



CUSTOMER SECURITY + SUPPORT

STAY SAFE WITH US

In a fast-changing business landscape, you need IT solutions that connect you to your customers, vendors, employees and others — securely and reliably. That's what US Signal delivers — and these are a few of the ways we do it.

TECHNICAL OPERATIONS CENTER (TOC)

From equipment failure to a DDoS attack, IT issues happen — often at the most inconvenient times. Whatever the problem and whenever it occurs, the US Signal Technical Operation Center (TOC) is here for you 24/7/365.



SUPPORT METHODOLOGY

- + Has a service level objective of 30 seconds or less for a live technician answering the line — and a consistent record of 16-second or better response times
- + Employs a three-tier support response:
 - Tier 1** - Your initial contact, who answers the phone, will collect the pertinent information and resolve the issue in under 30 minutes. If not, it goes to the appropriate Tier 2 specialist.
 - Tier 2** - Tier 2 specialists deep dive into issues, resolving them within 8 hours. You'll receive an update every hour. If an issue requires more time, it's escalated to the Tier 3 team.
 - Tier 3** - Tier 3 specialists work with US Signal's Engineering team to resolve the most complex issues. Updates are provided hourly.



CHANGE MANAGEMENT

- + Coordinate scheduled maintenance and validate methods of procedure.
- + Plans scheduled maintenance activities (usually occurs between midnight and 6:00 AM.)
- + Notifies customers of maintenance activities in advance to allow ample time for planning



SURVEILLANCE

- + Deploys and maintains leading-edge monitoring assets for all core and edge service elements.
- + Triage assess alerts to identify issues and causes to determine impact to services.
- + Works seamlessly with US Signal engineering team to orchestrate remediation activities. US Signal's own crew of skilled technicians handle cable repairs quickly so there's no waiting for a third-party.

SECURE BY DESIGN

In addition to the TOC's around-the-clock availability, US Signal implements a wide variety of processes, technologies, and services to ensure the availability and reliability of its network, cloud and data center infrastructure and the services they power.



NETWORK FEATURES

- + Leading-edge security measures and protocols to fortify the network and protect it from the evolving threat landscape
- + Fully redundant network architecture with distributed core router pairs throughout the Midwest to avoid geographic and equipment single points of failure
- + Path-protected circuits across the core network that switch to backup paths in less than 50 milliseconds for imperceptible disruption
- + Cisco-powered optical transport networks connecting over 250 sites in eight states (99.995% availability SLA)
- + 100 GB-capable DWDM routes supported by core 200 GB and 400 GB trunks with multiple 100 GB customer handoffs on selected routes
- + MEF 3.0 Certified network to support the full suite of E-Line, E-LAN, E-Access, and E-Tree transport services
- + Protect primary Optical Wave circuits with an optional geographically diverse backup circuit
- + Flexible and dedicated bandwidth options up to 100 GB with guaranteed SLA
- + 9,500 miles of wholly owned ultra-low latency fiber with diverse paths to the Internet and a resilient network topology
- + Over 140 peering partners, 5 upstream transit providers, and several Tier 1 peering relationships with transiting partners



DATA CENTER + CLOUD INFRASTRUCTURE FEATURES

- + All critical facility components redundant
- + Efficient cooling solutions keep temperature and humidity levels consistent
- + Strategically located in business-friendly, mid-sized cities throughout America's heartland — considered one of the safest geographical areas and protected from weather related events
- + SSAE 18 and audited for compliance with HIPAA/HITECH, PCI DSS, SOC 1, TYPE 2, and SOC 2, Type 1 and certified under the EU-US Privacy Shield Framework and Swiss-US Privacy Shield Framework
- + Defense-in-depth strategy
- + Routine maintenance, capacity planning and life cycle management programs in place to ensure the highest availability for our customers.



TECHNOLOGIES

- + Redundant firewall clusters with full threat management capabilities
- + Host-based intrusion detection, passive network detection, firewall-based IPS, net flow monitoring, and DNS security
- + Two-factor authentication
- + Endpoint protection platform that includes workstation encryption
- + Mobile Device Management (MDM) software on all corporate owned devices and any employee-owned devices used to access US Signal services
- + SIEM platform for centralized log collection

DATA CENTER + CLOUD INFRASTRUCTURE FEATURES

	Detroit Metro	GR East	GR South	Southfield	Oak Brook	Indianapolis	South Bend	Madison
24/7x365 Monitoring, Facility Access & Support	✓	✓	✓	✓	✓	✓	✓	✓
Raised Data Center Floor — 24 inches	✓	✓						
Biometric Iris Scanners (in & out)	✓	✓	✓	✓	✓	✓		✓
Digital Video Surveillance with 90 Day Retention	✓	✓	✓	✓	✓	✓	✓	✓
Fenced Perimeter	✓	✓						
Locked Cages & Cabinets	✓	✓	✓	✓	✓	✓	✓	✓
24/7 Security / Staffed Sites	✓	✓						
Clean Agent Art Fire Suppression	✓	✓	✓	✓	✓	✓	✓	✓
Building Access System - Records & Controls Access	✓	✓						
N+N or N+I HVAC	✓	✓	✓	✓	✓	✓	✓	✓
Escorted Access with 24 Hour Notice	✓	✓	✓	✓	✓	✓		
Reinforced Pre-Formed Cement Walls	✓	✓						
Fully Redundant Power Options	✓	✓	✓	✓				
Intrusion Alarm System	✓	✓	✓	✓	✓	✓	✓	✓
Logically & Physically Secure	✓	✓	✓	✓	✓	✓	✓	✓
HIPAA, PCI, & SSAE 18 SOC and SOC II Audits	✓	✓	✓	✓	✓	✓	✓	✓
Perimeter Gate Card Access	✓	✓						
Remote Hands	✓	✓	✓	✓				



DISASTER RECOVERY READY

- + Five disaster recovery trailers, a command trailer, and portable generators strategically located throughout US Signal's service area and on stand-by to assist in restoring core network infrastructure in emergency outage situations.
- + Yearly disaster recovery drills ensure US Signal personnel stay familiar with DR procedures and equipment.



INFORMATION SECURITY PROGRAM

- + Vulnerability and patch management program to ensure security vulnerabilities are identified, scored, and remediated
- + Multiple third-party threat intelligence services
- + Daily vulnerability scanning by US Signal's Security Operations Center, and quarterly by an external PCI ASV
- + Annual third-party internal and external penetration testing
- + Business Impact Analysis and Risk Assessments conducted on an ongoing basis to manage US Signal's risk profile
- + An internal audit organization utilizing CISA certified staff using ISO-19011 as the reference architecture for the planning, conducting, and reporting of the internal audit program
- + Risk-based business continuity and disaster recovery (BC/DR) plan
- + An incident response plan and team
- + 24/7/365 in-house Security Operations Center

WHAT YOU NEED IS WHAT YOU GET

Few IT service providers can match the responsiveness, reliability, and security that US Signal offers. It's all part of our commitment to putting you first – and delivering the services and support you need at the level of quality you expect.

GET STARTED NOW

Talk to a US Signal Expert



MINNESOTA

Minneapolis Eau Claire Wausau

WISCONSIN

Green Bay
Appleton
Oshkosh
Milwaukee
Madison
Rockford
Northbrook
Oak Brook
Chicago
South Bend
Kokomo
Lafayette
Marion
Anderson
Indianapolis
Bloomington
Champaign
Springfield
Mattoon
Bloomington
Centralia

IOWA

Des Moines Cedar Rapids
Davenport
Iowa City

MICHIGAN

Traverse City
Mt. Pleasant
Grand Rapids
Holland
Muskegon
Saginaw
Lansing
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Southfield/Detroit

PENNSYLVANIA

Cleveland Youngstown
Akron Pittsburgh

OHIO

Lima
Dayton
Columbus

WEST VIRGINIA

VIRGINIA

INDIANA
Evansville

KENTUCKY

Louisville

ILLINOIS

- Active & Dark Fiber Routes
- Data Centers
- Upstream Provider Peering Locations
- ★ Cloud Pods