

WHAT SETS US APART

MOREnet's robust fiber backbone and network access effectively supports the performance that our value-adding services demand. Learn more about your MOREnet connection and use this checklist and Q&A to ensure that your Internet connection is meeting your needs.

Can your Internet Service Provider offer you these value-added services? MOREnet does.

- » Full Committed Information Rate (CIR)
- » Same Upload/Download Speeds
- » Low Customer to Internet Bandwidth Ratio
- » Low Customer to Backbone Bandwidth Ratio
- » Backbone Latency < 10ms
- » Multiple Tier 1 Internet Providers
- » Access to Internet 2
- » Router Management
- » Domain Name Services (DNS)
- » Technical Support
- » BlackHole DNS
- » Security Assessment Services
- » Threat Monitoring and Incident Response
- » Good Net Neighbor
- » Network Utilization and Device Statistics
- » Network and Cybersecurity Training
- » E-rate Assistance
- » Filing Assistance for the Healthcare Connect Fund

Quality of Service (QoS)

QoS is critical when using applications such as video-conferencing or Voice-Over-IP (VoIP). ISPs may or may not ignore QoS markings. We honor QoS markings on our backbone to ensure low-latency and jitter for critical applications.

QUESTIONS YOU SHOULD ASK

- Will the ISP honor QoS markings to the Internet?

Upload/Download Bandwidth Speeds

Many ISPs provide broadband services with asymmetrical bandwidth; that is, the download bandwidth is higher than the upload bandwidth. For organizations who host web sites for students, parents, clients, or patrons, upload data to servers at another site, or use videoconferencing, the upload bandwidth may be insufficient. If you have a 100 Mbps circuit with us, you can upload and download up to 100 Mbps simultaneously.

QUESTIONS YOU SHOULD ASK

- What is the upload speed offered by the ISP?
- Can the ISP provide synchronous bandwidth on your circuit?

Network Monitoring and Router Management

We configure, monitor and trouble shoot connectivity issues for all MOREnet connections. We are your liaison with the provider so you can focus on other important matters. In addition, we offer online tools for you to view information about your circuit, your router, and set up paging to notify you when your connection goes down at the same time we're notified."

QUESTIONS YOU SHOULD ASK

- What are the ISP's router management, connection monitoring and support services?
- Does the ISP have an online portal offering real-time utilization statistics and reports?

Oversubscription

Many providers "over-subscribe" their networks meaning they are counting on everyone not using their bandwidth at the same time. Your bandwidth throughput or performance is determined by the ISP's subscription rate. We understand the need for high performance during high-volume times of the day, so we do not oversubscribe our network.

QUESTIONS YOU SHOULD ASK

- What is the ISP's oversubscription rate for its backbone?
- What is the ISP's oversubscription rate for Internet access?
- What are the ISP's peak utilization statistics for the past quarter?

Dedicated Internet Access

Unlike DSL and cable modem providers who offer broadband services, we provide a dedicated connection from your location to our network. Since the connection is dedicated, you don't have to worry about sharing bandwidth.

QUESTIONS YOU SHOULD ASK

- Will your circuit have a dedicated connection to the ISP's network?

IP Addresses

ISPs normally provide a small number of free IP addresses with a connection but will charge extra for addresses. We provide both IPv4 and IPv6 addresses at no additional charge with a MOREnet connection.

QUESTIONS YOU SHOULD ASK

- How many IPv4 addresses come with your circuit purchase?
- If more are needed, what is the additional cost?
- Can the ISP provide IPv6 addresses?
- How many IPv6 addresses come with your circuit purchase?
- If more are needed, what is the additional cost?

Infrastructure Protection

Our highly-trained Cybersecurity team is dedicated to assisting members with security incident response as part of having a connection to our network. Our experts also provide security consulting, training, news updates and alerts for the members of the consortium.

Threat Monitoring and Incident Response - We monitor and respond quickly to security related events such as DDoS attacks. In the event of malware or other threats, our team of experts support members as they mitigate and address known security incidents within their own networks and guide them on best practices to help to prevent future incidents

BlackHole Domain Name Service - BHDNS identifies and blocks malicious websites, preventing costly clean up and restoration of local computers.

Good Net Neighbor - GNN blocks the ports most commonly used by malware, scanning and spam.

Security Alerts and Updates - Our experts distribute a security newsletter each Friday with the latest in security management and online threats.

Training - We host regional meetings, webinars, online training, in-house training and intensive boot-camps offering professional development on all things Cybersecurity. We often bring in experts as guest speakers who are right on the LC Cybersecurity front-line offering the latest insight to security-related incidents and treats.

Security Assessments - The Cybersecurity Risk Assessment Service is a study of your organization's security posture. The assessment, performed with an on-site visit and completion of a security questionnaire, looks for weaknesses in your security posture that could pose a risk if not addressed.

QUESTIONS YOU SHOULD ASK

- Does the ISP provide security services? If so, what?
- Does the ISP offer services such as GNN and BHDNS?
- What is the ISP's protocol for threat monitoring and mitigation?
- What type of training services does the ISP offer with their connection?
- Does the ISP practice in proactively alerting you to security threats??
- Does the ISP offer up-to-date training to your staff and end-user? If so, what is the additional cost for this?