

# Your fiber network is in good hands.

An around-the-clock Network Operations Center—at the ready.

## NOC Network Operations Center



### TEAM MEMBERS

never outsourced, always full-time employees



Trained in disaster preparedness and response



Resources positioned before disaster strikes



UPS & generator protected facilities

**2x**  
year

Weather and disaster simulation testing



**90%**

of issues resolved within the NOC without escalation elsewhere

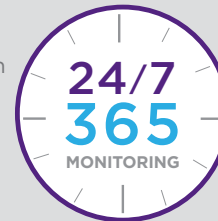


### NOT A CALL CENTER

- > Direct access to a technician
- > Support starts immediately

**4**

geographically diverse support locations



**99.999**

FIVE NINES  
We strive for the highest level of network availability

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