



Electric Service Areas

These are the current areas in which Electric is able to provide service for its customers.

We are constantly expanding our scope of supported service areas. If you have questions about support for a specific location not listed below, please speak with your Account Executive.

Supported Locations: Cities where Electric can provide Network Management, including support for onsite projects.

Emergency SLA Locations: Cities where Electric can provide 3 hour SLA for emergency onsite support. Network Management must be included to access Emergency Onsite SLA.

Service Details by City and State

Service Area - City	Service Area - State	Supported Location	Emergency SLA Location
Atlanta	GA	✓	✓
Austin	TX	✓	✓
Baltimore	MD	✓	✓
Boston	MA	✓	✓
Charlotte	NC	✓	✓
Chicago	IL	✓	✓
Columbus	OH	✓	✓
Dallas	TX	✓	✓
DC	DC	✓	✓
Denver	CO	✓	✓
Detroit	MI	✓	✓
Houston	TX	✓	✓
Las Vegas	NV	✓	✓
Los Angeles	CA	✓	✓
Memphis	TN	✓	✓
Miami	FL	✓	✓
Minneapolis	MN	✓	✓
Nashville	TN	✓	✓
New Orleans	LA	✓	✓
New York City	NY	✓	✓
Philadelphia	PA	✓	✓
Phoenix	AZ	✓	✓
Portland	OR	✓	✓
Reno	NV	✓	✓
Sacramento	CA	✓	✓
San Diego	CA	✓	✓
San Francisco	CA	✓	✓
San Jose	CA	✓	✓
Seattle	WA	✓	✓
Albany	GA	✓	
Albany	NY	✓	
Albuquerque	NM	✓	
Annapolis	MD	✓	
Asheville	NC	✓	
Augusta	ME	✓	
Bartlett	IL	✓	
Baton Rouge	LA	✓	
Bay Village	OH	✓	
Bellevue	WA	✓	
Bend	OR	✓	
Bentonville	AR	✓	
Birmingham	AL	✓	
Boca Raton	FL	✓	

Boise	ID		↙	
Bridgeport	CT		↙	
Burlington	VT		↙	
Canal Winchester	OH		↙	
Carmel	IN		↙	
Carson City	NV		↙	
Centerville	UT		↙	
Charleston	WV		↙	
Chesterfield	MO		↙	
Cheyenne	WY		↙	
Cincinnati	OH		↙	
Cleveland	OH		↙	
Cochranville	PA		↙	
Columbia	SC		↙	
Concord	NH		↙	
Converse	TX		↙	
Costa Mesa	CA		↙	
Dayton	OH		↙	
Decatur	IL		↙	
Des Moines	IA		↙	
Dover	DE		↙	
Downey	CA		↙	
East Haven	CT		↙	
Edwardsville	IL		↙	
Eerie	PA		↙	
Elizabeth	CO		↙	
Elk Grove	CA		↙	
Elkhart	IN		↙	
Fort Collins	CO		↙	
Fort Lauderdale	FL		↙	
Fort Wayne	IN		↙	
Frankfort	KY		↙	
Freehold	NJ		↙	
Frisco	TX		↙	
Gainesville	VA		↙	
Grand Rapids	MI		↙	
Greensburg	PA		↙	
Harrisburg	PA		↙	
Hartford	CT		↙	
Hattiesburg	MS		↙	
Henderson	NV		↙	
Hiram	GA		↙	
Hollywood	FL		↙	
Honolulu	HI		↙	
Indian Trail	NC		↙	
Indianapolis	IN		↙	
Irvine	CA		↙	
Jackson	MS		↙	
Jackson	TN		↙	
Jacksonville	FL		↙	
Jefferson City	MO		↙	
Jefferson Township	NJ		↙	
Kansas City	KS		↙	
Kansas City	MO		↙	
Kennesaw	GA		↙	
Knoxville	TN		↙	
Kokomo	IN		↙	
Lansing	MI		↙	
Lincoln	NE		↙	

Little Rock	AR	✓
Livonia	MI	✓
London	UK	✓
Louisville	KY	✓
Madison	WI	✓
Manchester	NH	✓
Marion	IN	✓
Mechanicsburg	PA	✓
Middleburg	FL	✓
Milwaukee	WI	✓
Montpelier	VT	✓
Monument	CO	✓
New Bedford	MA	✓
New Castle	DE	✓
Newark	NJ	✓
North Las Vegas	NV	✓
Oak Ridge	TN	✓
Oakbrook	IL	✓
Odessa	TX	✓
Oklahoma City	OK	✓
Olympia	WA	✓
Omaha	NE	✓
Orlando	FL	✓
Osprey	FL	✓
Overland Park	KS	✓
Parma	OH	✓
Pierre	SD	✓
Pittsburgh	PA	✓
Plano	TX	✓
Pompano Beach	FL	✓
Portland	ME	✓
Providence	RI	✓
Raleigh	NC	✓
Ramsey	MN	✓
Rancho Palos Verdes	CA	✓
Redmond	WA	✓
Richmond	CA	✓
Richmond	VA	✓
Roseland	NJ	✓
Saint Louis	MO	✓
Salem	MA	✓
Salem	OR	✓
Salt Lake City	UT	✓
San Antonio	TX	✓
San Bruno	CA	✓
Santa Fe	NM	✓
Sarasota	FL	✓
Skokie	IL	✓
South Dakota	SD	✓
Spring	TX	✓
Springfield	IL	✓
St. Paul	MN	✓
Stamford	CT	✓
Stockton	CA	✓
Stratford	CT	✓
Superior	WI	✓
Tallahassee	FL	✓
Tampa	FL	✓
Tarrytown	NY	✓

Taylor	MI	✓
Teaneck	NJ	✓
Terrytown	LA	✓
Thurmont	MD	✓
Topeka	KS	✓
Toronto	ON	✓
Torrance	CA	✓
Trenton	NJ	✓
Tulsa	OK	✓
Tumwater	WA	✓
Vienna	VA	✓
Virginia Beach	VA	✓
Waco	TX	✓
Webster	NY	✓
West Palm Beach	FL	✓
Westport	MA	✓
White Plains	NY	✓
Willmington	DE	✓
Worthington	OH	✓
Yorktown	VA	✓

Service Details

Electric supported service areas are subject to change.

Emergency SLA applies only to critical network or server outages affecting business continuity (i.e., more than 50% of an office's users are affected). Please refer to Electric's Service Details Page for more information about Emergency Events. Emergency SLA period commences after troubleshooting steps have been completed by Electric or its partners.

Emergency SLA applies only to customers within the metropolitan areas of the above cities. For customers that have locations outside of these markets, a custom SLA may apply. Contact your Account Executive or Customer Success Manager for more information.

For locations outside of these markets, Electric may be able to support on a case-by-case basis. Contact your Account Executive or Customer Success Manager for more information.

Electric cannot provide network management for unsupported locations at this time.