

BROIGHTER NETWORKS

Supporting you...

Brighter Networks delivers a comprehensive suite of customer service and support features. This includes aggressive and enforceable Service Level Agreements (SLAs), around-the-clock network management, extensive customer support and customer usage statistics.

Service Assurance

Brighter Networks' Service Assurance guarantees reliability, timely installation and maximum uptime. The Service Assurance is provided with all data services offered by Brighter Networks and if the SLAs are not met, your account is automatically credited.

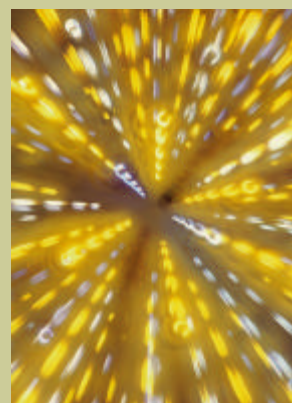
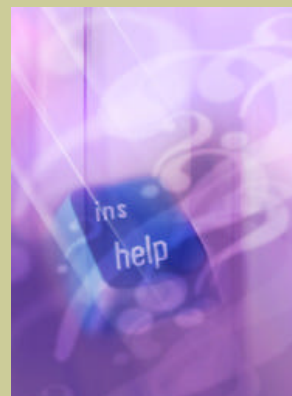
Network Management & Support

The high-bandwidth connection Brighter Network is providing to you, is crucial to the success of your business. Brighter Networks recognises this and therefore manages your link 24 hours a day, seven days a week. We track utilisation, peak times and overall service performance and will inform you proactively about the status of your service. If you need live technical support, Brighter Networks is there for you 24 hours a day, 7 days a week.

Customer Usage Statistics

Brighter Networks will provide Web-based tools that monitor network usage and status.

From the engineer who gets you up and running to technical specialists providing solutions around-the-clock the Brighter Networks team is committed to maintaining your highest service expectations.



BROIGHTER NETWORKS

8 Barrow Street
Dublin 4

Phone: +353 1 6642751

Fax: +353 87 52931571

Email: info@brighter.com

www.brighter.com