7 Essential Considerations for Choosing Your Business Internet Service Provider

When it comes to choosing an Internet service provider (ISP), there are a lot of options out there. So how do you know you're making the right choice? In this blog, we'll take a look at the 7 most essential considerations for choosing your business ISP.

1. Need for Speed:
Bandwidth needs come down to what your business does. If your business runs small programs and emailing, you probably won't need much. If your employees send large files and graphics, you'll probably need a bit more. If you have a lot of employees online at once, or if you do a lot of streaming, video conferencing, or cloud computing, you'll likely need more still. It can be tricky to know exactly what your business needs, but our Account Executives are happy to help. For more information about meeting your business's speed needs, contact us.

2. Support Availability:
You know your business best, so find an Internet service provider that's available when you need them, whether that's around-the-clock, or during "normal" business hours. It's also important to consider *how* you're able to get ahold of them. Do they use an automated system, take phone calls, or accept support tickets? Make sure your ISP communicates in a way that works for you and your business.

3. Fine Print:
What Service Level Agreements (SLAs) do they offer? If you need 99.9% uptime, will they promise it? ISP's that don't guarantee uptime can leave you stranded for days while your business loses money and even customers. Choosing an ISP with a high SLA leaves your business in better standing should anything happen. It's also important to consider what contract lengths they offer and the pricing discounts that may come along with longer contracts.

4. Bundling:
It's far easier to work with one vendor than three or four. Many ISPs also offer other services, such as Voice or Data Center. When you bundle multiple services with your Internet service provider, you're often able to get discounts. Billing and support are also easier, as you only work with one company.

5. Location:

It's important to consider what types of connections an ISP offers in your area, such as Ethernet over Copper (EoC), Fixed Wireless, or Fiber. Each of these offer potentially different speeds and deployments. Knowing that customer support is based locally is also a consideration. When support teams service their local areas, they're working with the business that are in their own backyard. Personal relationships with their customers lead to a more engaged level of care. A local support team also knows the area better and is more likely to be in-the-know about events that may impact service, such as inclement weather.

6. Timing:

Various connection types may also impact install time. High bandwidth Fiber may take longer to deploy, but it can reach much higher speeds than other options. Fixed Wireless, on the other hand, can be deployed in as little as a couple days. Choose an ISP that can meet your time table. If you need Fiber, but need Internet access quickly, you may want to look into providers that offer both Fiber and Fixed Wireless. While you wait for the Fiber to be built out, utilize the Fixed Wireless connection short-term. You may even consider keeping your Fixed Wireless as a back-up for Fiber going forward.

7. Security:

Keeping your business's network secure protects your information, along with your customers' information. Your ISP should be as devoted to your security as you are, if not even more.

How Does 123Net Compare?

We're committed to providing the best possible service to our customers. With our Dedicated Internet, we have options that provide symmetrical speeds up to 100 Gbps, making sure you have the bandwidth you need to cover any business application. Our Ethernet Private Line keeps your traffic on your connections, and off the public Internet, so it stays safe and secure. All of our services come with a 99.99% SLA. Our Support Team is available 24/7/365 to handle your questions and concerns, and work in the same offices as the rest of our teams, so we're always connected to what's going on with your circuits. Our Fixed Wireless can be deployed in as little as couple days. It's a great interim solution while waiting for Fiber and offers a reliable secondary connection for added redundancy. To learn more about our services, visit: https://www.123.net/business-solutions/