5x5 TELECOM
INTERNET, CYBER, EDGE AI & MANAGED SERVICES

Solution brief · Internet backup and failover

Keep your business online when a connection fails

5x5 Telecom provides your primary connection, or both lines, and designs the failover, so a second connection on a different path takes over when the first has a problem.



A second line on a different path

Two lines that share a path

Two providers can still share a conduit, a building entry point or a carrier route, so one event can cut both.

Two paths, planned by one team

When 5x5 supplies both lines, we plan them on separate paths, such as fiber with fixed wireless or dual fixed wireless.

Why businesses choose 5x5

Failover that happens automatically

A router or managed SD-WAN moves traffic to the connection that is working, and we monitor both lines.

One team for both lines

One team designs the connections and the failover and takes the call when something breaks. US-based support team. First reply within 60 minutes.

99.999% availability in writing

For SLA-backed services, we commit to at least 99.999% network availability, subject to the SLA.

What we provide

Connections

- Dedicated internet access
- Fixed wireless, with the same SLA as our fiber service
- 5G and 4G LTE as a primary or backup
- Metro Ethernet

Failover

- Automatic failover
- Managed SD-WAN
- Best-path routing
- Managed firewall/router

Phones during an outage

- Softphone app on computers and smartphones
- Call forwarding
- Simultaneous ringing
- 24/7 US-based support

How it works

Tell us about your office

Share your address and the connections you have today.

Choose the setup

5x5 for both lines, or for the primary with your current line as backup.

Install and set up failover

We confirm the install schedule when we prepare your quote.

Monitored and supported

We watch both connections, with 24/7 US-based support.

Plan your backup connection

Send your address and the connections you have today. We put together a free custom quote with no obligation.

(866) 595-8353
thesmartchoice@5x5tele.com
5x5tele.com/guides/business-internet-backup-and-failover
24/7 US-based support