FirstLight

OVERVIEW

FirstLight Fiber provides a full complement of cost effective, high quality, scalable telecommunications services, including private line, high speed Internet access, data center, cloud, managed and voice services to retail and wholesale customers throughout the Northeast.

KEY FEATURE AND DIFFERENTIATORS

FirstLight team members pride themselves on superior service with the understanding that our clients' mission-critical communications demand comprehensive, proactive support. Exclusively owns and operates an advanced fiber optic network, ensuring a high quality experience for customers. Operates 12 data center/colocation facilities with more than 130,000 square feet. One of the largest and densest fiber networks in the Northeast with reach into Canada.

LOCATIONS

41 State Street, Albany, NY 12207

Headquartered in Albany, NY with regional offices and employees in ME, NH, NY & VT

N/A

SERVICE OFFERINGS

TELECOM

FirstLight's Virtual PBX ("vPBX") is a cloud-based unified communications offering that eliminates the need to purchase and maintain your own PBX system.

Unlike most Virtual PBX systems that rely on third-party Internet connections, the FirstLight vPBX service is provided exclusively via a private, dedicated Ethernet connection on FirstLight's own fiber optic network, enabling the appropriate service level to ensure excellent call and voice quality without impacting your other Internet and data services.

Unlike many providers who require you to purchase lines and handsets on a one-for-one basis, FirstLight's Virtual PBX service allows you to order the number of call paths or "phone lines" that you need separately from the number of handsets, which allows you to optimize your costs.

FirstLight's cloud-based solution is an invaluable business tool that allows your

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IDEAL CUSTOMER PROFILE

FirstLight's clientele includes national telecommunications providers, CLECs, and leading enterprises, including healthcare organizations, high tech manufacturing and research facilities, financial institutions, law firms, colleges and universities, K-12 schools, public safety agencies, as well as local and state governments.

CUSTOMER TESTIMONIALS

THE OPPORTUNITY "With FirstLight's Ethernet service, SRPC is operating more efficiently. The service allows our practice to do more readings, and the connectivity between our offices and external work stations is instantaneous; our doctors can be anywhere and easily access the images they need." James Mooney, Administrator for SRPC Medical Imaging "With FirstLight's Ethernet service, SRPC is operating more efficiently. The service allows our practice to do more readings, and the connectivity between our offices and external work stations is instantaneous; our doctors can be anywhere and easily access the images they need." James Mooney, Administrator for SRPC Medical Imaging Schenectady Radiologists, PC (SRPC Medical Imaging) is a quality medical imaging services provider, operating imaging centers in Niskayuna and Guilderland, New York, as well as local hospitals since the 1970s. The physicians of SRPC are widely respected for their expertise and for leveraging the best technology available in order to provide comprehensive services delivered in a comfortable setting to their clients. Notably, SRPC was the first imaging services provider in the region to install an open MRI in a bright, sun filled room designed to put patients at ease. It was also the first to offer TV in a high-field

team to stay in touch wherever they work – whether on the road, in remote locations, or at their desk. FirstLight's voice solution offers the needed features and functionality a modern enterprise needs to thrive, including reliable, high quality Polycom® or Cisco® desk phones, unified messaging, desktop and mobile software with UC features like IM&P, video and more!

FirstLight ends the need for an expensive and proprietary on-premises system and comes with the features that make your business more productive—all at affordable monthly rates and unlimited calling packages.

DATA

As more and more businesses seek to leverage cloud-based applications, it is becoming readily
apparent that what companies need is Internet connectivity designed specifically to support
business customers.
FirstLight has been providing Internet access since 1998 with the philosophy that the greatest quality of service is provided not just by the highest possible connection speed, but also combined with superior peering arrangements and dedicated bandwidth delivered over a stable, fiber-based network.
FirstLight's Internet transit is backed by a combination of Tier 1 provider connections and numerous private peering connections throughout the Northeast, which reduces hop counts and improves the overall user experience. In fact, 50% of all Internet traffic on FirstLight's IP network is directly connected to the ultimate destination, reducing latency and improving response time.
To ensure high uptime, FirstLight's IP network employs redundant equipment, connections, and power supplies. The IP network is deployed regionally in a ring architecture with each region capable of operating independently. Internet traffic is redundantly routed over the company's fiber network with the ultimate survivability of two separate meshed core networks, allowing for no single point of failure within that core.
Local technicians in each market and 24x7x365 monitoring from our Network Operations Center (NOC) ensures that should an issue arise, the FirstLight team

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QUALIFYING QUESTIONS

How are you backing up your critical data today?
Are you managing your own secondary data center, and have you considered leveraging a cloud service provider instead?
Do you have a DR strategy in place to restore critical applications? What are your RTO and RPO objectives?
Do you currently have/use an on-site, off-site, or hybrid data center?

can quickly respond and address the situation.
Bandwidth from 1 Mbps to 10 Gbps

- Dedicated, fiber-based local loop
- Symmetrical connections
- Primary and Secondary DNS service
- 24x7x365 local service and support
- BGP connectivity supported
- IPv4 and IPv6 support
- Backed by strong SLAs

CLOUD

Reasons to Join FirstLight's Cloud

- Power and Speed – Whether it's Internet or WAN, FirstLight's customers are connected to the cloud on a low-latency network capable of speeds up to 100 Gbps.
- Savings – There's no need to buy and upgrade servers. With the cloud, shift from CapEx to OpEx, and reduce the total cost of ownership of your technology.
- Control – Our infrastructure and solutions are built to provide maximum control so you can manage your unique environment while still taking advantage of the benefits of cloud.
- Scalability – Guaranteed resources for processor, memory, and storage that you manage and reserve based on your organization's needs. Scale up or down whenever you need to.
- Security – Our facilities have 24x7 video surveillance and incorporate multiple layers of security.
- Eliminate downtime – Geographically redundant cloud infrastructure coupled with an awardwinning DR solution means a Recovery Point Objective (RPO) of seconds and a Recovery Time Objective (RTO) of minutes.
- High Performance Storage – For applications/databases that have high I/O

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requirements.

■ Support – Our support teams are staffed in our facilities 24/7 and ready to serve you. Unlike many
cloud providers, we don't charge customers for the ability to call us for help. Customer support is
included with our cloud services.

■ Easy Migration – We're with you every step of the way by providing dedicated project
management and migration tools to help ensure your cloud transition is a smooth one.

COLOCATION

FirstLight operates 12 geographically-diverse facilities with redundant, diversely routed Internet connections up to 10Gbps with low latency due to intelligent caching and peering.

■ Albany, NY
■ Brunswick, ME
■ Bangor, ME
■ Portland, ME
■ Portsmouth, NH (2)
■ Romulus, NY
■ Keene, NH
■ Manchester, NH
■ Lebanon, NH
■ Burlington, VT (2)

UCAAS

Unique Value of FirstLight UCaaS

FirstLight is a longstanding, award-winning Cisco Partner and the first provider in New York State certified to deliver the HCS platform. Our 14,000 route mile fi ber network integrates the local loop for your PSTN connectivity and FirstLight can provide unlimited bandwidth for all your communication and collaboration requirements.

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Our technicians and engineers bring years of experience delivering the most advanced communication and networking technologies to businesses. As a FirstLight customer, you can be sure that your migration to our UCaaS platform will be simplified and carefully managed every step of the way

DRAAS

In today's connected world, downtime is not an option. Although most people think business disruption stems from catastrophic weather incidents such as tornadoes, ice storms, or lightning storms, the primary causes of downtime are much more ordinary. The top five causes of downtime* are hardware failure, power loss, software installs/upgrades, ransomware/security breaches and accidental deletion of data. With FirstLight's Disaster Recovery as a Service, you can help protect yourself from these common situations and rest easy knowing your critical applications and data are replicated to a secure, cloud-based DR site.

Everything You Need in One Solution – We provide the replication and automated recovery software, the
cloud computing resources and the network services that your company will need to help eliminate downtime.

■ Quick Data Recovery – Automated recovery that simplifies your DR plan during a downtime event means
that your critical applications restore online within minutes and your IT staff isn't burdened by complexity.

■ Continuous Replication Without the Sacrifice – By replicating changes to your environment in real time,
you'll have an aggressive recovery point objective (RPO) of just seconds. Better yet, using unique technology
powered by Zerto™, your production environment will not be negatively impacted by snapshots or other
methods of replication common with other solutions.

■ Simple, Budget-Friendly Pricing – There's no longer a good excuse to go without a good DR plan.
DR with FirstLight is simple, affordable and scalable.

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IAAS

Network

■ Carrier grade infrastructure

■ Redundant, diversely routed Internet connections up to 10 Gbps with available private peering to FirstLight's Tier 2 Northeastern Network

■ Dedicated Private Line EPL, EVPL, and E-LAN (Protected or unprotected) connections up to 100 Gbps

Safety and Security

■ 24x7 video monitoring

■ Fully alarmed and monitored

■ Security cameras throughout facility

■ Dual perimeter fences

■ Customer access limited to pre-registered personnel

■ Computer room secured by two-factor authentication

■ Secure work spaces available for clients

■ Double interlock valve dry pipe with dual fire sensor alarm system

Power

■ Commercial power; single substation to dual path power feeds; independent A and B power feeds connected to every rack

■ 2N power design

■ Dual independent 750kW generators

■ 2 ATS, 2 UPS and PDU

■ 12-15 kW usage in liquid-cooled rack

■ Supports AC 120v AC, 230v AC single and 208v three-phase

■ Single A, and A+B feeds

■ 2N HVAC cooling

Compliance

■ , HIPAA compliant, SOC 2 Type 2 certified

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■ Meets Tier III Standards

SDWAN

SD-WAN Foundation provides fundamental branch management, increased visibility and enhanced network security in order to manage your WAN efficiently and cost-effectively. Its cloudbased platform allows your organization the flexibility to grow and scale when and where you need.

Features:Cloud dashboard for centralized management, alerts and analytics

■ Self-provisioning VPN network link failover, and basic application load sharing

■ Next generation firewall with URL filtering, advanced malware protection and intrusion prevention/detection services

■ Safe search and YouTube filter for schools and libraries

■ Client-to-site VPN

SD-WAN Advanced takes it a step further by separating data and control planes to quickly establish an SD-WAN fabric to connect data centers, branches and colocation facilities. This provides a highly flexible software-defined network architecture, enabling unlimited topologies and segmentation for security and application performance.

Features: Orchestration engine provides streamlined management, application visibility, deep analytics and telemetry

■ Highly scalable, transport-independent network fabric overlay provides superior application performance, link load balancing and instantaneous link failover

■ Firewall with stateful packet inspection

■ Unlimited segmentation and topologies

■ Cloud onRamp for SaaS enhances cloud application performance

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