E-BOOK

NETWORKER'S GUIDE TO

Dedicated Internet Access

Guide to needs analysis, procurement,
& implementation of dedicated connectivity

lightyear

Introduction

Procuring enterprise-grade telecommunications services requires knowledge and experience that is not readily available to your average IT professional.

This eBook is here to provide transparency and assistance when evaluating and procuring Dedicated Internet Access (DIA) connectivity.

How...

How do you create an RFP?

How should you pick an ISP?

How much does DIA cost?

...You can't Google this stuff unfortunately

What's Inside?

Dedicated Internet Access: Fact Sheet

What is DIA?

Dedicated Internet Access (DIA) is enterprise-grade, **service level agreement (SLA)** backed, and symmetrical internet connectivity that is typically delivered over fiber but can also be delivered wirelessly or over copper.

The DIA service-level agreement (SLA) from your Internet Service Provider (ISP) defines your "guaranteed" network uptime (typically 99.9%), connection quality standards in terms of packet loss, jitter and latency, and customer support standards in terms of mean time to respond (MTTR).

Outside of data center connectivity, a 99.9% SLA over the term of the contract is unlikely to be met; the remedy for a missed SLA comes in the form of "monetary credits" with your provider (similar to getting store credit vs. cash back for returning a retail purchase).

Compare DIA to the express lanes on a highway

While merging and exiting vehicles use shared lanes that can become congested with traffic and encounter delays (best effort connections), traffic in the express lane moves freely at consistent speeds (dedicated internet access).

DIA provides guaranteed bandwidth with a connection that's provisioned specifically for you, as opposed to a "best effort" internet connection where you are sharing your bandwidth with other users.

Fixed vs. Burstable DIA

DIA is available in fixed or burstable bandwidth capacity. With fixed bandwidth, your provider allots a specific level of bandwidth to you and bills on that fixed amount. With burstable bandwidth, you may exceed your circuit's committed bandwidth up to a higher bandwidth level called the "burst cap" as needed.

Burst Cap

What's the catch?
Utilizing bandwidth above your "burst cap" costs more, and will result in a bill that varies (potentially significantly) with your utilization.

Pros & Cons of Dedicated Internet Access

- Your connection is SLA backed, guaranteeing availability, connection quality, and a customer service mean time to respond (MTTR). The best effort internet connectivity in your home does not come with an SLA.
- You aren't sharing your bandwidth with anyone else, as is the case with the best effort internet connection in your home. The ratio of bandwidth capacity reserved for your circuit on the provider's network and what you are subscribed to is 1:1.
- DIA bandwidth is symmetrical and full duplex, meaning that your upload and download capacity is the same and you can send and receive data at full bandwidth capacity at the same time. Neither is the case with best effort internet connectivity (typically has much higher download capacity than upload).

- Dedicated Internet is more expensive than best effort internet; typically 3x more expensive, at least.
- DIA circuits almost always require you to sign up for a contract that protects the Internet Service.
- Provider (ISP) and comes with a long term length, with three years being the most common.
- Installing a Dedicated Internet circuit is a challenging and time consuming process; the fastest install interval you could achieve is likely ~30 days for an on-net circuit (17 is the lowest we've seen), vs. best effort internet which you could set up in a few days.
- Although DIA circuits receive better customer support than best effort internet, there's still a chance that your ISP's customer service will be sub-par. Additionally, opening support tickets is a hassle and recouping SLA credits is hard. Ultimately, sorting out issues with your network is still frustrating, even with DIA.

Dedicated Internet Use Cases

- An office / workspace supporting 10+ employees that utilize multiple data heavy applications such as video conferencing, large file transfers, and cloud software.
- A healthcare facility servicing patients where network downtime could cause serious harm.
- A data center connection that needs to ensure servers are always up and can transfer data quickly.
- Any store where point-of-sale (POS) connectivity downtime means the inability to sell.

Dedicated Internet Buyer's Journey

Buyer's Journey

Below outlines the DIA purchase process when buying directly from a telecom provider.

1

SPEC YOUR NEEDS

Determine your bandwidth requirements, SLA and downtime thresholds, static IP needs and more prior to reaching out to providers.

2

FIBER & PROVIDER DISCOVERY

Determine who is on-net or near-net at your location(s) to save time when reaching out and having discovery calls with providers.

3

QUOTE COMPARISON & PROVIDER SELECTION

Call/Email providers to source quotes and select your provider based on *not only price* but also provider reputation, contract terms, and more.

4

IMPLEMENTATION

Manage implementation from site surveys and construction to right of entry, circuit installation, and service activation.

5

POST-INSTALLATION

Manage contracts, vendor communications, MACD requests, service issues/missed SLAs, and contract renewals.

1

Spec Your Needs

What do you need to know when procuring DIA?

What are your bandwidth requirements?

To estimate your bandwidth requirements, you need to know all of the applications and services your DIA circuit will be supporting and the bandwidth requirements of each.

- These requirements will vary depending on where you are accessing your applications from: public cloud, private cloud, or locally.
- You also need to take into account what your users are doing on those applications and what the application use cases are.

For all of the above reasons, accurately estimating your bandwidth requirements is an art and a science.

KEY TAKEAWAY:

It's paramount that you accurately define your bandwidth requirements pre-sale, not only to support the business, but also to avoid any potential service upgrades post-install, as these can be costly and time consuming.

In an attempt to simplify a nuanced question, here is one method to estimate bandwidth needs:

1. Determine if your network utlilizes primarily low bandwidth or high bandwidth activities.

- **Low Bandwidth Activities:**
  Internet browsing, social media usage, email, text chat, small file sharing, music streaming.
- **High Bandwidth Activities:**
  Large file downloading / uploading (or cloud backup), video calling, video streaming, online gaming.

2. Multiply the # of users on your network by a "bandwidth multiplier" depending on your utilization.

UTILIZATION		# OF USERS ON NETWORK		MULTIPLIER	EST. REQUIRED BANDWIDTH
2A.	If primarily **low** bandwidth applications	#	x	**3**	**Bandwidth (Mbps)**
2B.	if primarily **high** bandwidth applications	#	x	**10**	**Bandwidth (Mbps)**

What Service Level Agreement (SLA) do you require?

Your SLA is a contract that “guarantees” availability of your network (in terms of 99%+) and the connection quality of your circuit in terms of packet loss, jitter, latency, and Mean Time to Respond (MTTR).

- One common misconception around SLAs is that MTTR stands for Mean Time To Repair — this is not true!

KEY TAKEAWAY:

No matter how high your SLA %, downtime will still occur at some point during the life of your contract. When your SLA is broken (aka downtime occurs), you will be compensated in service credits.

It's important to understand all of the terms and conditions of your SLA, for example, some SLAs exclude issues that occur over the last mile, which is where the majority of problems typically happen.

You are responsible for tracking and seeking remedies from the provider for broken SLAs. In your contract, your SLA will have a table that determines the service credit you are entitled to depending on the length of an outage.

As mentioned above, an SLA does not guarantee network uptime; the SLA guarantees remedies in the case of downtime. This is why redundancy exists - see the next section!

What does the SLA % actually mean?

The table below outlines what your SLA % corresponds to in terms of network downtime.

SERVICE LEVEL AGREEMENTS		DOWNTIME (1)		
SLA %	SLA NICKNAME	PER YEAR	PER MONTH	PER DAY
99%	"two nines"	3.6 days	7.3 hours	14.4 minutes
99.9%	"three nines"	8.8 hours	43.8 minutes	1.4 minutes
99.99%	"four nines"	52.6 minutes	4.4 minutes	8.6 seconds
99.999%	"five nines"	5.3 minutes	26.3 seconds	864 miliseconds

(1) Downtime:
Downtime is rouded to the nearest 0.1.

What is your cost of down time and what are your redundancy requirements?

KEY TAKEAWAY:

While your SLA guarantees quality, it does not provide a backup for when your circuit does eventually fail. That's where redundancy comes in.

It is recommended that every enterprise has redundancy in their network, which comes in a few forms: circuit/provider, geographic/network and physical diversity.

- **Circuit/Provider:** It's recommended that enterprises procure a secondary circuit to sit behind their primary circuit to takeover in the event of an outage (can be a second DIA connection or even a broadband, satellite or 5G connection). The type of "failover" you run determines if your secondary connection will automatically take over in the event of an outage ("active-active" failover) or if you have to restart all applications on the secondary connection in response to an outage ("active-passive" failover). It's best to procure your secondary circuit from a different provider than your primary, as it reduces the probability that both of your circuits will go down at the same time.
- **Geographic/Network:** Implementing geographic diversity across your network/providers and ensuring that your internet providers' peering relationships differ from each other are important for guaranteeing uptime. That way, if one provider's network is down due to a localized event, your network will have a separate backbone to rely on.
- **Physical:** Physical diversity refers to the path that the circuit takes to reach your location. If your primary and secondary circuit both run through the same building entry point (BEP) or minimum point of entry (MPOE), it is more likely that an accidental fiber cut or weather event could wipe out both of your circuits due to the physical concentration of the network.

To estimate how much downtime costs your business, calculate the internet outage losses for every hour your internet connection is out.

Below is an example of how to calculate the cost of network downtime:

- **Revenue:** For most businesses, every hour of downtime is an hour you cannot make a sale.
- **Staff Productivity:** When the internet is down, how many of your employees can't work? Don't forget to include the hours IT spends managing the crisis and repairing the damage instead of doing their scheduled tasks.
- **Other Factors:** Supply chain cost, the cost of lost data, and other hidden costs (this is unfortunately not an exhaustive list!).

The table below estimates the **$ cost of downtime** for an e-commerce company.

	AVG # SALES		AVG. SALES AMOUNT $		COST PER HOUR	# OF HOURS DOWN		COST OF DOWNTIME
Sales Revenue	50	x	$100	=	$5,000	8 hours	=	$40,000
Ad Revenue	10	x	$150	=	$150	8 hours	=	$1,200
	EMPLOYEE IMPACTED		**HOURLY WAGE $**		**COST PER HOUR**	**# OF HOURS DOWN**		**COST OF DOWNTIME**
Staff Productivity	50	x	$100	=	$5,000	8 hours	=	$14,400
Supply Chain							=	$7,500
Lost Data							=	$2,500
Hidden Costs							=	$10,000
					TOTAL COST OF DOWNTIME		=	**$74,000**

Do you need static IPs? How Many?

KEY TAKEAWAY:

If you only need a /29 or /28, you don't need to worry about your ability to procure static IPs. If you require a /27 or larger block, you'll need to address the request with your carrier pre-sale. Most carriers require justification for a /27 or larger request, and some carriers are stingier than others.

Every device on the internet is assigned a unique IP address, and most business applications require "static IPs". Static IPs are sold in "blocks" (i.e. : /28 or "dash 28"), where the name correspond to the # of usable IPs in the block.

USABLE IP COUNT PER BLOCK:

- /29 = 6 usable IPs
- /28 = 13 usable IPs
- /27 = 32 usable IPs
- /26 = 64 usable IPs
- /25 = 128 usable IPs
- /24 = 256 usable IPs

Carriers require justification for large IP blocks because IPv4 addresses are depleting.

▸ **Read more on the ipv4 shortage here**

Contract Term

KEY TAKEAWAY:

Typically, the longer the term, the more favorable the monthly pricing. Most carrier pricing gets cheaper as you increase your term up to 60 months, but AT&T always provides their best pricing on 24 month terms.

Before reaching out to carriers, you should determine what contract term length you are comfortable with (36 months is standard).

Canceling your service prior to the contract termination is a challenge and expensive. You'll almost always be hit with an Early Termination Fee which requires you to pay 85% to 100% of the cost of the circuit for the remainder of the term. The only way you can avoid paying an Early Termination Fee is if your provider's performance has been absolutely atrocious (i.e. 3 outages of over an hour within a 30 day period).

You can typically get away with moving your circuit within the same carrier footprint before the contract termination date with less hassle then canceling, however you typically have to renew for a full term to do this.

Installation Interval

KEY TAKEAWAY:

Implementation intervals and level of effort required can vary dramatically. Lit buildings are most consistent and predictable. Off-net install intervals are completely unpredictable; most carriers aren't doing true due diligence on what it's going to take to install off-net until after the order is signed.

Before speaking with providers, you should understand when you need your services installed by, understanding that install intervals can slip (more on that in the **Implementations** section).

The standard installation interval for an on-net circuit is typically within 15-45 days. The standard installation interval for an off-net circuit is 60-120 days.

Carrier or Self Managed router? What type of interface?

KEY TAKEAWAY:

Funnily enough, you don't really need a router anymore in most cases because carriers deliver ethernet based services, which are universal protocols that run on both sides of the firewall.

Router:

If you cannot terminate your circuit into an existing layer 2 or 3 device on your LAN (i.e. your firewall) and need a router, our suggestion is to go out and buy your own router and forgo the carrier managed route for a few reasons:

- It's cheaper over time because (1) the carrier managed router come with a high monthly management fee and (2) routers are largely commoditized and you can find a cheaper option out there.
- You're adding another layer of complexity to your network so you would rather be in control of it.

Interface:

The interface is the connection between the device the carrier hands off service to and the customers' network (typically their firewall). The 3 types of Interfaces are = electrical ethernet (RJ45), single mode fiber (SMF), or multi-mode fiber (MMF). The carrier needs to configure the circuit to your interface, or vice versa.

2 Fiber & ISP Discovery

What is the fiber and how much will it cost?

KEY TAKEAWAY:

You can procure circuits from "off-net" providers who do not already have fiber in your building, however that comes at a heavy cost - we discuss this further in the **How DIA is Priced** section.

Off-Net vs On-Net

In order to procure a DIA circuit, you first need to determine which providers have serviceability (aka fiber) in or around your location. These are referred to as "on-net" providers. You'll typically want to start with the local exchange carrier (LEC) and the local cable company to determine who to bid to as they are the most likely to be on-net and if not, they will be best suited to build out access for you in that geography.

There are a few tools you can try, but they only validate serviceability by zip code rather than address and also often have accuracy issues. Also, these tools will ultimately route you to a telecom agent.

Ultimately, you'll need to call providers to confirm serviceability which takes a long time.

Provider Discovery Calls

KEY TAKEAWAY:

Unfortunately, sourcing Dedicated Internet Access circuits often takes weeks of ISP back-and-forth, even for a savvy IT buyer.

After speccing your needs and determining who is on-net for your DIA project, you are required to have multiple discovery calls with the providers you'd like to see a quote from. This means the broader RFP you want to run, the more time consuming the discovery process is.

Quote Retrieval

After your discovery calls, providers will follow up with their quotes on the project likely via email. It's not uncommon that you have to follow up with the providers to get your quotes back in a timely manner.

3 Quote Comparison & Provider Selection

What is included in your quote and what is a good price, anyways?

Compare Prices

What is a “good price” for a DIA circuit at your location?

▸ See the DIA Pricing section

Taxes/Fees/Surcharges

When comparing quotes you should always ask the carrier to disclose their taxes, fees, and surcharges (all three items separately!).

Most carriers include all of these additional charges in their quotes up front, but some carriers save that for after you’ve selected them as their provider. Verizon, for example, is currently charging a ~31% federal universal service fund charge (FUSF) on all services, and this only comes up post-quoting.

Select a Provider

Compare more than just price. Look at the provider’s customer service reputation, the provider's ability to scale with your business, and how they plan to install the circuit (to the MPOE or all the way to your location).

FINALLY TIME TO NEGOTIATE & SIGN YOUR CONTRACT!

Look out for these common contractual "gotchas" before signing:

Auto Renew

You need to track the notice period as well as the installation date for every circuit in your network to avoid an accidental contract auto-renewal.

Every telecom contract has an auto renew clause; the best auto-renew clause is month to month (i.e. after your 24 month term, you roll into a month to month contract) but the worst case rolls you into a sequential full term. Every carrier, if asked, will change the clause to month month. **It's important to know what your auto renew clause is and track relevant dates so you aren't accidentally rolled into an additional financial commitment.**

Note that the contract starts after installation, not after contract signature - things can be cancelled prior to install without penalty in many cases.

Rate Increases

In most contracts, carriers will reserve the right to increase your MRC at any point during the life of the contract. If you asked them, the carrier would say this is to protect themselves from cost increases on their underlying network.

We've never seen a gargantuan rate increase take place mid-contract, however it should be noted that **the carriers typically don't contractually limit the size of rate increase they are allowed to implement.**

4 Implementation

Below outlines the typical steps involved with a DIA project implementation, what you need to know, and what can go wrong at each step along the way.

IMPLEMENTATION STEPS	WHAT DO YOU NEED TO KNOW?	WHAT CAN GO WRONG?
Order Accepted	Ensure you receive confirmation that your order has been accepted and that you are awaiting your PM.	Something as small as an incorrect suite # or phone # on your order can lead to troubled implementations. **Double check EVERYTHING.**
Project Manager Assigned	Your implementation will be assigned a Project Manager (PM) at the telecom provider.	Your Project Manager isn't available 24/7.
Site Survey Completed	Some providers refuse to do a site-survey until you've already signed the order, while others allow you to sign post-site survey. Always try to sign post-site survey.	Sometimes the results of the site-survey can drastically increase the cost of the project due to construction needs.
Construction, if needed	Construction needs will be communicated during the site-survey process. If construction is required, the carrier will coordinate with the general contractor (in most cases). The LEC and the cable company typically have a threshold for construction costs that they will pay; anything above that threshold you have to cover.	As is the case with any construction project, delays are common, whether they be caused by permitting delays, supply chain issues, weather, or miscommunications.
Circuit Firm Order Confirmation (FOC) Date	FOC is the day that the circuit is actually delivered to the building. You need to agree on the FOC/installation date with your carrier. Most carriers will ask for a few hours long window to meet your technician on site for the circuit installation.	Make sure you choose a date and time that works and that your on-site technician understands the importance of answering the provider's phone call!
Circuit Installation	Your on-site technician will need to provide the carrier's technician access to the site on the day of circuit installation.	Miscommunication or someone simply dropping the ball can botch your installation; perhaps the on-site contact doesn't show up or the telecom provider goes to the wrong suite.
Circuit Activation Completed	When the circuit is installed the activation is often completed at that time, but if not, there will be a second date scheduled to activate the circuit.	The carrier technician should check if the install was successful when they are on-site.

5 Post-Installation

Your circuit is installed, now what?

No Single Source of Truth

Post Installation, you'll manage and monitor your circuit using your provider's portal. For each provider you work with, you'll have a separate web platform and login you need to use, making circuit management much more complicated than it has to be.

With no single source of truth for their network, many networking teams still "manage" their telecom network in a spreadsheet. There are Telecom Expense Management (TEM) companies that help consolidate billing, but they are typically old and expensive solutions that come with a clunky user interface.

SLA Issues

As mentioned above, an SLA "guarantees uptime" and performance of your circuit, but ultimately your circuit will still experience downtime. In the case that your provider fails to meet its SLA, you are entitled to seek compensation (in the form of "credits") for the contractual lapse. That said, tracking SLAs and seeking compensation is a complicated and certainly not foolproof process.

MACD Requests

Situations and networking needs change, which is why you might need a MACD post-installation. Also known as "Move Add Change Delete", MACD requests are the act of reconfiguring your circuit post-install. This can be as simple as adding 500 Mbps of bandwidth post-installation, or as complicated as moving your freshly installed circuit from the New York to the New Jersey office. In a nutshell, MACD requests are time consuming and costly, and can often require just as much of your time as the original implementation did.

Mergers & Acquisitions

- **Your company does M&A:** In the event that your business participates in a merger or acquisition (M&A), the networking team will be in for a challenge. Stitching networks together in the event of M&A is an extremely complex process.
- **Your Telco does M&A:** M&A in the telecom industry is extremely common. If your provider is acquired or acquires another network, this can add complexity to your contracts and customer support. Anytime there are "hands on the network" you are likely to see errors and mishaps.

Contract Renewal:

As discussed in the "contractual gotchas" section, it's extremely important to keep track of key days regarding your contract renewal. Failure to do so can result in your contract auto-renewing into a new term of anywhere from a month to the full length of your original contract. This, again, is a big reason that most networking teams today manage their telecom contracts in a spreadsheet.

Is there a better way to buy telecom services?

As previously mentioned, the **Dedicated Internet Buying Journey** section outlined the procurement process when working directly with the telecom providers. You can also procure Dedicated Internet Access through various Channel Partners or by using the Lightyear software, and we outlined how the process compares below.

Below we've compared the DIA buying process across all three options:

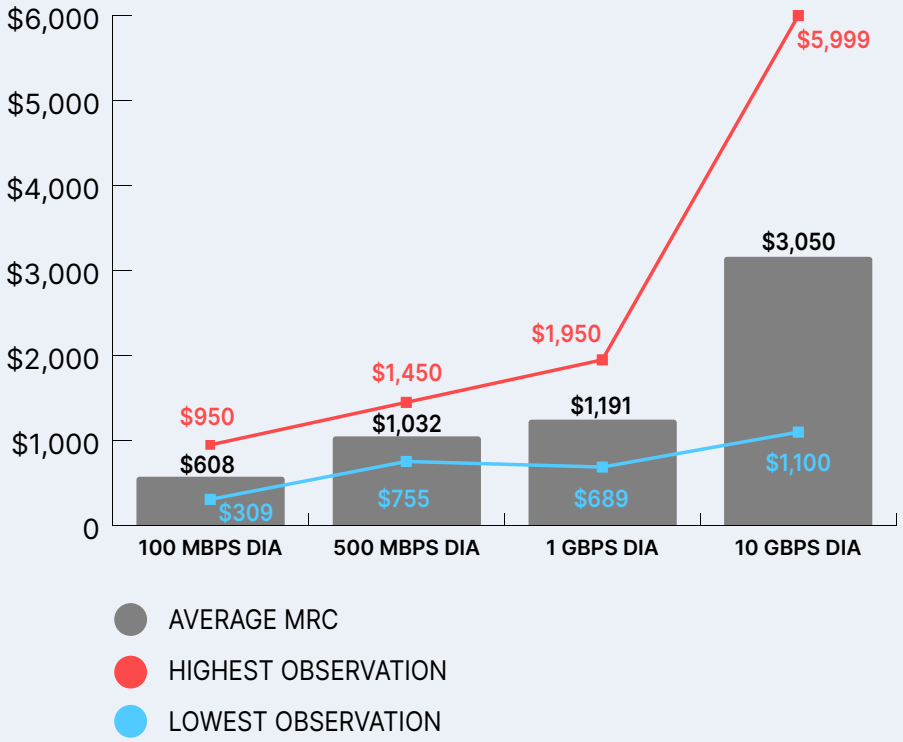
	lightyear	DIRECT TO PROVIDER	CHANNEL PARTNER
1 **Spec Your Needs**	Spec your needs online in 2 minutes with Lightyear's online telecom procurement questionnaire. We're available for a call if you have any questions.	Telecom providers have no vested interest in helping you spec out your circuit needs uwntil you get them on the phone.	Most channel partners can assist in pre-sale project configuration, but most still require phone calls and emails and do not have a fulsome product/provider expertise. Channel Partner data sets are typically off the shelf and static (aka, not great).
2 **Fiber & Provider Discovery**	Lightyear's software determines on-net providers and automatically reaches out to providers for quote proposals, which drastically reduces the time to quote.	Your IT staff will waste lots of time on the phone with multiple providers in order to determine who can service your request. The broader the RFP you want to run, the longer the process.	Channel partners assist with ISP discovery, but they will typically have bias towards the providers that they have more lucrative agreements with. They often receive kick-backs from providers based on their ability to drive sales.
3 **Quote Comparison & Provider Selection**	Lightyear's software works with 1,000s of telecom providers, which ensures that your quotes will be fair and truly vendor agnostic. We have the expertise to identify common contractual gotchas so you don't have to.	Over the course of several days, providers will return quotes to you via email. The stark differences in provider pricing will be hard to understand. Provider Sales Reps are very short-term, commission focused -so keep that in mind when comparing their quotes.	Most Channel Partners only work directly with a subset of telecom providers, meaning that the quotes you receive will not be truly vendor agnostic. Processes are manual and lack any data enrichment across the board, resulting in inefficient pricing.
4 **Implementation**	Lightyear's software manages implementations on your behalf, including vendor communications and issue management, providing you with updates along the way.	Your IT staff works with the Project Manager at the Provider to manage the implementation.	Certain channel partners offer solid implementation support, but they are not all created equal; they range from fully managed to you're on your own.
5 **Post Installation**	Lightyear's software tracks all of your telecom service details, circuit IDs, contracts, and provider contacts all in one digitized dashboard.	Post install, your Provider Sales Rep is completely out of the picture. Circuit quality and customer service will vary depending on your provider. To manage your network, you'll be juggling multiple portal logins with multiple providers.	Post-Install, your Channel Partner experience will vary. Some are great, some will disappear forever.

How is Dedicated Internet Access Priced?

How is Dedicated Internet Access Priced?

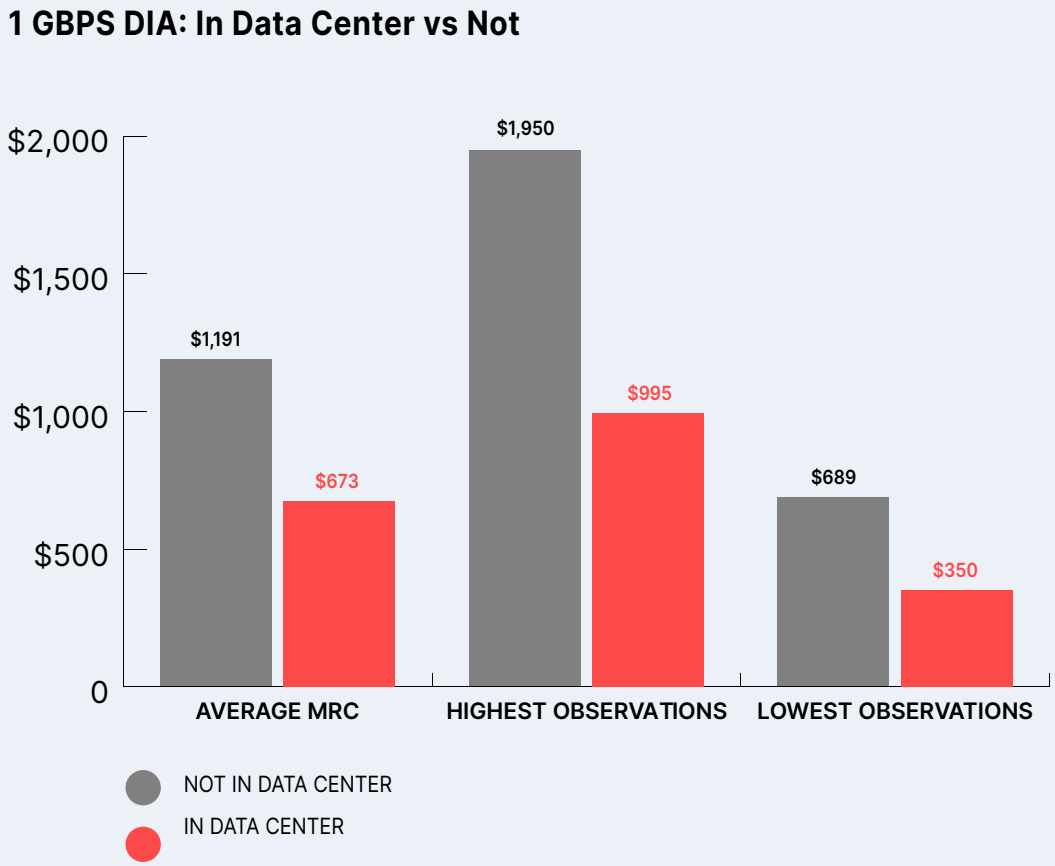
The charts below showcase average pricing on dedicated internet circuits in the U.S. sourced by Lightyear's telecom procurement software. The data has been scrubbed for anomalies and includes no significant regional bias.

DIA Pricing by Bandwidth



Bandwidth

All else equal, more bandwidth = higher cost.



In a Data Center vs Not

Internet connectivity is always cheaper when in a data center due to the fact that data centers often have multiple ISPs you could utilize to connect to the internet. A "well peered" data center should also be a less expensive data center.

Contract Term

All else equal, the longer the service term, the lower the MRC. One special case is with AT&T who always provides its best pricing on 24 month terms.

Transport Infrastructure & Capacity

Is your connection going to be riding over fiber or coax / copper? Further, if you're buying a DIA and eventually need to upgrade speeds above 10Gbps, it's worth validating that the carrier has adequate electronics and provisioning capacity in place to accommodate your eventual upgrades. This could mean the difference between a "flip of a switch" simple upgrade or a painful upgrade that feels more like a completely new implementation.

On-Net vs Off-Net

The cost of an off-net construction project can range from $1,500 on the low end to the hundreds of thousands, depending on the geography and project. You won't know your construction costs until a site survey is completed and oftentimes this is not done until the provider has a signed order. You will typically amortize the construction cost over the life of your service in your monthly recurring cost (MRC), but you can also pay it all upfront as a non-recurring charge (NRC).

Point of Entry

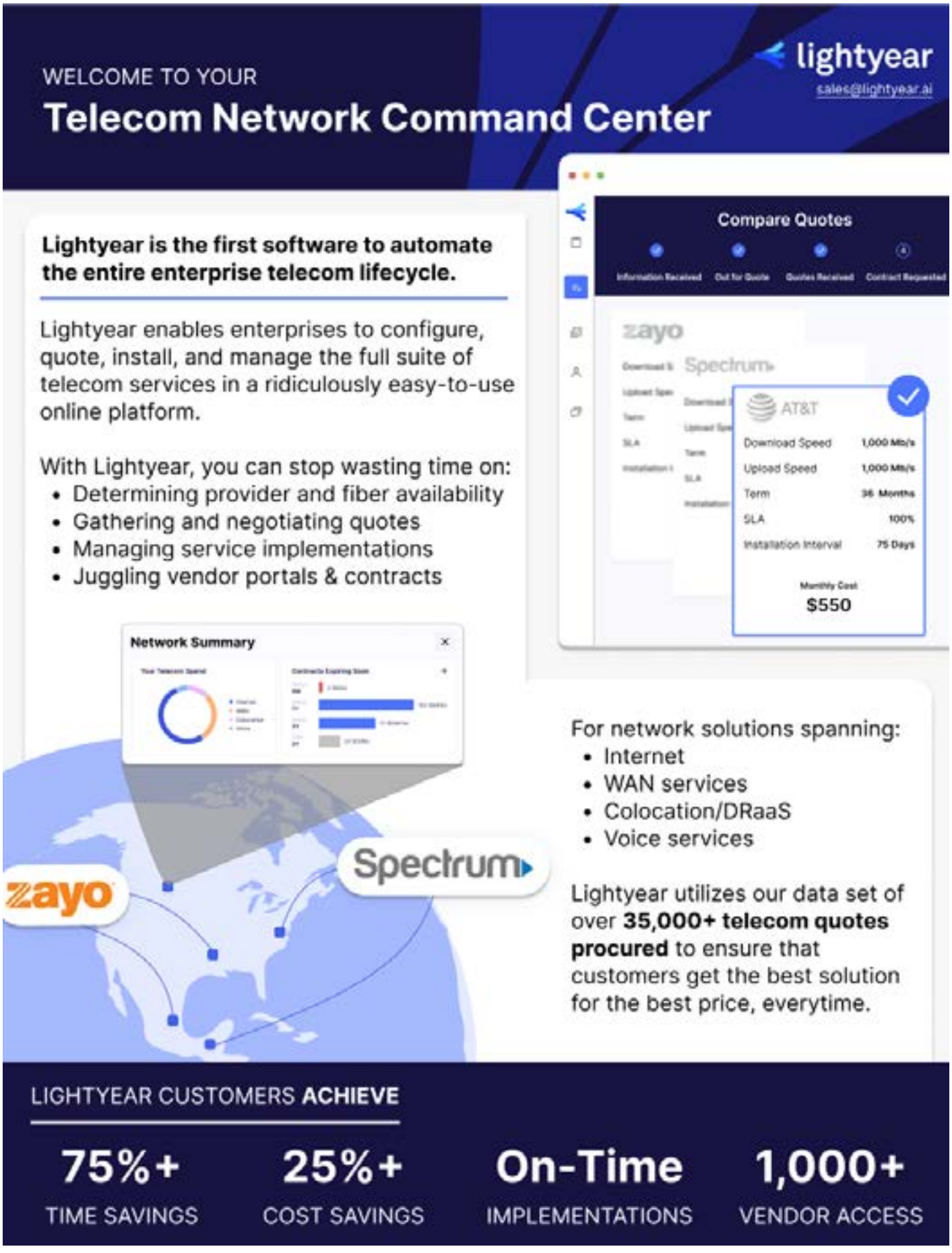
Sometimes the provider quote only includes the cost to deliver your service to the Minimum Point of Entry (MPOE), and you are responsible for extending the circuit from the MPOE to your location (i.e., they deliver to the lobby and you pay to extend it to the 25th floor). This is common when working with the LEC and makes for an unwelcome surprise bill. The majority of Cable companies, on the other hand, will include the cost of delivering the circuit all the way to your location in their quote.

Want to read more? Check out these blogs:

Dedicated Internet Access Ultimate Pricing Guide

Does your ISP Matter? Is Connectivity a Commodity?

Lightyear's Telecom Software Solution


WELCOME TO YOUR
Telecom Network Command Center
lightyear
sales@lightyear.ai
Lightyear is the first software to automate the entire enterprise telecom lifecycle.
Lightyear enables enterprises to configure, quote, install, and manage the full suite of telecom services in a ridiculously easy-to-use online platform.
With Lightyear, you can stop wasting time on:
• Determining provider and fiber availability
• Gathering and negotiating quotes
• Managing service implementations
• Juggling vendor portals & contracts
Compare Quotes
Information Received
Out for Quote
Quotes Received
Contract Requested
zayo
Spectrum
AT&T
Download Speed 1,000 Mb/s
Upload Speed 1,000 Mb/s
Term 36 Months
SLA 100%
Installation Interval 75 Days
Monthly Cost
$550
Network Summary
zayo
Spectrum
For network solutions spanning:
• Internet
• WAN services
• Colocation/DRaaS
• Voice services
Lightyear utilizes our data set of over 35,000+ telecom quotes procured to ensure that customers get the best solution for the best price, everytime.
LIGHTYEAR CUSTOMERS ACHIEVE
75%+
TIME SAVINGS
25%+
COST SAVINGS
On-Time
IMPLEMENTATIONS
1,000+
VENDOR ACCESS

Thanks for Reading!

Would you like to learn more about how **Lightyear** can help you with your telecom procurement and contract management needs?

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