



Corporate Headquarters

1-888-509-5551
North Star Building
2210 Hewitt Avenue
Suite 403
Everett, WA 98201

Service Portfolio

Internet Access

T1 [DS-1]SDSL
IDSL
netDIRECT DSL
ADSL
T3 [DS-3]

Managed Services

Routers
Network Security
Network Monitoring
IP-SEC VPN
SSL VPN
Security Auditing

At a Glance

- Founded 2003
- Financially Strong
- 10,200+ Central Offices
- Internet Access
- Managed Services
- 800+ Field Technicians

Overview

Telnes Broadband is a privately held Nationwide Internet & Managed Service Provider focused on 100% customer satisfaction. Currently, Telnes provides Internet access out of more than 10,200 Central Offices in the United States with over 800 local service technician partners. Our services connect offices, provide access to the Internet, manage technologies and secure networks.

Telnes is dynamically different than other ISPs; over 99% of our customer base is comprised of business and government users. By focusing and exclusively servicing the most demanding users, Telnes is able to better understand our customers ever changing needs. Understanding specific needs, allows us to provide unique services that create tangible value for our customers.



"Building strong relationships through superior service."

Our simple idea: "Everything we do is built upon making the customers experience better." We started by analyzing everything that frustrated us about service companies: waiting on hold, voice queues, poor response time, unfriendly people, people that don't understand your needs and their product... ultimately, the answer to all of these problems is being able to speak to the right person, quickly.

We focus on providing our customers and partners with the "right person" and make sure every business decision we make is centered around improving the experience of our customers and partners.

Helpful
People

Smart
Processes

Powerful
Technology

Technology Partners



Broadband Built for Business



Customer Success

"I am amazed that this quality of service exists!"

I am amazed that this quality of service exists! There is always someone to answer my calls. No need to wait for hours on the line. With Telnes I was able to get the DSL service within a week. I couldn't get it from Verizon for more than a month. I am happy.

Abigail | Star___ Inc.

"The best experience we've ever had"

We've had T-1's from Verio, MCI and Qwest. This is honestly the best experience we've ever had. Thanks!

Steve | X___ Software

"We have been fortunate to deal with such a reliable company"

I was very pleased with the service we received from Telnes. Both my account managers were super helpful during the whole installation and setup process. After running the T-1 line for the last two months, we have been fortunate to deal with such a reliable company. Thanks.

Marty | H___ Solutions, Inc.

CUSTOMER APPROVAL RATING

Service / Sales

97.8% Say Excellent

Connection Quality

98.9% Say Excellent

Installation

97.8% Say Excellent

Frequently Asked Questions

How reliable are Telnes Broadband's services?

Telnes managed Internet services run over one of the worlds largest networks. We utilize the largest last mile CLECs and ILECs to transfer your data traffic to 16+ Points-of-Presences where multiple providers peer. Multiple redundant Tier 1 backhails are used to handoff our on-net Internet access to Level-3 Communications. Level 3 provides one of the largest and most reliable networks used by carriers in the world. All of our dedicated Internet access circuits are backed by a full service level guarantee with 24/7 network monitoring from our Network Operations Center. We offer the same network quality as the largest carriers, but provide superior customer support, monitoring and prices.

Why haven't I heard of Telnes before?

Telnes distributes services exclusively through technology professionals and broadband consultants. We grow our business by word of mouth. Our referral partners are some of the most knowledgeable in the tech industry and recommend Telnes because they know and trust the quality of Telnes services and support. Because of our strong referral network, we do not spend excessive dollars on marketing and branding endeavors. This allows us to invest more money towards customer support services and allows Telnes to offer you lower rates than other carriers. We stand behind our services with one of the highest customer retention and satisfaction rates in the industry and offer you strong service level guarantees for uptime, latency, packet loss and response times.

Does Telnes just provide Internet access?

No, we also offer managed network services that simplify complex network setup and management of VPNs, network design and security. Many of our customers add our Managed Security Service to their T1 service to protect their network from viruses, spyware and hacks while enabling secure remote network access. Our Managed Secure T1 service typically saves the average customer \$25,000+ each year from increased productivity and cost savings for a affordable monthly service fee.