



100% Uptime Guarantee

Guaranteeing 100% availability ensures your business systems operate continuously all year around

Trust IP Pathways to Keep Your Systems Always Available

When your business systems fail, your business operations suffer. If your staff can't work and your customers can't connect with you, productivity halts and revenue slows. IP Pathways makes sure that never happens when we monitor and manage your systems from our state-of-the-art data center. We stand by our promise, with an SLA that refunds the percentage of your fees to match the percentage of time you're systems are down.

▶ **Benefits**

▶ **Simple Promise**

When it comes to uptime promises, the term "n nines" refers to an uptime guarantee: for instance, 99.9999% is called "six nines." Six nines is good. No nines is better. We promise that - with the single exception of planned maintenance - your systems will be up and running 100% of the time.

▶ **Best SLA in the Business**

IP Pathways has as tough a Service Level Agreement as you'll find. Should your infrastructure ever go down, just let us know, and we'll refund the cost of any service we manage equal to the duration of the downtime. For instance, if your system availability for any period is 99%, we'll refund one percent of your fee. If it's 98% we'll refund two percent . . . and so on.

- ✓ Experienced Managed Services Provider

- ✓ State-of-the-art Operations Center with Cutting Edge Technology

- ✓ 24x7x365 Remote Help Desk and On-site Support

- ✓ 24x7x365 Real-Time Network Monitoring

- ✓ Experienced, Certified Technicians and Engineers

- ✓ Dedicated Account Managers

- ✓ Predictable Monthly Cost, Scalable Level of Service

- ✓ Remote Resolution of Issues more than 90% of the Time

- ✓ Easy to Understand Graphical Reporting of Performance