

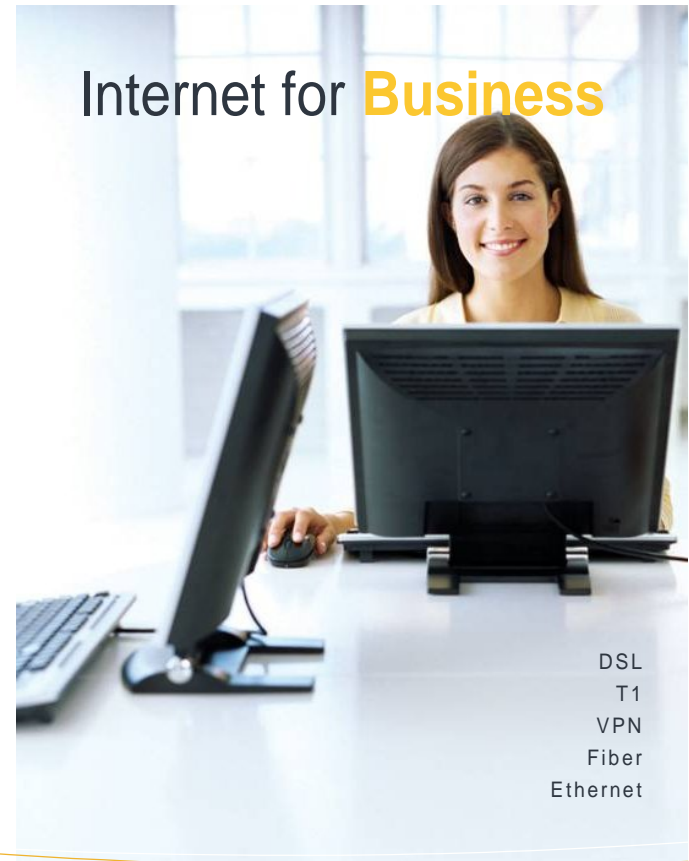


24x7x365 Technical Support

When you need help the most, Data Stream answers the phone and is ready to assist you. Regardless of the day or time, and even on holidays, we are available to help.



Data Stream Connects
the World of Business



Internet for **Business**

DSL
T1
VPN
Fiber
Ethernet

Customer Support

- Our goal is to resolve any issues or interruptions as quickly as possible.
- When there is an issue that needs resolution, getting that issue resolved will be our first priority.
- Data Stream provides 24x7x365 technical support for Enterprise Service customers (T1, T3, MPLS, Ethernet over Copper, & Fiber).
- In addition to this, each customer will be assigned to a dedicated support team that will be available during regular business hours to ensure that our customers will be dealing with a representative who is familiar with their service history.

Data Stream Will Always:

- Strive to resolve your issues in a single call
- Provide an introductory invoice review for all customers
- Process service order requests promptly
- Proactively keep our customers updated throughout the installation process



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(800)974-2605

Internet Service that works for you.

DATA STREAM BRINGS TRUE SERVICE BACK TO THE INDUSTRY

Each customer is assigned a 2-person team that will work with them so that when you call, you will speak with someone who is familiar with your account.

DATA STREAM SLA

- UPTIME GUARANTEES.
- GUARANTEED TIME TO DISPATCH
- GUARANTEED BANDWIDTH
- LOW LATENCY CEILINGS
- QUALITY OF SERVICE FOR VOIP

Data Stream is a full service business Internet Service Provider specializing in delivering fast and reliable bandwidth. When you call us, you will speak to a knowledgeable company representative and will not have to go through an auto-attendant or stay on hold. We assign a 2 person team to each customer, to provide assistance by people who are familiar with your account.

flexible solutions for your business needs

Why Choose Data Stream?

- 24x7x365 technical support for almost all services
- Domestic technical support
- Dedicated support teams assigned to each customer
- Simplified, customizable and easy to read invoicing
- Competitive pricing that stands up to any equivalent competitive service
- Our focus is on attention to detail and being sensitive to the requirements of each customer

VPN & MPLS Services

We provide several options for multi-location networks. Data Stream provides VPN and MPLS services over T1, Ethernet over Copper, DS3, Fiber and even DSL. We can help improve and redesign your company's current network to improve reliability, performance, and to help save money.



DSL

Download speeds up to 12Mbps, static IP addressing and 24 hour monitoring .

T1 Internet Solutions

24x7x365 technical and dispatch support, symmetrical bandwidth up to 12Mbps and an industry leading service level agreement. 99.99% Uptime guarantee.



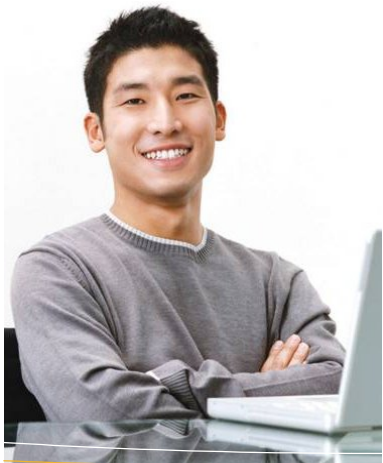
Ethernet over Copper

24x7x365 technical and dispatch support, symmetrical bandwidth up to 40Mbps and an industry leading service level agreement.



Fiber Ethernet

24x7x365 support and symmetrical bandwidth up to 10Gbps for organizations with very high bandwidth requirements.



WE WORK WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

www.datastreamip.com

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