

Enterprise Internet



Enterprise Internet (EI) enables fast, reliable, and cost-effective access to the internet with a range of speeds to meet your needs. EI is designed to deliver a consistent enterprise-grade experience locally, regionally, or nationally and is backed by an industry-leading service-level agreement (SLA) that provides for 99.9% uptime from the provided Customer Premise Equipment (CPE) located in your facility all the way to the internet. If an issue does occur, the SLA provides for a 6-hour mean time to restore (MTTR) commitment and unrivaled remedies.

Network

Enterprise Internet service runs over the fiber-rich Spectrum Hybrid Fiber-Coaxial (HFC) network and is provisioned utilizing DOCSIS 3.1 and fiber to the premises (FTTP) technology. This service delivers reliable internet connectivity into the customer premises offering download speeds of up to 1 Gbps. An HFC network combines the best of modern internet infrastructure, bridging fiber optic cables and coaxial lines.

Internet access demarcation

Spectrum Business will provide and install certified and tested CPE consisting of either a D3.1 (or better) Cable Modem (CM) (that supports DOCSIS 3.1 or higher), or an Optical Network Unit (ONU). All traffic is routed from the CPE in the customer's suite over the Spectrum network to the internet exchange point.

The cable modem or ONU has a coaxial or fiber interface on the WAN (Wide Area Network) or network side and an Ethernet connection on the LAN (Local Area Network), or customer side. The customer is responsible for the LAN infrastructure and configuration, including the physical connection to the CPE. The CM or ONU will be automatically provisioned once installation is completed, and the device is powered on. Customer-owned equipment is not supported.

Routing

Routing options are provided through LAN or static routing using Spectrum Business-provided equipment. EI includes basic Dynamic Host Configuration Protocol (DHCP) IP addressing by default that is dynamically assigned to provide the most accurate routing path to reach the Point of Presence (POP) gateway to the public internet. DHCP automatically signs the next available IP address to a customer-owned device when it connects to the internet.

Static IP address space is available for additional add-on purchase and will be provided in accordance with American Registry for Internet Numbers (ARIN) IP allocation policies and delivered by a Spectrum Business deployed router. Static IP (IPv4) addresses are supported for EI. Customers are only allowed one Static IP block per router.

Network monitoring

Spectrum Business utilizes a variety of network management practices consistent with industry standards to ensure that all customers enjoy a high-quality online experience. Spectrum Business provisions its devices and engineers its network to maximize our customers' ability to receive the fastest speed levels for each tier of service to which a customer subscribes.

Data prioritization

Spectrum Business engineers the network to meet local, aggregate capacity needs. In the event of elevated traffic that creates demands for capacity, EI data is prioritized over other data traffic from the aggregation point (local node) to the metro distribution network for seamless flow, minimizing disruptions and ensuring efficiency. Data prioritization is only available for locations within the Spectrum footprint.

Site access

The customer must provide access to the requested service location for installation and maintenance of services. This includes access to buildings and the point of demarcation for service installation and maintenance. For maintenance purposes, the CPE should be in an area accessible to Spectrum Business technicians. If the equipment is not accessible, the customer must provide access for troubleshooting and/or maintenance purposes.

Installation

Spectrum Business will work with the customer to design, install and understand the customer's needs for connectivity and any pieces of a managed network. We will ensure a reliable and consistent experience for seamlessly connecting and securely scaling your network at completion of the installation. Spectrum Business will deploy a local technician for the installation and will ensure connectivity and service turn-up upon completion.

Billing and technical support

Billing starts at the time of installation. From there, Spectrum Business provides 24/7/365, 100% U.S.-based support for all billing, technical, or EI service-related issues for all network locations. This support is reached via a single contact point with target response times of 30 seconds.