



# Information Technology Solutions, LLC

**ITS Key West**

**PO Box 4193**

**Key West, Florida 33041**

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To whom it concern,

This letter is regarding Internet Service Redundancy in Key West, Florida. There are 2 main Business Internet Service providers in Key West; Comcast Business & AT&T. Both companies have their pros & cons regarding Internet Service Tier Options & Customer Service.

No matter which company you choose, however, Internet Service interrupt is quiet frequent in Key West due, in part, to the aging infrastructure in need of repairs & upgrade. It seems that when Key West has heavy rains & flooding, the Internet Service from both companies experience issues. I witnessed this myself, first hand, as a former AT&T installation technician in Key West.

I recommend obtaining both Comcast & AT&T internet Services for Redundancy and have those Internet Services managed by a Dual Gateway Load Balance & Failover Services Firewall Router Switch. This would manage both Internet Services in case the Primary Service does fail; the Secondary Service will take over as Primary. The cost of Internet Services varies depending on the Tier, Location of Service, and Budgeting, having the highest Tier does not guarantee better Service. But simply having a Secondary Internet Service is the key to having Redundancy for Critical Safety operation of Machinery that requires Internet connectivity for offsite monitoring.

Thank You,

**Herbert Ramirez**

**Owner & Constant**

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