



Better Internet

There is a lot more to Internet access than the price tag and the size of the pipe. Dedicated Internet transport provides numerous benefits over cable and DSL technologies. Moreover, the network that your Internet Service Provider utilizes to route your traffic plays a big role in the performance of your applications and speed in which you do business.

You may think that all Internet access is the same, but the fact remains that uptime, security, bandwidth guarantees and overall speed all play

a critical role in the success of your business. So, when price is your sole criteria for buying Internet access, your business may be subject to productivity loss as well as a host of security issues.

When it's time to consider making an Internet change for your business, ask the following questions and see how your ISP measures up. Let's face it, beyond the price per meg, there really is a lot more to Internet access than you may have realized.

Fewer hops, less packet delay and a way to measure Internet access performance make TelePacific a better choice



Q&A: How does TelePacific's Dedicated Internet Access perform?

How does your ISP connect with the big Internet traffic haulers, public peering or private interconnection agreements?

TelePacific has interconnection agreements with the major traffic haulers Verizon, Level 3, Global Crossing and Sprint. Unlike other carriers who may not have these interconnection agreements, TelePacific is able to route your traffic more quickly resulting in less latency and potential performance and applications improvements.

What type of redundancy does your ISP have built into its network?

Our network facilities are interconnected, which enables traffic to be automatically routed via BGP over the meshed network to another point of presence (POP) when needed. Smaller carriers may put your business connectivity at risk by creating single points of failures. If their luck runs out, so will yours.

Does your provider have the ability to layer voice and data to help your business capitalize on its voice and data infrastructure?

With dynamic voice and data services TelePacific is able to allocate both voice and data to the same circuit that uses your idle phone channels to boost the capacity of your data access when your phones are not in use. Your bandwidth automatically adjusts based on the number of voice channels utilized at any given moment. This offers your business the double benefit of improved data speed performance while improving your costs through smarter more efficient use of your telecom connectivity.

Does your ISP provide managed routers, firewalls, email and data backup services in addition to your basic Internet connection?

A managed router comes standard with our Dedicated Internet Access. If the router breaks, it is replaced by a skilled TelePacific technician. Other carriers drop ship a box, and require you to replace the defective equipment, which may result in additional vendor charges for you. Make sure you ask your perspective carrier whether this is provided, and then clarify whether the cost is included in their price.

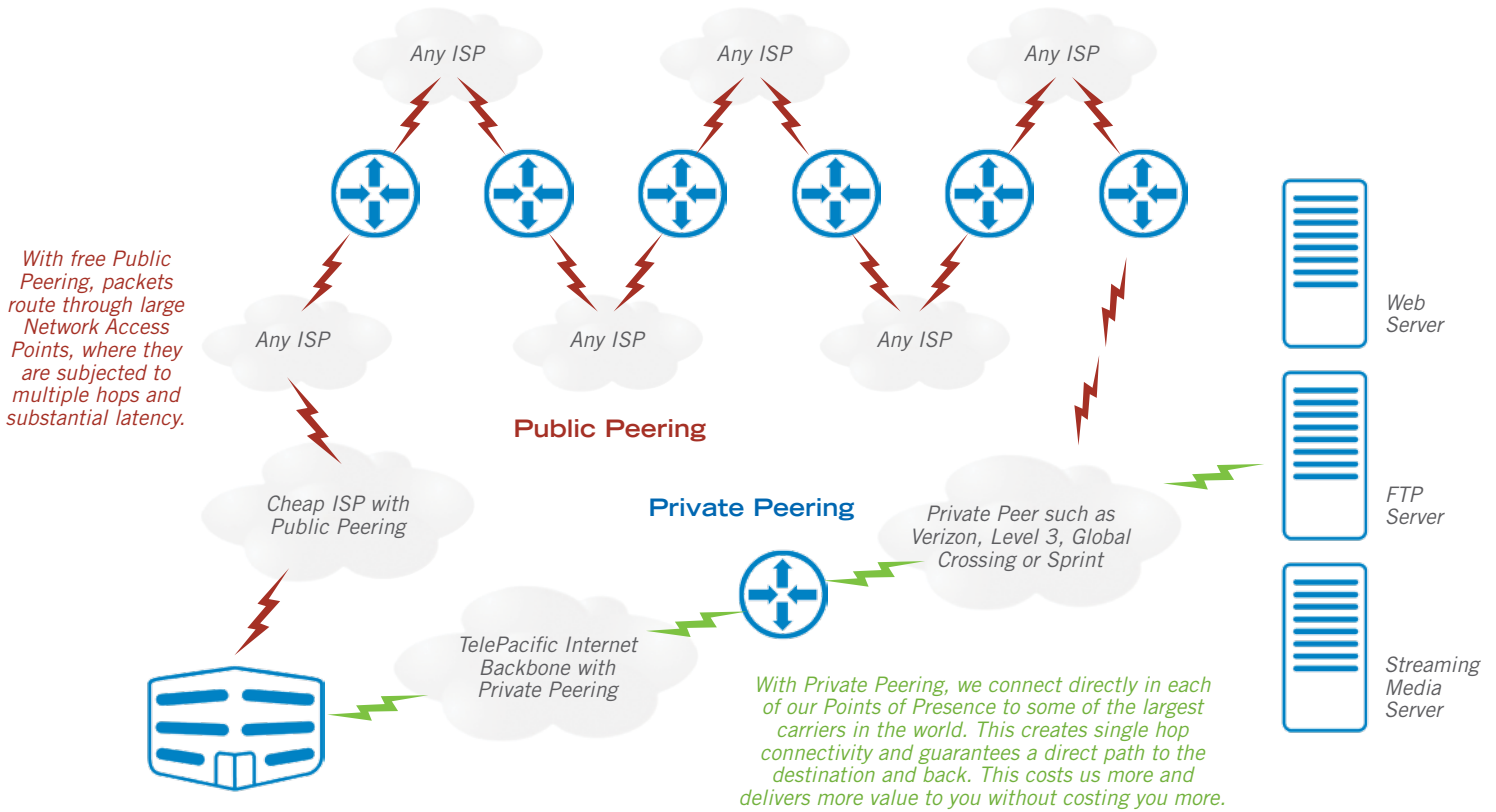
Does your ISP have the capacity to scale with your business as your business grows?

At TelePacific we know that one size doesn't fit all, so we offer a complete suite of voice, data and Internet access services to meet the needs of your business. For single locations and multiple locations we can mix and match our services to fit your unique business requirements.

TelePacific's OneSecure managed security service integrates multiple layers of security into one suite: Firewall, Intrusion Prevention System, Antivirus, SPAM Filtering, Web Content Filtering, VPN and Desktop Antivirus. All of these features are managed, constantly updated and maintained 24/7/365.

Internet Access Comparison	TelePacific DIA	DSL	Cable
Guaranteed Bandwidth	✓		
Distance Indifferent	✓		✓
Dedicated Bandwidth	✓		
Voice Integration	✓		
Priority Circuit Repair	✓		
Secure	✓		





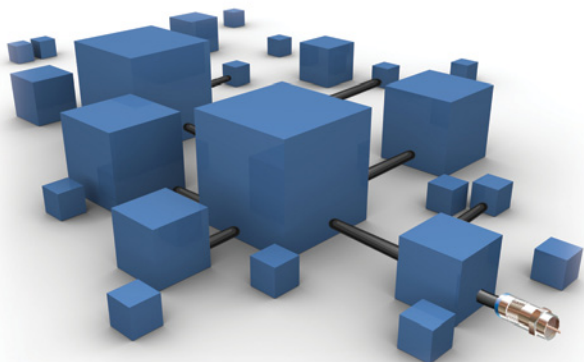
Does your ISP have the ability to meet your location needs throughout the country or is their ability limited to a particular location within the state?

TelePacific has more coverage in California and Nevada with its ability to provide service in AT&T, Verizon and Embarq territories. Nationwide, TelePacific is partnered with other Tier 1 data providers so we can be your single provider for all your locations. If your business moves or expands to another location, we can move and expand with you—that means just one provider, one bill and one point of contact for all of your voice and data needs.

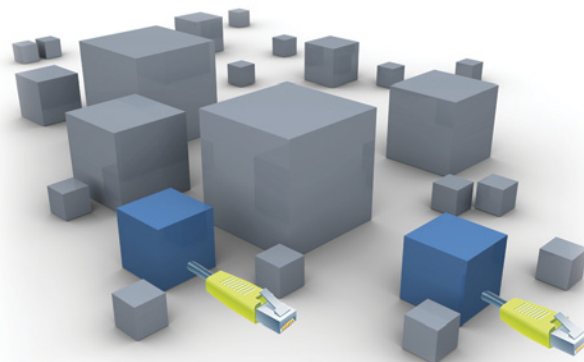
Hot Potato, Cold Potato

In a hot potato environment, a data packet is routed through public peering. Since the traffic takes up valuable resources, ISPs who aren't getting paid to carry it try to get it off their network ASAP. As a result, packets get tossed around like a hot potato between network access points. So your data takes longer to route and is subject to additional latency and packet loss.

When we get a customer packet requesting data, we announce the packet to our serving peers such as Verizon, Level 3, Global Crossing and Sprint who likely host the requested domain. We then hand off that packet privately via our negotiated agreement, which they carry to the destination and back. Your traffic routes quicker resulting in potential performance and application improvements.



With shared Internet access via cable providers, your data pipe is filled with all of the traffic of businesses in your area that use the same cable throughput.



Dedicated Internet Access through TelePacific provides each business with its own Internet capacity so you have guaranteed bandwidth at all times.

Does your ISP provide U.S. based technical support staffed with company employees vested in your business or is technical support outsourced to an international third party?

Our customer support is fully staffed by TelePacific employees where you do business. We have three call centers all on Pacific time, just like you. Our employees are well-trained on our products and services and they are empowered to resolve your billing and technical issues when (and if) they arise. And when you do call us we are ready to pick up the phone in 30 seconds or less more than 90% of the time. We are so confident, we even encourage you to call 877-487-8722 and try it now. More over, all of our management team is readily available without complicated escalation procedures. The bottom line is that we are here for you when you need us working and living within your communities.

Does your ISP offer company staffed field technicians that know their products and services or are field calls outsourced to a third party?

Our technicians are TelePacific employees who are well trained on our products and services. So when you need support we are able to dispatch a TelePacific fleet vehicle and field tech for you without having to subject you to a third party technician of questionable standards.

The Real World Benefit

For any business that utilizes the Internet to connect with suppliers, vendors and online applications, TelePacific's network provides top notch speed and performance, which means your business runs more efficiently with TelePacific then it might with another provider for the same price.

Better
technology
across the
network
means better
performance
for your
business.



TelePacific features 12 Private Peering locations direct to the Internet throughout its fiber network. Other POPs route directly via the fiber.

