

What to Expect From Your Network Provider

People who say bandwidth is just a commodity are, frankly, all wrong. The right provider has to deliver so much more than just high speed and low cost. The stakes are high and the criteria are broad. This checklist will guide you through the right questions to ask and ensure you select not just a provider but a true partner in meeting your business objectives.

Network Features and Performance	Provider Responses
How can I choose the initial bandwidth I need?	
How quickly can I scale my bandwidth if I need to?	
What is your network's fail-over time?	
Does your service offer diversity and redundancy? Please provide documentation.	
Does your network use the latest optical and packet technologies?	
Support and Team Expertise	
How long has your team been in the industry, and are they locally based?	
How responsive is your support team in case of issues?	
What is your customer service philosophy?	
What are your escalation procedures?	
Are account executives knowledgeable and willing to work collaboratively on custom solutions?	
How often will my account rep change?	
What is my access to technical and engineering expertise?	

Service Level and Reliability	Provider Responses
Describe your Service Level Agreement (SLA) in detail, especially in case of non-compliance.	
What is your track record for service reliability?	
Can you provide statistics and references?	
What outages have you had in the past year?	
What is your MTTR?	
Network Strategy and Investment	
What investments are you making in your network that will benefit my business in the near future?	
What is your product roadmap 3-5 years out?	
How do you plan to adapt to growing technology demands and changing market trends?	
Transparency and Ownership	
Do you own your fiber or do you lease it?	
How does this affect flexibility and troubleshooting?	
Is any part of the service provided by a third party?	
If so, what impact could this have on my business?	
How are you connected to data centers, and can you provide detailed information about routing/ diversity options?	

If you're looking for a network provider with the highest industry standards who will keep the needs of your individual business always in mind, consider Conterra. Our focus on service, innovation, and reliability means that your business remains connected, secure, and competitive.

Reach out to Conterra today for a bandwidth solution that meets your needs and exceeds your expectations.