast, Reliable, unlimited Internet**

**Ultra fast speeds up to 100Gbps.**

**Our Dedicated Internet provides the most complete business class Internet experience to help your business stay connected.**



Norstar Dedicated Internet Access (DIA) provides a high-speed solution for businesses that require high-performing, 24/7 Internet access. Our DIA service is expertly engineered to offer a wide variety of bandwidth increments, access methods and billing options that can be customized to meet your unique needs.

We deliver data solutions for any size business across US and Canada. From Ethernet to high-capacity private lines, we provide scalable data and Internet services built on a secure and redundant national network. Our fast, resilient Internet services help you securely deliver the capabilities your business demands. We can supply a variety of internet speeds to accommodate any requirements you might have from video conferencing, large file transfers or general internet usage, we can satisfy your needs.

Reliable business grade Internet access is essential for today's business. There are several different ways Internet access can be delivered to your business and each method has its own characteristics. Let us at Norstar help you choose the options that best suit the needs of your business.

Our DIA lines are dedicated exclusively to your business, guaranteeing a high level of service and no interruptions. Your internet speeds will not slow down during busy periods as there is no other traffic traveling through your connection.

**99.99% SLA**

**Built for Business**

**Cost-Effective**

## **Guaranteed uptime, redundancy and performance quality keeps your business running smoothly.**

Our internet solution features superior speed and performance with symmetric upload and download speeds, a dedicated connection, bursting capabilities and customized bandwidth options from 10 Mb to 100 Gbps depending on your location. We also include a customer-administered, web-based portal for service monitoring.

Whether you need dedicated Internet access for a single site or a private secure network spanning hundreds of locations, we can meet your needs. We have a broad portfolio of broadband and wide area network (WAN) solutions, from cable and DSL to SD-WAN, Ethernet and MPLS and even fixed wireless for primary and redundancy requirements. As your data network partner, we'll optimize your infrastructure with the latest in fiber connectivity and deliver cutting-edge security to keep your systems protected from threats and disruptions.

Our Dedicated Internet Access is always available, and always fast. The only thing that might surprise you is Norstar's high level of service. Our fast and fully redundant core network is second-to-none in reliability, continuously upgradeable and engineered for resilience and backed by our 24/7 network monitoring and customer support teams— it's also protected by solid security solutions. Having a secure internet connection is a priority for many businesses, and your network will be much safer with a DIA because it is used by you alone. The line runs directly between you and our data center, so there is

no interference. These measures make it easier to implement authentication protocols and security applications and with DIA you will get 100% performance all of the time.

Get the bandwidth and uptime you require in the high-speed connections of our blended IP network of diverse providers. And complete 4G-LTE backup for reliability so business goes on, even if the power goes out. Our team provides comprehensive and around-the-clock monitoring, management, and support services to keep your network access secure and reliable.

- Powerful, flexible internet connections with enterprise-class service level agreements.
- Manage costs, our pricing options let you pay only for the bandwidth and services you need.
- Highly dependable and redundant infrastructure, with 24-hour network monitoring and support.



Our Internet services are grouped by the delivery technology used to connect them to the customers' facility. Access can be accomplished by one of the following wire-line methods:

## Access Types:

- Ethernet over Copper
- Asymmetrical Ethernet over Copper
- Fast Ethernet
- Gigabit Ethernet

- **DS1 – 1.5 Mbps, Bonded 3.0 to 12 Mbps**

- **DS3 (Full Port and Fractional)**

- **Wavelength**

- **Fixed Wireless**

- Redundant, reliable IP network infrastructure to ensure availability and quality of service (QoS).
- Business internet and data connectivity solutions
- Customer Premise Equipment (CPE) options with preconfigured settings, installed by Norstar and including ongoing maintenance and support.
- Border Gateway Protocol (BGP) routing for managing multiple, high-speed DIA Internet connections.
- Comprehensive DIA bandwidth utilization reports that enable you to monitor circuit capacity and react to changing needs.
- 24/7 customer support and proactive network monitoring.
- 99.99% Service Level Guarantees (SLAs).
- Reliable Internet connection with dependable uptimes, latencies and packet delivery
- Faster page-loading and website response times
- Private and secure connections to protect sensitive information
- Cost-savings solutions
- Stream video and transmit image files seamlessly
- Hosting and content delivery
- Fast and reliable Internet connectivity and communication
- 100 percent fiber-optic transport
- Flexible Bandwidth – Increase Speeds as Your Business Grows
- Access ring protection and route diversity options
- Multiple Tier 1 ISP upstream connections
- Scalable connections ranging from 10 Mbps – 100 Gbps
- Single-homed, dual-homed, and multi-homed connections
- Improved operational and employee efficiency
- Real-time product and service updates
- Experience end-to-end management and procurement
- Flexible and scalable internet connectivity at competitive rates
- Symmetrical connectivity with dependable and constant data
- Get the bandwidth and uptime you require in the high-speed connections of our blended IP network of diverse providers.
- Optional Fully Managed Router
- High quality performance
- 99% uptime guarantee

- end-to-end management and control
- tailored connection solutions
- managed firewalls, DNS, domains names and web services.

## PROVISIONING & DEPLOYMENT

Streamlined ordering process

Strong service delivery SLAs

Dedicated provisioning & deployment specialist

Consistent test and turn-up

24x7 engineer level support

Work directly with underlying carriers



**Dedicated** – Our Dedicated Internet offers a private, non-shared solution with symmetrical upload and download speeds for optimal data transferring. And for businesses with mission critical data and zero tolerance for downtime, you'll find Dedicated Internet gets the job done. Our Service Level Agreement (SLA) guarantees you 99.99% uptime. DIA provides a dedicated Internet connection for your business 24 hours a day. You will receive a completely managed solution





with proactively monitored Internet access around the clock. Interconnected network facilities enable traffic to be automatically routed along the fast route possible to another point of presence when needed.

Dedicated Internet Access uses dedicated high speed WAN technologies like [T1](#), [Bonded T1](#), [DS3](#), [OC3-OC12](#), and [Private Lines \(IP-VPN\)](#) to deliver the most reliable Internet access to your business. If your business has a Local Area Network (LAN), Dedicated Internet Access will allow all the users on your LAN to access the Internet at any time unlimited, symmetrical, stable bandwidth of at least 1.54Mbps up to a Gig and more, ideal for customers with mission critical requirements.

- [Dynamic T1](#) utilizes advanced logic that allows you to carry voice and data on the same circuit. This method can deliver significant cost savings and operating efficiencies. It also allows you to prioritize voice traffic over data, ensuring call quality remains clear all the time.
- [T1 \(Primary Rate Interface\) PRI](#) is a way of delivering faster, enhanced voice traffic over a T1 circuit. What this means for you is more features at a more competitive price with greater flexibility. It offers a simple, cost effective way to get features such as hunt groups, Direct Inward Dial (DID) numbers – or extensions- for each employee, call tracking and reporting, outgoing Caller ID and more.
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## Norstar Business Internet Access

Symmetrical Speeds	
Mean Time to Repair	4 Hours
24x7 Proactive Monitoring	
Customer Support	Dedicated Account Manager
Service Level Agreement	
Static IP Address	Included
Bandwidth Type	Dedicated
IPv6 Capable	Included
Flexible Service Offerings	
Total Service Offering Conclusion	Best value and service for primary connections.

**Guaranteed uptime, redundancy and performance quality keeps your business running smoothly.**

**Manage costs and redundancy with a variety of carriers**

- Performance monitoring tools to validate uptime performance
- SLAs for availability, latency/repair, packet loss, and mean time to repair
- End-to-end network monitoring and 24/7/365 dedicated local support
- Managed router service available offering Network Operations Center (NOC) device monitoring and support to help lower operational costs
- Proactive monitoring and support

## End-to-End Management

More than just an Internet connection, DIA is a complete solution that combines reliable access and world-class 24x7 support. You gain the quality and performance you need to conduct business over the Internet with confidence.

## Performance Guaranteed

≥99.99% Uptime      ≥99% Packet Delivery



**Ethernet** — A wired business network that is affordable, secure and easy to set up.

Dedicated connections and symmetrical speeds available.

Perfect for organizations looking for a cost-effective, high-speed link to the Internet. including video-conferencing, Voice Over Internet Protocol (VoIP). Full or burstable solutions ranging from 2 MBPS to 100 GIG.

You will be in control of your network and get the most value for your money. Ethernet Networking from Norstar provides a dedicated low latency data link connection based on physical addressing, ensuring fundamental network security and allowing customers to implement custom Quality of Service (QoS) settings over their own private networks. Ethernet Private Networking is configured on a case-by case basis, providing personalized flexibility and scalability, all while maximizing bandwidth and savings.

## Features & Benefits:

- **Streamline your network:** Help reduce your operating costs by standardizing on our network on a single protocol and eliminating unnecessary equipment.
- **Speed:** 5 Mbps – 100 Gbps



- **Pre-configured customer** premise equipment, installed and managed by Norstar
- **Proactive monitoring** and support
- **Simplify management:** Integrate functionality to define policies and scale bandwidth up or down via on- demand, scheduled and alerts-driven events with Adaptive Network Control.
- **Extend your reach:** Use a single provider to extend your Ethernet footprint.
- **Dedicated:** Bandwidth is dedicated not shared
- **Local Area Network to Wide Area Network Connectivity:** Ethernet networking smoothly integrates with existing LAN networks.
- **Low Latency:** High capacity network ensures the real-time transmission of business-critical applications, backed by a comprehensive Service Level Agreement.
- **Versatile and Flexible:** Ethernet networking is ideally suited to carry Internet Protocol-based applications and supports Hybrid Networking, giving your customers easy access to our MPLS Network and Cloud Communications Suite.
- **Customizable Setups:** Point to Point, Point to Multipoint, or Multipoint configurations enable customers to connect their locations over a secure LAN, or route virtual private lines from remote locations to a single hub.
- **Reliability and Continuity:** Ethernet networking supports a full range of business continuity and failover options, with the flexibility to protect your customers.
- **Hosted on reliable** and redundant carrier network
- **Adjust bandwidth** as your business needs change over time  
**Guaranteed bandwidth** to meet heavy data demands
- **Symmetrical services** (upload speed and download speed are the same)
- **Support for** a large number of users
- **Optional** Fully Managed Router
- **Largest Available** Coverage
- **Scalable bandwidth and symmetrical** speeds from 1 Mbps to 100 Gbps
- **Performance monitoring tools** to validate uptime performance
- **SLAs for availability,** latency/repair, packet loss, and mean time to repair
- **End-to-end network monitoring** and 24/7/365 dedicated local support
- **Managed router service** available offering Network Operations Center (NOC) device monitoring and support to help lower operational costs

# Reliable:

- 99.99% uptime - Reliability backed by industry-leading service level guarantees
- Network design that maximizes redundancy with no single IP point of failure
- 24x7 support with world class customer care and continuous proactive network monitoring

Without proper monitoring and configurations, your internet connection will never be enough. By layering on Norstar's managed services, your connection will always prioritize your time-sensitive applications and notify you of network abuse.

Robust  
nationwide network

24-Hour  
monitoring & support

Connect  
multiple locations

## Auto-Failover/Redundant WAN Solutions for DIA Customers

Norstar offers several WAN redundancy (Auto-Failover) options for customers who require highly-available Voice, MPLS, and Direct Internet Access (DIA) services, with diverse carriers and access mediums, physical redundancy is combined with our network-based intelligent routing solutions to deliver a reliable, fully automated failover solution.

## ENHANCED SERVICES

Norstar offers managed services for end-to-end implementation, monitoring, repair, and response needs. We can create Virtual Private Networks (VPN) between remote offices and/or remote users connected to the Internet. Via firewalls, these VPNs enable customers to securely transfer encrypted data across the Internet to remote sites.

### LTE Failover



**Set a wireless backup link that only kicks in as failover if needed.**

### Broadband Wireless, Secure and Reliable Wireless Internet

Broadband Wireless Internet delivers 4G high-speed wireless broadband internet. It can also be used as a Wireless Backup (also known as a redundant internet connection or a wireless LTE connection) which relies on a 4G LTE network to make sure your business is always connected to the internet during times of a

natural disaster or man-made event. Having a wireless backup connection keeps your business running like normal when unexpected disruptions to your internet connection arise. Internet downtime can bring any business to a sudden halt.



## Circuit Monitoring

Norstar provides circuit monitoring for all Norstar-sourced circuits at no cost to our partners or end-users. Circuit monitoring provides the ability to view the performance of the circuit 24/7.

## Trouble-free installation

Leave the fuss of hardware and software setup to us. Norstar ensures that you not only have the best solutions for your needs, but that they are properly installed and optimized for how you do business.



## Low Circuit Price Guarantee!

Norstar business internet delivers Tier 1 performance, reliability, and security backed by service level agreements to ensure that your business is connected 24/7.

Get a **FREE**, no-obligation consultation for all your business needs.

[\*Click Here For a Quote\*](#)

**Or Call Customer Service 1-888-755-4589**