

## IF THE INTERNET GOES DOWN, YOUR BUSINESS STAYS IN BUSINESS

### Ensure Your Business Survival!

Natural disasters like hurricanes, earthquakes, or other unexpected events, remind us that phone systems, essential to our business success, are also vulnerable to a variety of disruptions. It may not be possible to eliminate all phone system failures, but a robust system design can minimize communication problems.

Fidelity SkyTalk solution's minimize vulnerabilities by delivering geo-diverse redundancy, high availability, and fault tolerance to ensure your customers can reach you more than 99.99% of the time. The system detects Internet connection failures and automatically routes customer calls through robust mobile services provided by Fidelity SkyTalk.

**"What happens if my Internet goes down?"** The Fidelity SkyTalk system monitors customer connections and automatically engages the cellular backup service when the Internet goes down. We also monitor cellular consumption while a customer's system is in backup mode, and pro-actively work with them offering options to minimize overage charges during prolonged Internet failures. Cellular service supports, telephone traffic, Point of Sale terminals, credit cards processing, and on-line (web-based) ordering. So even when the Internet is down, you keep doing business.

Our customer support and service is *Second to None!* Technicians are always available to help you make changes or solve problems. With a Fidelity SkyTalk phone system, you have a single number to call for any and all communication needs.



Our weather has never been more wild and destructive than it has in recent years, and the experts say, it's here to stay.

# Fidelity SkyTalk Communications Network



**The Fidelity SkyTalk Network** data centers feature geo-diverse redundancy and connection by multiple fiber paths to 5 Class A Carriers and Internet backbone providers. Each data center delivers both hardware and software redundancy. Customers can select a variety of backup and fail over options to fit their business needs.

## About Fidelity SkyTalk

Fidelity SkyTalk has provided optimized communication solutions to thousands of customers for over 30 years. We deliver superior service and technical support 24x7, best of breed equipment, and excellent pricing. Let us build you a custom communications solution that delivers return on investment, value, and functionality. Businesses that rely on their communications system for strategic and mission critical performance, rely on Fidelity SkyTalk.