



How to Buy Reliable Business Internet in Dallas, Houston, Austin or San Antonio



There are 12 items you need to consider when evaluating business internet providers. Use these guidelines to find reliable business internet in Texas.

How to Find a Reliable Business Internet Provider in Dallas, Houston, Austin or San Antonio

When searching for “business internet providers in my area,” you are likely looking for a company that delivers fast internet service at an affordable price, and has friendly customer service. Reliability has to be a top priority because if your business internet provider cannot provide consistent, reliable service, that puts your business at risk.

When evaluating business internet providers in Dallas, Fort Worth, Houston, Austin or San Antonio, these are some of the things you need to consider.

Reliability

Reliability is critically important when it comes to business internet providers; just one hour of downtime can cost the average business more than \$100,000. Small businesses will see less of a financial impact, but large enterprises have reported losses totaling millions of dollars.

Be sure that the company has a Texas-based network operations center that monitors its network 24/7 year-round for performance and security. Look for a company that guarantees “five nines” of uptime. Five nines means 99.999% uptime, and translates to less than six minutes of downtime annually.

Ask who owns the lines they will use to connect you to the internet. Many national business internet providers lease or rent the lines they use, which can make it more difficult to isolate and resolve problems. Your best approach is to work with a company that owns its fiber network and can provide dedicated fiber so you are not sharing with other businesses.

Business Internet Provider Reliability Checklist

- Service-level agreement with a 99.999% uptime guarantee
- 24/7 year-round network monitoring
- Owned fiber connectivity

Customer Service and Support

If you have worked with one of the big national providers or residential cable customers, you may have experienced slow internet connections, maddening downtime, frustrating response times, and rude or inexperienced customer service representatives.

You do not need to put up with that. You also do not need to deal with long wait times or customer support teams that do not have the technical expertise to solve your problems. Look for Texas-based customer service and support teams so you can be assured that friendly, local service is a phone call away.

Business Internet Provider Customer Service Checklist

- Texas-based customer service
- Texas-based support team
- Friendly, local service



Remote Connectivity

Remote connectivity is on everyone's mind these days because workforces are dispersed and many employees are working from home.

Voice over Internet Protocol and hosted private branch exchange (HPBX) provide unlimited long-distance calling and give remote workers the same advanced calling features they would have if they were in the office. Adding unified communications, conferencing and collaboration features offers an even more robust solution.

If you need to move large volumes of data quickly, a private fiber connection using business wavelength service can increase bandwidth levels, allowing you to easily transport large data sets to data centers and accommodate increased traffic from remote employees.

Business Internet Provider Remote Connectivity Checklist

- Hosted PBX capability
- Business wavelength service
- Remote data-center access



Disaster Recovery

If you do business in Texas, you know that hurricanes, floods, tornadoes, winter storms and fires can disrupt business. In fact, Texas ranks No. 2 in the nation behind California when it comes to natural disasters. Any of these disasters can be devastating to business operations. The Federal Emergency Management Agency reports that 90% of small businesses fail within a year if they cannot resume operations within a few days. Larger businesses lose millions during downtime and spend millions more to get back up to speed.

You need to work with a Texas business internet provider that has standard redundancy and business continuity protocols, including a simple solution to reroute calls and network traffic if your physical location is compromised, geographically dispersed data centers, and multiple levels of redundancy to mitigate damage from power outages.

A network operations center that is monitored 24/7 year-round also helps identify and prevent problems and makes it possible to reroute traffic in case of a disaster.

Business Internet Provider Disaster Recovery Checklist

- Business continuity protocols
- Redundant data centers
- Fast and simple rerouting



LOGIX is Built for Business

LOGIX has installed more than 280,000 fiber miles and connected more than 10,000 businesses, 3,000 enterprise buildings and more than 100 data centers. LOGIX provides the most reliable Texas business internet and offers HPBX, business wavelength service and fully redundant data centers.

Combined with a Texas-based network operations center that provides 24/7 year-round monitoring and Texas-based customer support, LOGIX is the perfect solution to support remote operations, enhanced mobility and disaster recovery.

If you are searching for “business internet provider in my area” for your company in Dallas, Fort Worth, Houston, Austin or San Antonio, contact LOGIX by calling 281-688-6231, or request a quote online.

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