Reliability

Reliability is the most crucial factor for a board to consider when selecting a telecommunications provider for the community. A reliable network ensures residents have seamless connectivity for work, school, entertainment, and emergencies. Choosing a provider that prioritizes network resilience means fewer disruptions, greater satisfaction, and a community that stays connected under any circumstances.

What guarantees can the provider make?

- Will you receive 100% Fiber-to-the-home?
- Guaranteed uptime and speed?
- Total home WiFi that covers every room?

What redundancy measures are built into the network?

- Are there multiple connections to the community to ensure reliability in the case of a fiber cut?
- Does the provider's onsite equipment have a back up battery and what is their plan for providing generators for extended power outages?

How will the provider be held accountable?

- Are reliability metrics reported regularly to the board?
- Does the contract include financial penalties for the provider in cases of non-compliance?

Will service go out during hurricanes or severe storms?

- What contingency plans are in place to ensure network reliability during such events?
- How quickly can services be restored in the event of a power outage?

Ask the telecom provider to provide real-world examples and referrals that demonstrated their performance and responsiveness during past storms.

» Hurricane Contingency Example: HERE

» Fiber vs. Cable/Docsis: HERE