

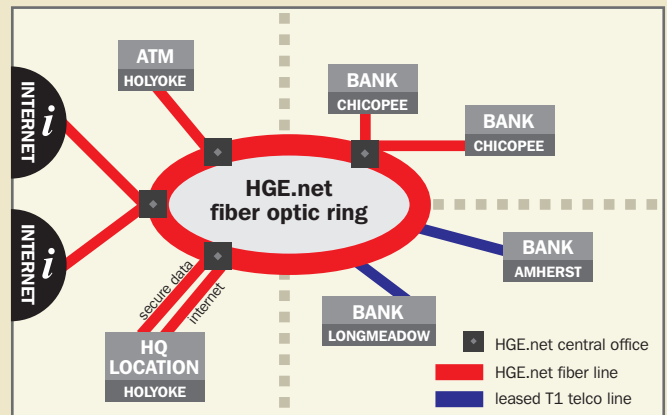
# connect all of your sites with a single secure network.

## Multi-Site Networking

With this service we can establish secure high-speed connections between multiple customer sites. For sites located on the fiber network (Holyoke, Chicopee, and Downtown Springfield) we can offer links at speeds up to 1 Gbps (Gigabit per second). That's nearly 18,000 times faster than a dial-up connection and nearly 650 times faster than the T1 copper lines that businesses have traditionally used to link multiple sites together.

Outside of the fiber network footprint, we can utilize leased T1 (1.54 Megabits per second) or fractional T1 copper lines to link branch offices anywhere in the 413 area code. For example, a local bank uses the HGE.net network to seamlessly and securely connect over a dozen branches and ATM machines on a single network. networking services.

We are the only local internet provider capable of offering these services.



above: a diagram showing how multiple sites can be linked to the HGE.net network

## advantage: hge.net

### Fast Installation

most new fiber optic installations are completed in 2 weeks. (or less!)

### Local Ownership, Local Service

our technicians live and work in the community, offering prompt response

### Fast Internet Links

over 300Mbps in fault-tolerant Tier 1 internet connections

### fiber optic internet is now available in Chicopee!

fiber services in Chicopee are provisioned in  
cooperation with Chicopee Electric Light



to learn more about how HGE.net  
can empower your business  
contact us at (413) 536-9444

# why should you choose hge.net?

HGE.net has constructed an advanced fiber optic network in Holyoke, Chicopee and in Downtown Springfield at the Towersquare and Monarch Place office towers. HGE.net currently connects several hundred business customers to this network, delivering internet content to well over 10,000 computers each day.

HGE.net has assembled a diverse team of employees to support these services, drawing top talent from local telephone and cable television providers. HGE.net offers 24-hour locally-based customer support, and a smart network that alerts us to potential connection problems before they are experienced by our customers.

The redundant design of our network has resulted in a fiber backbone that has not had a single interruption since its installation. And the secure nature of the technology employed on that network has passed rigorous audits, meeting requirements of both the FDIC (Federal Deposit Insurance Corporation / banking industry) and HIPA (Healthcare Information Privacy Act / medical industry).

Our next generation fiber optic technology is also extremely flexible, allowing customers to increase their internet connection speed in as little as 24-hours. This feature can allow customers to "test" a higher speed connection to see what level of service is required when evaluating a potential new internet application. No other local internet provider offers this level of service to their customers.



**to learn more about how HGE.net  
can empower your business  
contact us at (413) 536-9444**

## **How long does it take to install a fiber connection after HGE.net receives approval from the customer?**

Typically the construction of the fiber line and provisioning of internet service will take 2-3 weeks. This compares very favorably with install times from telephone and cable tv companies.

During the installation process, the fiber line is usually brought into the customer's building with an existing electrical service. (HGE.net is able to do this as the special di-electric fiber cable we use cannot conduct electrical current)

Within the customer's facility, we will mount an enclosure box and will terminate the fiber connection inside this box. Inside of this enclosure box we install a converter that translates the fiber optic signal into a standard copper ethernet connection.

Once the physical connection is established, HGE.net technicians provision the customer's service on our switch and provide the customer with IP, DNS (domain name server), and mail server information.

## **I've seen ads from other companies promoting business internet connections as low as \$29.99/mo. Why does HGE.net service cost more?**

While other internet providers may advertise a low price in their headlines, in reality their low-cost service doesn't meet the basic needs of most business customers.

All low-cost services only include a dynamic IP (internet protocol) address. The IP address is analogous to a physical street address of a business. With a dynamic IP address this location can change from hour to hour, as it is never fixed or static. Other internet users or devices looking to contact the company's mail or website server will never know exactly where to look. Having a dynamic IP address would be similar to changing your building each day thus leaving delivery people, postmen, and even potential customers would never know exactly where to find your location... or have any idea where your company might be located tomorrow.

Not surprisingly, these providers also offer higher priced services (typically \$100 per month or more) that provide a static, or permanent, IP address. This type of IP address doesn't change like a dynamic IP service. HGE.net connections are only offered with static IP addresses.

In addition, these lower cost DSL and cable services often use different customer support call centers than more expensive rate plans. Often these call centers are located outside of the US, and in many cases outside of North America. HGE.net customers enjoy local technical support services from employees who live and work in the region.

And finally, there are inherent advantages to a fiber optic connection verses a service that is delivered over a copper line or coaxial cable. These include: dedicated connection speeds, flexible bandwidth options, and expedited service restoration.