



SURELINK BENEFITS:

- **Guaranteed Reliability**
99.9% uptime SLA
- **Guaranteed Speeds**
3x3Mbps to 20x20Mbps
- **Affordable**
More for less
- **No Traffic Charges**
Eliminate billing surprises
- **No Bandwidth Limits**
Get all you pay for
- **We mean what we say**
SLAs with teeth

FOR MORE INFORMATION

call: **1-888-219-2111**

email: **sales@radiant.net**

visit: **www.radiant.net**

SureLink™ Business Ethernet is a high-speed, symmetric, highly reliable data connection, usable for high-quality Direct Internet Access (DIA) or in an MPLS private network.

Applications

- Video post-production, animation, and other content-driven media businesses that have to move large files to and from customers quickly and reliably
- Professional service businesses that depend on their Internet connection to provide their clients with mission-critical service
- Leading-edge companies that leverage cloud computing to reduce their IT costs and increase flexibility

Key Product Features

- **Ultra-Competitive Prices** Choose SureLink 3x3 and get twice the speed of a T1 for 2/3 the price. Choose SureLink 10x10 or 20x20 and save \$300 to \$500 per month compared to optical fibre.
- **Symmetrical Bandwidth** provides the upstream bandwidth you need to take advantage of the latest generation of services like VoIP, video conferencing, software-as-a-service, cloud computing, online storage and backup.
- **Multiple Redundant Local Loops** ensure that service is maintained even if one or several loops are cut or degraded.
- **Proactive Monitoring** Radiant continuously monitors every SureLink circuit. If there ever should be a problem, our technicians start the resolution process within minutes without customer intervention.



Technical Specifications

| | |
|---------------------------|---|
| Technology | IEEE 802.3ah Ethernet-in-the-First-Mile (EFM) standard – a long reach, Ethernet-over-copper technology that enhances speed and reliability by bonding 1 to 8 voice grade copper loops. Based on G.SHDSL for transport layer, and 2BASE-TL for high-efficiency Ethernet frame encoding. |
| Service Types | Direct Internet Access, or MPLS Private Network access (with Internet access via MPLS gateway) |
| Speed | <ul style="list-style-type: none"> • Five symmetrical speed options: 3x3, 6x6, 10x10, 15x15 and 20x20 Mbps • Full duplex • No bandwidth limitation or shaping |
| Data Transfer | Unlimited |
| Service Level Commitments | Real SLA backed up by service credits: <ul style="list-style-type: none"> • Overall Service Availability: 99.9% • 100% Guaranteed Speed |
| Service Level Targets | For sites in Greater Toronto and Vancouver Metro areas only: <ul style="list-style-type: none"> • Latency: <= 15ms • Packet Loss: < 0.1% • Jitter: <= 3 ms |
| Equipment | SureLink Ethernet CPE rental included: Dimensions (HWD): 1.75” (4.5 cm) x 10” (21.6 cm) x 7.5” (19.1 cm) Weight: 3.35 lbs (1.5 kg) Operating Requirements: Temperature: 32°F to 104°F (0°C to 40°C) Humidity: 5% to 95%, non-condensing Altitude: -200ft to 16,500ft (-60m to 5,000m) Power: 110-130VAC, 25W LAN Interfaces: 4 x 10/100 Ethernet LAN ports |
| Firewall/Router | In addition to SureLink CPE, Customer will need a firewall and/or LAN router. Customer may use its own existing equipment, or choose a managed router option from Radiant. |
| IP Addresses | Up to 5 static IP addresses included: more available for an additional fee |
| Installation | Professional onsite installation by a Radiant technician |
| Monitoring | Proactive monitoring with automatic alarming and trouble ticket creation. |
| Support | 24x7 technical support with 4 Hour Onsite CPE replacement |
| Availability | Select areas in Toronto and Vancouver. |

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