

Are you in Denial?

Is your business:

- Protected from Distributed Denial of Service (DDoS) hacker attacks?
 - Getting 100% uptime guaranteed in your service agreement?
 - Getting the best pricing for your Internet service?
 - Happy with the service and tech support you're receiving?
-

You need an Internet service guaranteed
to make your business more competitive



Allstream Business Internet – Guaranteed

A unique combination of performance,
service and price guarantees for
Canadian business

What all businesses need from their Internet service is secure connectivity, total reliability and flexible bandwidth at the best price.

Increasingly, the Internet is becoming the heart of your IT strategy connecting your business. It's the enabler for your critical business applications, from email and e-commerce, to internal employee collaboration and the external relationship – the experience – you create with customers and partners.

To meet these demanding requirements, Allstream provides a high-performance, fully scalable Internet portfolio with speeds available up to 10 Gbps for even the most bandwidth-intensive applications. We offer both fixed rate and burstable pricing to meet your needs.

But there's much more to the story of what makes Allstream Business Internet services unique in Canada, providing **guaranteed value for your business.** →

3 guarantees that together deliver unique value

What makes Business Internet – Guaranteed stand apart from the competition is the combination of three guarantees. It's unique in Canada, delivering what matters most to you:

1 Performance Guarantee total security, reliability and IPv6-ready

Security – Distributed Denial of Service (DDoS) protection is built into our network to stop attacks before they impact your business. Whether your business is large or small, DDoS protection is a must.

100% Service Availability – We're guaranteeing the availability and reliability of our services. If our service is unavailable for any amount of time*, we'll reimburse 25% of your monthly fee for each circuit that goes down.

IPv6 Readiness – The Internet is running out of IPv4 addresses. To help you plan for that, we proactively assist our customers with IPv6 deployment. Our dual-stack approach ensures both IPv4 and IPv6 protocols are available to help with your migration to IPv6 addressing today or down the road.

*Some conditions apply. Ask your Allstream Sales Representative for more information.

2 Service Guarantee we're easy to do business with

Our Internet services are backed by the Allstream Service Guarantee that provides industry-leading customer service levels. Among our commitments:

- **Dedicated Order Manager** – a single point of contact to oversee the delivery of your solution from contract through installation to acceptance.
- **Guaranteed Delivery Date** – shortly after contract signing, we will work with you to set a firm installation date to which we will be accountable.
- **Service Resolution Expert** – in the event that you contact us with a problem or concern, Allstream will assign an expert to own the issue from start to finish while keeping you in the loop until everything is resolved.

If we miss on any service commitments that we make to you, we'll credit you the value of one month's service, based on your contract.

3 Price Guarantee the best pricing in the Canadian market

We stand behind the guarantee that we offer the best apples-to-apples value for your money in choosing an Internet service provider.

When you sign a contract for Ethernet Internet, we want to make sure you feel that you're getting the best pricing, so we'll give you 45 days to compare. In that time, if you come back with a lower quote from the competition – a written quote – for an equivalent service, we'll either match it or let you out of the contract. It's that simple.

There's a little fine print** here, the guarantee is intended to give you peace of mind that we're very serious about delivering value.

**Some conditions apply. Ask your Allstream Sales Representative for more information.

The benefits: guaranteed value for your business



Reliability

Our services run on Allstream's IP network infrastructure that delivers high-performance Internet connectivity essential to the functioning of your core business applications.



Business continuity

Our stringent service level agreement commits to 100% uptime. In addition, we also offer backup connectivity, high availability circuits and multi-homing solutions for mission-critical applications.



Cost savings

Our price guarantee means you're getting the best value for your money. Our Ethernet Internet service allows you to use your own Internet router, or you can lease one from us and we'll manage it, enabling your network team to focus on other areas of your business.



Support

As part of the Allstream Service Guarantee, you'll benefit from access to certified networking and technical support specialists to ensure that you receive maximum value from your service.



Global reach

Our IP network is connected to the world's largest ISPs to ensure optimal routing and traffic, whether it's destined for your Canadian branch offices or your customers and partners across the globe.



Control

To support overburdened IT departments, we offer network-based Managed Services for the management, monitoring and security features of our Internet services.

Allstream Business Internet – Guaranteed Built on our national IP network

As Canada's all-business communications provider, we own and operate a national IP network that extends over 30,000 fibre kilometres and directly connects into nearly 3,000 buildings across Canada. Our network delivers the superior performance and reliability that Internet-connected businesses count on. Our bandwidth guarantee covers service availability, leveraging our highly resilient carrier-class infrastructure backed by our 100% service level agreement provided to our customers.

**To learn more about our Allstream Business Internet portfolio
or our other business communications solutions:**

Call: 1-855-299-7050

Visit: allstream.com/businessinternet

eIP Follow us on expertIP: blog.allstream.com

in Follow us on LinkedIn: allstream.com/linkedin

t Follow us on Twitter: allstream.com/twitter