



## Star2Star Communications Quality Guarantee



### 30 Day Money Back Guarantee

- If you are not 100% satisfied, we will give your money back
- Star2Star has the highest customer retention rate of any provider. Let us prove to you how we put customers first!

### 99.999% Guaranteed Reliability

- Disaster Recovery built in
  - Automatic backup and failover
  - Analog line backup
  - 6 redundant points of presence
  - Redundant phone carriers
  - Redundant Internet connections
- 24/7/365 proactive support
- Next day parts replacement
- 200% money back SLA for downtime that exceeds our 5 9's of service guarantee

### Maintenance

- Next day replacement parts for any reason except abuse, including Acts of God
- 24 hour support
- Free automatic software updates on all equipment

### StarWatch Continuous Monitoring

- We proactively monitor your systems so you can always be assured your communications will never be compromised
- StarWatch monitors the status of a customer location every five minutes
- If the location is unreachable for two consecutive polling cycles due to power/Internet outage, etc., a **StarWatch Critical Alert** is sent to you and the reseller partner to help you. These automatic alerts are triggered whenever a customer goes offline for more than a few minutes
- When the location becomes reachable again (power/Internet restored) a **StarWatch Info Alert** - that states your **StarBox Registration Restored** - is distributed as well, so you always know the status of your system

D-U-N-S Number for this company: 19-397-0824

Reliability	●●●●●●●●●●●●●●●●●●●●●●
Cost	●●●●●●●●●●●●●●●●●●●●●●
Order Accuracy	●●●●●●●●●●●●●●●●●●●●●●
Delivery Timeliness	●●●●●●●●●●●●●●●●●●●●●●
Quality	●●●●●●●●●●●●●●●●●●●●●●
Business Relations	●●●●●●●●●●●●●●●●●●●●●●
Personnel	●●●●●●●●●●●●●●●●●●●●●●
Customer Support	●●●●●●●●●●●●●●●●●●●●●●
Responsiveness	●●●●●●●●●●●●●●●●●●●●●●

### StarPath End-to-End Quality Advantages

- Compression with G.729a means 3X more calls and GREAT sounding voice
- Internet routing control from both ends (optimized routing)
- Quality of Service (QoS) priority for voice from end-to-end
- Traffic shaping end-to-end
- Quality weighted BGP routing end-to-end
- The entire call path is monitored end-to-end 24/7/365
- Star call quality testing every hour

### Highest Customer Satisfaction Ratings

- Dunn & Bradstreet independent survey on customer satisfaction gave Star2Star Communications a overall score of satisfaction across 9 different areas including cost, order accuracy, personnel, delivery, quality, support, responsiveness, business relations, and reliability



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