



everstreamTM

FASTER FIBER. BETTER BUSINESS.

Whether you have just begun to research network service providers for your business or are looking to improve your existing connection, you know the options can be overwhelming. How do you sort through the noise?

Generally, the large telecom companies that come to mind most often have roots in the consumer marketplace. While these companies have kept pace with technology for households, they typically have lagged behind in offering robust solutions for businesses. Furthermore, these companies are consistently among the lowest-rated performers in overall customer satisfaction.

This is where Everstream excels — and is why we are the Business Fiber Network.

At Everstream, we believe he who has the most fiber wins. To that end, our super-regional, all-fiber network spans several states, is 100% built, owned and operated, and is exclusively for business clients.

Simply put, fiber is the new standard for businesses. With the increase of Voice over IP usage to data storage needs and real-time replication, business' bandwidth requirements only continue to grow.

Everstream's Business Fiber Network is the superior choice, delivering high-speed, low-latency connections and symmetric upload and download speeds that can support robust VoIP, data and video services at speeds of up to 100 Gigabits per second.

But providing a network is only part of it.

We also listen to your concerns and work with you to design a customized solution that will meet your unique business needs today and into the future. Our engineering and install teams have the expertise to design, build, certify and maintain your specific fiber connection.

In addition to delivering best-in-class network solutions, Everstream is committed to providing unrivaled customer service before, during and after the sale. Our engineers monitor, manage and control the entire network from our 24/7 Network Operations Centers in Cleveland, Ohio, and Lansing, Michigan.

We like to say that your business is our only business. Let us prove why Everstream is the Business Fiber Network.

Businesses deserve better.

Everstream is your Business Fiber Network. As a super-regional network service provider, we provide fiber-based Ethernet, internet and data center solutions to businesses throughout the Midwest. With more than 9,500 miles of fiber across five states and comprehensive data center connectivity at 100 Gigabit speed, we provide the fastest network in our service areas.

WE ARE THE BUSINESS FIBER NETWORK.

Everstream focuses on delivering best-in-class network solutions while providing an unrivaled commitment to customer service. Our engineers monitor, manage and maintain visibility and control over Everstream's 100% built, owned and operated fiber network from our 24/7 Network Operations Centers in Cleveland, Ohio, and Lansing, Michigan.

- **100% built, owned and operated network**
- **9,500-plus miles of fiber throughout the Midwest**
- **5 states served: Illinois, Indiana, Michigan, Ohio and Wisconsin**
- **100 Gigabits of dedicated Ethernet bandwidth**
- **24/7/365 Network Operations Centers in Cleveland, Ohio, and Lansing, Michigan**

BENEFITS OF FIBER

SPEED

Fiber-based networks are more robust than traditional broadband networks. While cable has a maximum speed of hundreds of Megabits per second (Mbps), fiber-based networks can reach more than 100 Gigabits per second (Gbps) — equivalent to 100,000 Mbps.

RELIABILITY

Interconnectivity is critical today. Because fiber strands are made of plastic or glass instead of metal, fiber-based networks experience a reduction in interference or signal deterioration.

SYMMETRICAL

Fiber is symmetrical in nature, which means users have the same bandwidth available for uploading and downloading large data files. Photos and videos can be done in seconds rather than minutes or hours.

SCALABLE

Fiber has the ability to quickly and easily scale speeds and capacity, anywhere from 10 Mbps to 100 Gbps, to accommodate multiple users or a spike in demand.

“From an IT perspective, Everstream’s technical support sets them apart from other providers. We are one phone call away from a live person who will resolve any issue that we might have.”

Dave Bauer, Corporate Manager of Information Technology,
Bernie Moreno Companies



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Network Features

- Seamless Integration
- Custom Solutions
- Flexible Architecture
- Secure, Scalable Bandwidth
- Guaranteed Bandwidth
- Single-Point of Contact
- Network Monitoring
- Service Level Agreements
- Bandwidth Allocation

“Everstream has a very pragmatic approach that really distinguishes them from the competition. They have a pure mission of data connectivity that is not distracted by other services. That commitment shows in the end result.”

Mat Felthousen, Vice President,
Office of Support Service and Chief Information Officer,
Cleveland Institute of Art

As the Business Fiber Network, Everstream delivers customized solutions to meet your unique business needs today and into the future. Whether you require a private, high-speed fiber connection, network security and redundancy, or real-time data replication, we understand that performance and reliability are paramount. Let us prove why Everstream is the Business Fiber Network.

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Tim Birch, Vice President,
Retail Operations, Sponsorship Sales and Technologies, Playhouse Square

“Everstream’s experience and expertise made us confident that they could deliver what they said they would from the start. It has been a very successful partnership.”

Bruce Lehrman, Founder and CEO, Involta

Ethernet

Point-to-Point

Businesses today realize that network security and performance are paramount in any industry. A Point-to-Point (P2P) connection with Everstream delivers a private, reliable, high-speed Ethernet connection between your business and a second location of your choice on our 100% built, owned and operated fiber network.

- Link two physical end points of your choosing
- Available for businesses, data centers, cloud or IT vendors
- Secure, scalable and cost-efficient solution

Point-to-MultiPoint

Everstream’s Point-to-MultiPoint (P2MP) Ethernet service eliminates the need for you to manage a Virtual Private Network (VPN) connection. With our P2MP circuit, your business can connect three or more geographically dispersed sites — allowing each to communicate with one another as well as a data center or colocation facility of your choice.

- Replaces VPN management
- Layer 2 VPN and Layer 3 VPN availability
- Supports OSPF, IS-IS, iBGP and eBGP

Internet

Dedicated Internet Access

A fast, reliable internet connection is critical for today's businesses. Moments wasted on a slow connection or interruption in service is time that your organization can't afford. With Everstream's Dedicated Internet Access (DIA), your network connection is not only fast and reliable; it's also symmetrical, scalable and secure.

- **Dedicated connection reserved for your business**
- **Symmetrical upload and download speeds**
- **Low latency**

Virtual Dedicated Internet Access

Multi-site businesses often struggle with IP management and efficient utilization of their bandwidth. With Everstream's cloud-based Virtual Dedicated Internet Access (V-DIA), your business has one, shared public IP address that can be used for all locations — eliminating the hassle and inefficiency of administering and managing multiple IP addresses for multiple sites.

- **Private, independent network for multi-site businesses**
- **Network and MPLS redundancy**
- **IP management**

Wave

Dedicated Dense Wavelength Division Multiplexing

For those companies transferring massive amounts of data and managing complex IT applications with a need for up-to-the-minute data replication, Everstream offers a Dedicated Dense Wavelength Division Multiplexing (D-DWDM) solution. The fully-customizable D-DWDM connection allows corporations to transfer large volumes of data among multiple locations, offers real-time, site-to-site replication and can automatically manage IT applications — freeing up resources.

- **IT application management**
- **Increases bandwidth over existing fiber networks**
- **Requires a fiber connection and hardware components**

Managed Wave

We understand that fiber is an investment in infrastructure and technology. With an Everstream Managed Wave connection, we've already laid the groundwork for you. This service is available to businesses, carriers and data centers looking for a cost-effective, high-speed connection of at least 1 Gigabit between two on-net locations.

- **Connect to our backbone with ease**
- **Dedicated, cost-effective connection**
- **1-, 10-, 40- and 100-Gigabit options**

Dark Fiber

For those who need a private, secure fiber connection, but prefer to manage it in-house, Everstream's Dark Fiber service is your solution. This built-to-suit connection provides two or more locations with dedicated Dark Fiber — giving you full ownership to design, light, manage and control your network. It also can be used in conjunction with a lit fiber connection.

- Customized network exclusive to a customer
- Virtually unlimited bandwidth
- Includes an OPEX or CAPEX/IRU lease

“With the speed of business and how fast requirements change, it's very refreshing to work with a vendor like Everstream who's able to rapidly change and evolve to meet our needs.”

Tim Sakmar, Global Network Manager, MTD Products

“Everstream simply delivered a better, more cost-effective growth pattern. This allowed us to build a private network to service our districts and to do so at a reduction in cost versus the competition.”

Jim Turk, Executive Director, LGCA

Data Center Services

Data Center/Colocation

Everstream's Data Center services handle the entire process — evaluating, documenting and matching business' needs to best-in-class facilities. The company operates two regional data centers and is a network service provider for more than two dozen partner locations. Everstream's Grand Rapids, Michigan, facility is SOC 1® Type 2 and SOC 2® Type 2 certified.

- State-of-the-art centers without the capital investment
- Secure environments and strategic locations
- Tier 1, 2, 3 and 4 facilities available

Cloud-Based

Everstream supports Infrastructure-as-a-Service (IaaS) and Backup-as-a-Service (BaaS) Cloud-Based offerings. IaaS has several options available, including your choice of a shared or private environment, redundant or non-redundant service, and optional disaster recovery capabilities. All have the ability to be managed by the customer for maximum flexibility.

- Direct connections that can be paired with any networking solution
- Regulatory and compliance certifications
- Secure, redundant offerings

Engineering

Everstream operates two robust Engineering teams in Northeast Ohio and the Greater Michigan area that touch every aspect of an order. Everstream's Engineering team participates in the budgeting and planning process, provides inspections, and handles acceptance testing and documentation.

Our Engineers design and provision circuits according to the customer's specifications, determining how our customers attach to the network and defining standards of operations for any network device.

Service Delivery

Everstream's Service Delivery team handles the project management for each order. As an Everstream customer, Service Delivery will process the order and facilitate communication at each step of the construction process — serving as a liaison for all. Service Delivery continues as a customer's primary point of contact until their service is up and running smoothly.

Our Service Delivery team members have years of technical experience along with expertise in the telecommunications industry, including platform-specific training and ongoing continuing education courses.

“Everstream is different because they are embedded within the community. They understand the community and its businesses, and are committed to helping both grow.”

John Dolinar, Executive Director, Enterprise Infrastructure, Tri-C

Installation

Everstream's Installation teams include Outside Plant (OSP) and Inside Plant (ISP). Our OSP and ISP Engineers work on-site to handle assigned jobs from start to finish.

Generally, OSP Engineers perform a walkout at the customer's site to more accurately and efficiently evaluate how the build will be constructed and manage the on-site construction process.

For new builds, ISP steps in at the end of the construction process to test the service. For Managed Wave projects, the ISP team completes the installation in full.

Network Operations Centers

Everstream's 24/7 Network Operations Centers (NOC) are located in Cleveland, Ohio, and Lansing, Michigan, and staffed by highly trained NOC Engineers. The NOC monitors, manages and maintains visibility and control over the entire network to ensure it is operating at peak efficiency 24 hours a day, 7 days a week, 365 days a year.

Our NOC uses the latest incident and network management systems to detect, diagnose and resolve network performance issues and outages. Our Network Monitoring System is intuitive and predictive — enabling NOC Engineers to resolve issues proactively and address potential challenges.



Everstream is a super-regional network service provider bringing fiber-based Ethernet, internet and data center solutions to businesses throughout the Midwest. We focus on delivering best-in-class network solutions while providing an unrivaled commitment to customer service.

With more than 9,500 miles of fiber across five states and comprehensive data center connectivity at 100 Gigabit speed, Everstream provides the fastest network in our service areas.

Moreover, Everstream engineers monitor, manage and maintain visibility and control over the entire network from our 24/7 Network Operations Centers in Cleveland, Ohio, and Lansing, Michigan.