



NETWORK & OPERATIONS

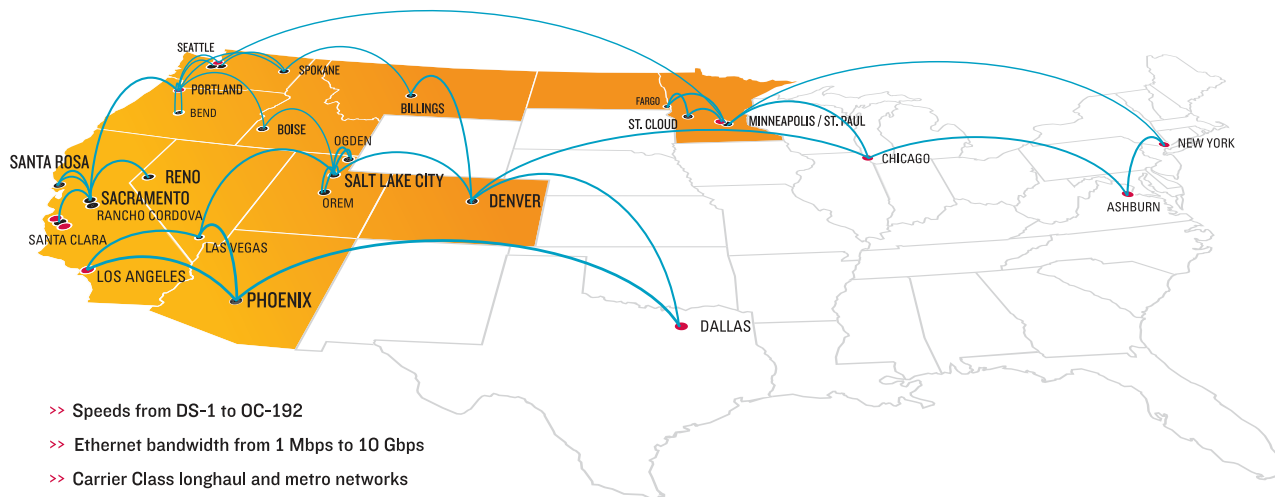
OVERVIEW

Peace of Mind – Delivered.

Integra Network Operations Specialists are working behind the scenes 24 hours-a-day, seven days-a-week monitoring your services for reliability – so you don't have to.

THE NETWORK

Integra's facilities-based network is continually upgraded to increase capacity, add diversity and support new technologies. We do all of this to support the changing needs of our customers and to deliver the reliability businesses like yours demand. Because we own and maintain our facilities we are able to identify, troubleshoot and resolve issues in a timely manner, often before you even know there was a problem. The network is supported by Integra's Network Operations Centers.



- >> Speeds from DS-1 to OC-192
- >> Ethernet bandwidth from 1 Mbps to 10 Gbps
- >> Carrier Class longhaul and metro networks

- IO Gigabit (minimum) IP Backbone
- Customer Serving POP
- POP w/Peering



NETWORK OPERATIONS CENTERS

OVERVIEW

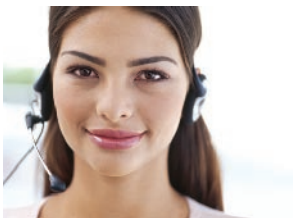
THE NETWORK OPERATIONS CENTERS (NOCs)

The experienced technical teams at Integra's two NOCs maintain and repair facilities on the Integra Network. Real time surveillance of the network and customer circuits offers technicians visibility into potential network issues and facilitates quick, accurate resolution of repair escalations. Taking it a step further, Integra's Disaster Recovery Plan outlines our commitment to service and excellence by explaining in detail our plan for repairing services in the event of a catastrophic scenario.

NETWORK OPERATIONS CENTER LOCATIONS



LIVE SUPPORT



Who knew service could be this good? **Well, we did.**

For all of us at Integra, local customer service means just that. We live, work and play in the same communities in which we serve.

We're here to answer your call - live.

No phone tree to navigate. No additional selections to dial. You'll get a real person, not a recording.