

1 Locally-based Service and Support

The hallmark of what we do at FirstLight. Responsive support 24x7x365 from a person ready, willing and able to address and resolve problems.

2 Customized Solutions

It's not about us, it's about you. We take the time to listen to your needs and tailor a solution that solves your most pressing challenges.

3 Complete Portfolio of Solutions

We enable our customers to compete effectively in the digital age with solutions that span from fiber optic-based Internet and private networks to voice and cloud computing.

4 Ultra-low Latency Network

FirstLight's all fiber network is purpose-built for modern enterprises that require superior performance and speed.

5 Redundancy that Addresses the 'Big City' Problem

FirstLight has built multiple peering points to support redundancy out of the region. This includes a route for traffic through Montreal that avoids the single point of failure that many carriers have when converging traffic through major cities such as New York City and Boston.

6 Robust Cloud Computing Infrastructure and Data Centers

FirstLight owns multiple Tier III data centers strategically located throughout its footprint. These facilities serve as the foundation for its own cloud computing (IaaS), disaster recovery and backup solutions. When combined with FirstLight's ultra-low latency fiber network, organizations can achieve the performance and scale they need to support their cloud strategy.

7 The Better Internet

When it comes to network speed and performance, content caching and direct peering can make a huge difference. At FirstLight, we go to great lengths to consistently improve the quality of your Internet experience by peering with major networks and caching content within our network. We're one of the only providers to offer both an availability and quality SLA with our Internet service, proof that we make good on our promise to deliver a truly superior product.

8 Bandwidth, Bandwidth and More Bandwidth

We overbuilt our network with you in mind, to support your needs today and well into the future. FirstLight provides up to 100 Gbps of bandwidth with the kind of quality and service that only a true facilities-based provider can deliver.

9 Dependable Voice/Unified Communication Solutions

Although voice services may seem like a relic of the past, your communication with customers and colleagues is still critical to achieving your goals. FirstLight provides traditional services like PRI/SIP trunks, as well as a full-featured, cloud-based phone system with modern Unified Communications (UC) tools to make collaboration and communication more effective.

10 The Whole is Greater Than the Sum of Our Parts

When we set out to build this company, we did it to serve our customers in a way that no one else could. By building ultra-low latency fiber networks and combining them with cloud and voice services, we're able to provide a value that is greater than the sum of its individual parts. But in the end, even the most beautifully designed network or service isn't worth a thing if it's not well supported. Ensuring that our customers achieve their technology and business goals is and will remain the top priority for all of us at FirstLight.