

Altice BC/DR Solutions Chart

Challenge	Altice Business Solution	How We Can Help
Ensuring Connectivity With Data Systems	Assured Access	Provides the highest level of network resiliency for a superior customer experience with customer dedicated ring architecture.
	Path Diversity	A standard offering, providing optical path diversity to a customer location on our fiber with managed easement, battery backup and hardware with redundant power supplies.
	Hardened Core	All Altice Business managed core locations have four or more diverse paths and at least two paths are "hardened" with steel conduit and concrete covering.
	Dual Home	To increase reliability, Altice Business can design your circuits to two different network Points of Presence (POP).
	Secondary/Diverse Entry	Provides an alternate network entry into the customer's building, safeguarding against a single point of failure.
	Dual Stack	Two network edge devices installed at demarcation with services split between the two devices.
Ensuring Data Protection	Cloud Backup	Critical data is protected with automated, secure backup for desktops and servers to off-site data vaults with end-to-end encryption.
	Managed DDoS Protection	Tranparent and automatic detection and mitigation of any size attack with no negative effect on user's experience
Recovering Loss or Compromised Data	Cloud Backup	Rapid, secure data retrieval via intuitive web-based or client interfaces. Supports full system recovery in the case of server failures.
Ensuring Communication With Employees	Hosted Voice - Mass Announce	An alternative way to connect, plus our conference service allows you to archive important meetings for future reference.
	Hosted Voice - Firebar	Provides the highest level of network resiliency for a superior customer experience with customer dedicated ring architecture.
	Audio/Web Conference	Provides the highest level of network resiliency for a superior customer experience with customer dedicated ring architecture.

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Ensuring Data and Applications Remain Up and Running	Assured Access	Provides the highest level of network resiliency for a superior customer experience with customer dedicated ring architecture.
	Battery Backup	All of our services are provisioned with battery backup offering assurances for short-term power interruptions and opportunity to implement contingencies in the event of longer term power failure.
	Managed DDoS Protection	Transparent and automatic detection and mitigation of any size attack with no negative effect on user's experience
Keeping Remote Employees Connected	Audio/Web Conference	An alternative way to connect, plus our conference service allows you to archive important meetings for future reference.
	Hosted Voice	Forward calls to alternate phones and access voicemail online. Also facilitates easy "moves, adds and changes" and phoneset mobility.
	Hosted Contact Center	Provides ability for customers to contact you through any available channel- on-net or remote.
Communicating With Staff if Cellular Network is Down	Internet Service	Keeps you connected to your employees, partners and customers through email, social networks and the Web.
Continuing to Meet Regulatory Compliance	Cloud Backup	The services are certified for the international information security managed system standard (ISO 27001) and for financial transactions – Payment Card Industry Data Security Standards (PCI-DSS).
	Hosted Contact Center	Certified to meet critical standards such as HIPPA, SSA 16 and PCI DSS 3.0

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Gathering and Disseminating Business Intelligence	Hosted Voice - Mass Announce	Automatically places calls to contacts on a predetermined contact list and plays them a prerecorded message. It can be configured to automatically retry contacts until an end date/time has been reached.
	Hosted Voice - Mass Announce	Enables administrators to dial a number, initiating parallel outgoing calls to a preconfigured list of emergency response personnel and connect them to a conference call with the initiator.
	Audio Conference	Provides an alternative means to connect and collaborate, plus our conference service allows you to archive important meetings for future reference.
	Internet Service	Keeps you connected to your employees, partners and customers through email, social networks and the Web.
Staying Connected Altice Business Network Service Provider	Altice Business Customer Portal	Continue to manage your invoices, pay bills and view statements. Additionally, customers can check circuit and service inventory and submit service inquiries directly to Altice Business support teams.
Staying Connected With Customers in the Event of a Power Outage	Toll Free Service	Redirects phone numbers to cell phones or remote locations.
	Hosted Voice CommPortal/Admin Portal	Route calls to cell phones or remote locations. Change Auto Attendant routings and/or announcements.
	Hosted Voice Remote Phone	Make "work" caller ID calls to customers from a cell phone, home phone or other personal devices.
	Unified Communications	Enable your workphone on your desktop and mobile device over cellular or WiFi
	Remote Call Forwarding	Set calls to your PBX to route to an alternative number