

## BONDED T1 INTERNET ACCESS

TrueNet Bonded T1 Internet connections provide T1 reliability combined with faster internet access speeds and circuit redundancy. Bonded T1's are guaranteed for uptime, low latency and performance.



## FEATURES



### OUTAGE alerts

Outage alerts sent to mobile phones and email



### SPEEDS up to 12 Mbps

Bonded T1 speeds deliver 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5 Mbps, 9 Mbps, 10.5 Mbps & 12 Mbps bandwidth options.



### Connect privately

Install T1 circuits at multiple locations for private, secure inter-office communications.



### Performance guaranteed

TrueNet guarantees latency under 50 Ms and under 1% packet loss.



### Uptime guaranteed

TrueNet guarantees our T1 internet connections for 99.9% Uptime



### LIVE support

Support calls are answered live, by local support staff

## BENEFITS

### ➤ Circuit Redundancy

Bonded T1's provide circuit redundancy due to the fact that multiple T1 circuits are installed. Should one T1 circuit fail, the other circuits will take over responsibility.

### ➤ Available Anywhere

TrueNet's broadband network is not limited to one geographic region, which means we deliver a T1 circuit anywhere in the continental United States.

### ➤ Cisco® Equipment

Premium equipment makes a difference. TrueNet installs Cisco®, the #1 trusted hardware brand in the world, at each customer location for maximum performance.

### ➤ 12 Mbps Speeds

While a standard T1 provides 1.5 Mbps of dedicated internet, bonded T1's provide several speed options up to 12 Mbps.

## GUARANTEES

### ➤ Availability Guarantee: 99.9% Uptime

TrueNet's target for Network Availability is 99.9% for any given month. Network Availability will be determined as an average of actual circuit availability as a percent of total potential circuit availability measured on a monthly basis.

### ➤ Latency Guarantee: Less Than 50 Milliseconds

TrueNet guarantees an average monthly transmission rate of 50 milliseconds (32-byte packet) or less to at least one of TrueNet's upstream Internet providers' or peers' BGP interfaces. TrueNet measures Internet latency to TrueNet upstream Internet providers' or peers' BGP interfaces at approximately five (5) minute intervals and calculates the average at the end of each calendar month.

### ➤ Performance Guarantee: Less than 1% Packet Loss

TrueNet guarantees that packet loss shall be not more than one percent (1%) during any calendar month. TrueNet measures packet loss from the customer premise equipment (CPE) to any TrueNet Edge Router.