



BRING YOUR OWN BROADBAND - LET US MANAGE IT!

select • connect • protectSM

Broadband has become an attractive option for branch office and retail connectivity due to its reasonable cost, blazing speed and high reliability. Problem is, with no SLA from the ISP you need to do your own broadband management – or, better yet, have someone else do it for you . . .

s2s OFFERS TWO MANAGED BROADBAND SERVICE LEVELS

PROACTIVE

s2s electronically detects when circuit becomes unreachable and auto-generates trouble ticket. Customers will be informed of condition before being notified by their own end-user! Ticket is worked by s2s with ISP through resolution.

\$40/month

REACTIVE

Customer detects circuit issue and opens trouble ticket with s2s. Ticket is worked by s2s with ISP through resolution.

\$20/month

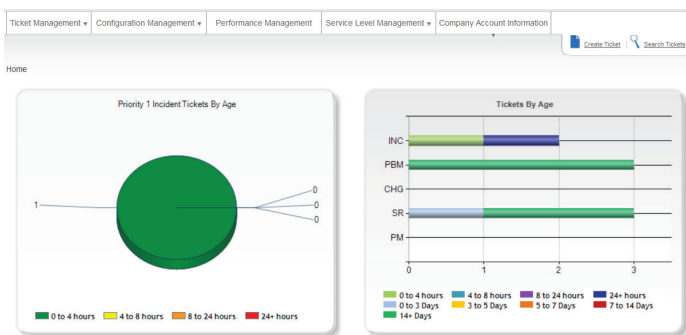
BOTH SERVICE LEVELS INCLUDE:

- 24x7x365 fault management provided by “follow-the-sun”, Global Operations Center staffed by Broadband-centric trouble resolution experts
- Cloud-based, customer-facing dashboard and management portal, including trouble ticket interface, circuit/asset inventory and network KPIs*

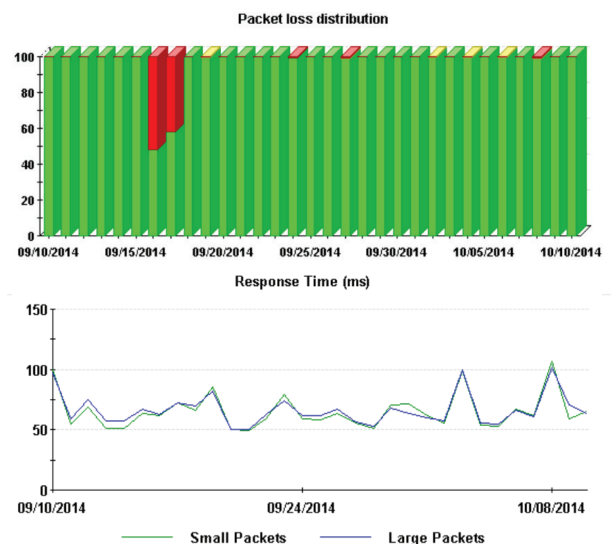
* KPIs are Provided with the Proactive Service level only

Add on invoice audit and bill consolidation for a small additional fee, ask us how!

CUSTOMER FACING DASHBOARD



KPIs, PACKET LOSS AND LATENCY



s2scommunications.com

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