

# 5 Key Attributes Your Business Internet Service Provider Needs to Have



## RELIABILITY

Internet Service Providers (ISP) can ensure network reliability with Service Level Agreements (SLA). It's an agreement guaranteeing that you get what you pay for, including around-the-clock support, low latency, and near-perfect uptime.

## SCALABILITY

Your growth plan needs to include an ISP that can grow with your business. Be sure to consider the ISP's network availability and capacity and the variety of services offered.



## SECURITY

Critical security components of an ISP include multi-layered data infrastructure, private network options, and protected data storage centers. ISPs can also boost security through DDoS Mitigation, Dark Fiber, and more.



## SPEED

Look for an ISP that offers symmetrical upload/download speeds and bandwidth ranging from 10 Mbps to 10 Gbps to accomplish multiple tasks simultaneously.



## CUSTOMER SERVICE

From technical support and service issues to product add-ons and upgrade inquiries, you'll need to engage with the customer support team at some point. Evaluate the ISP's quality, consistency, and accessibility of its support.

