

Straitshot Support

Custom Network Solutions. Reliable Support. Affordable.

You can count on Straitshot to help you meet your customers' expectations cost effectively. We seek long-term relationships with our customers and know they develop only when we design, deliver, and support the best solution for their needs.

Service – A Cornerstone of the Solution

When was the last time you received good service from a telecom company? Have you ever? Big carriers have decades of experience in providing poor customer service, especially if you are not one of their biggest customers.

Straitshot believes that you deserve better, and we are committed to providing superior customer support. Let's face it; someone has to deal with the big monopoly carriers. We are that someone. We have the team, the capability and the follow-through to get your service up and running and keep it running smoothly.

Straitshot's service organization provides a dedicated project manager who manages the planning and implementation of your network down to providing pre-configured routers for each of your sites. The network is configured to match your existing IP addressing, priority settings and quality of service requirements.

At Straitshot we consistently deliver the highest levels of customer service throughout the life cycle of your network: implementation, problem management, and invoicing.

Network Implementation

Straitshot manages your network installation from start to finish – all the steps, all the pieces:

- Implementation planning sessions with your team
- Proactive order status communication during implementation
- Configuration and delivery of network equipment to your site
- On-site wiring and installation management
- Comprehensive network testing and performance validation
- Staff training preparation

Trouble Management

When you need support, we take responsibility and own the issue until resolution. Our support team has the experts in every aspect of network provisioning, technical configuration, and troubleshooting to meet your needs.

- Straitshot proactively monitors all your sites 24 hours a day, 365 days a year
- Customers have full visibility into their network monitoring tools
- Our technical support team has the expertise and the relationships to quickly resolve your support needs

Invoicing

We provide clear, comprehensible invoices delivered by email or US mail, as you prefer. What you order is what you pay for – no surprises.

Straitshot Communications provides application optimized networks custom designed to meet the demands of today's enterprise. Straitshot's fully managed service enables our customers to successfully leverage real time applications such as Voice over IP in a converged network environment. We specialize in supporting businesses that require high reliability, leading edge security and unmatched performance.

Performance Standards

Network Availability:
99.999%

Guaranteed Data Rate (GDR):
99%

Average Packet Loss:
< 0.25%

Average Jitter:
<± 10 ms

Average Latency:
60 ms

