

TELECOM AGENT vs CARRIER COMPARISON



DETERMINE WHICH TELECOM CARRIER PROVIDER IS RIGHT FOR YOU

SERVICE	CARRIER	TIER 1	TIER 2	TIER 3
Connection to a Large Network	● ● ●	● ●	●	
Cloud Reliability	● ● ●	● ●	●	
Aware of Issues in my Area (IE: Power Outages)	● ● ●		●	● ●
Supports a Variety of Technology Services (Cloud, Phone, Etc.)	● ● ●	● ●	●	●
Helps Me Bundle Services	● ● ●			
Finds the Right Combination of Services for Me	● ● ●	●	●	●
Quality of Service	● ● ●	● ●	●	●
Responsive to Issues and Problems	● ● ●	●	● ●	● ●
Most Affordable Services	● ● ●	●	● ●	● ●
Helps Me Shop Different Options	● ● ●			
Finds Ways for Me to Save Money	● ● ●			
Provides a Service Rep for Questions and Support	● ● ●			

- ● ● = **EXCEPTIONAL**
- ● = **EXCEEDS EXPECTATIONS**
- = **MEETS EXPECTATIONS**

WHAT IS A CARRIER AGENT?

Telecom carrier agents help ensure you have the right carrier for your services based on your short and long-term goals - all while saving you time, money and hassles. Telecom carrier agents offer a variety of solutions with multiple partners, nationwide. A great telecom carrier agent will work with you to customize your telecommunication connectivity solutions to ensure they fit your business' needs and growth.

WHAT IS THE DIFFERENCE BETWEEN TIER 1, 2 AND 3?

Tier 1: These national providers have the largest owned networks. They commonly operate internationally and are extremely reliable. Examples of Tier 1 providers are CenturyLink, AT&T, Verizon Wireless and Comcast.

Tier 2: These telecom carriers are regional; they have their own regional networks, but also resell Tier 1 networks. Because they are regional they are very in-tune with any issues in your area. Examples of Tier 2 providers are Birch, Windstream, Cox and Frontier.

Tier 3: Finally, your local cable companies make up Tier 3. They generally combine residential and business services on the same network and provide "best effort" services. These providers combine services into one bill and make for easy set up. Examples of Tier 3 providers are Time Warner and Charter.