

Proactive Monitoring Services

CONSOLIDATED.COM/PROACTIVEMONITORING

What is Consolidated Communications' Proactive Monitoring Services?

Proactive Monitoring Services adds value to Consolidated's Switched Ethernet and MPLS-VPN Data Networking solutions and is ideal for businesses with two or more locations.

With Proactive Monitoring Services, you get:

- **Faster notifications of network outages/breakdown** on your Switched Ethernet or MPLS-VPN circuit
- **An automated system that quickly opens a trouble ticket** and combined with Consolidated's technical resources, you get assurance and peace of mind that corrective actions are being taken to address the affected Switched Ethernet or MPLS-VPN circuit

How does Proactive Monitoring Services work?

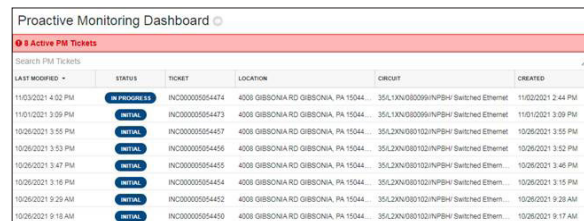
Proactive Monitoring Services provides you real-time notification and visibility to the down-state of your affected Switched Ethernet or MPLS-VPN circuit.

- One **Email/SMS notification** will be sent to your designated contact(s) if your circuit has been down for 15 minutes or more. This notification provides a "node down" alert on the affected circuit.
- In addition to providing an alert that the circuit is down, the Email/SMS notification comes with a hyperlink giving you direct access to the **Account Center Proactive Monitoring Dashboard** where you will get full view and real-time visibility to the status of your affected circuit.

Email/SMS notification



Account Center Proactive Monitoring Dashboard



LAST MODIFIED	STATUS	TICKET	LOCATION	CIRCUIT	CREATED
11/03/2021 4:02 PM	IN PROGRESS	INC00000554474	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	11/03/2021 2:44 PM
11/01/2021 3:09 PM	INITIAL	INC00000554473	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	11/01/2021 3:09 PM
10/06/2021 3:55 PM	INITIAL	INC00000554457	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 3:55 PM
10/06/2021 3:53 PM	INITIAL	INC00000554456	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 3:52 PM
10/06/2021 3:47 PM	INITIAL	INC00000554455	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 3:46 PM
10/06/2021 3:16 PM	INITIAL	INC00000554454	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 3:15 PM
10/06/2021 9:29 AM	INITIAL	INC00000554453	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 9:28 AM
10/06/2021 9:18 AM	INITIAL	INC00000554450	4008 GIBSONIA RD GIBSONIA, PA 15044	35/L2KN/080102//NFBH/ Switched Ethernet	10/06/2021 9:17 AM

Key Benefits

Consolidated will work together with you to ensure Proactive Monitoring Services is enabled with your Switched Ethernet or MPLS-VPN circuits to meet your needs. Once implemented, key benefits you will realize include:

- Early network problem detection
- Faster resolution of network outages
- Real time notifications of potential network outages

Why Consolidated Communications?

A Top 10 Fiber Network provider in the United States with over 50,000 fiber route miles in the 23 states it serves, Consolidated is a recognized industry leader in enterprise business data networking and advanced communications services. We have the people and resources to deliver you dedicated support in your whole customer journey with us: from assessment, implementation and on-going if any issues occur.

Contact your local Consolidated Communications sales representative for more information!