



## INTERNET SOLUTION

Reliable connectivity for all of your business applications

### Your Business Depends on It

Our network is founded on redundancy and security, with a custom-built, self-healing core ring architecture that maximizes reliability and minimizes downtime.

DQE offers three tiers of customized Internet services to meet the varying needs of our customers. A 100% fiber-based foundation provides the most reliable, scalable and flexible Internet services in the region.

### Highlights of All Three Internet Tiers:

- 100% symmetrical upload/download speeds from 10 Mbps to 10 Gbps
- Secure Customer Control Center (CCC) web portal enables you to monitor bandwidth usage and network performance
- Simple to connect, cost-effective and easy to maintain
- With (5) Tier-1 upstream providers, DQE provides multiple routing paths and maximum reliability
- Redundant core ring architecture means extraordinary network service reliability backed by Service Level Agreements

### Three Tiers of Internet to Meet Varying Demands

#### Basic Internet Access:

- Your competitive Internet advantage.
- Recommended for businesses with less complex Internet access needs.

#### Dedicated Internet Access:

- When dependability matters.
- Best for businesses with a strong reliance on Internet access in order to meet business goals.

#### Highly Available Internet Access:

- For mission-critical reliability.
- Tailored for businesses who view Internet access as imperative to their success.

#### DQE Internet + DDoS Mitigation

When it comes to business continuity, you want to be sure you've got your bases covered. With DQE, you can experience fast and reliable Internet speeds for your business, plus have the opportunity to add DDoS Mitigation to your DQE Internet service offering at any time. Contact us today to learn more.

SLAs	Basic	Dedicated	Highly Available
Symmetrical bandwidth (up & down)	Supported	Supported	Supported
Dedicated bandwidth (CIR)	0% CIR	100% CIR	100% CIR
Service Level Agreement - Availability	99.9%	99.99%	99.999%
Service Level Agreement - Packet Loss*	None	< 0.001%	< 0.001%
Service Level Agreement - Latency*	< 10 ms	< 5 ms	< 5 ms
Customer Web Portal Access	Standard	Standard	Standard
IPv4 Static IP Addresses - Standard	/29 (3 usable)	/29 (3 usable)	Design Dependant
IPv6 Static IP Addresses - Standard	up to /48 (2 <sup>80</sup> usable)	up to /48 (2 <sup>80</sup> usable)	up to /48 (2 <sup>80</sup> usable)
BGP Peering	Not Supported	Optional	Redundant Session Opt.
Redundant Upstream Router	Dual	Dual	Dual
Redundant Customer Premise Switch	Not Supported	Supported	Standard

\* Refer to actual Service Level Agreement of associated service

