Proactive Monitoring
Less disruption. More peace of mind.

Minimize the mean time to restore your connection.

A cut fiber line, a flipped power switch, an equipment failure – these are just a few examples of what can cause an unexpected disruption in your Internet connection.

MegaPath Proactive Monitoring service constantly checks the status of your MegaPath Internet connection—24/7/365. If we detect an issue, we will automatically contact you via email, create a trouble ticket, and quickly work to resolve the issue and minimize your network downtime. Using our self-service portal, you can stay in control of notification schedules and more.

Stay in the Know

Find out immediately when there is a disruption of your Internet access circuit, even if you are not in the office. MegaPath will send a notification to the email address you specify. We can even send notifications to multiple email addresses, so your delegates or direct reports stay informed as well.

Service Restored, Sooner

MegaPath Proactive Monitoring service constantly checks the status of a MegaPath-provided circuit with a static public IP address—24/7/365. The moment an issue arises, the service automatically creates a trouble ticket for MegaPath Support. This minimizes downtime because MegaPath can immediately begin resolving the issue and restore your service quickly.

Stay in Control

There may be times when you don't want to receive notifications. For example, if you run your point-of-sale transactions or other batch processing during a particular time period, our monitoring service may not be able to reach your router because of the high levels of activity on your network. You can set a schedule for receiving notifications so you don't receive false positive notifications. Simply log into the MegaPath Customer Portal, or call our friendly support team any time.

Availability

MegaPath Proactive Monitoring is included at no additional cost with the purchase of selected MegaPath T1, Bonded T1, Symmetric Ethernet, and Fiber circuits.

Proactive Monitoring is available for other MegaPath Business Internet services.

For details, speak with your MegaPath Sales Representative.

The MegaPath Advantage

Complete Service Portfolio
We offer a full range of business voice, data, security and hosted IT services.

Proven Expertise
We've been serving businesses with innovative communications services since 1996.

One provider. One bill.
Reduce the time, cost and complexity of managing multiple providers and bills.

Experienced Customer Support
Our knowledgeable technical experts respond quickly and efficiently 24/7/365.