



## ***Business Internet:*** *3 Reasons to Choose A Regional ISP*

Today's businesses require stable, secure internet connectivity to support internal operations, foster innovation and drive competitiveness. With IT infrastructure supporting the foundation of modern business, the role of the Internet Service Provider (ISP) has been elevated to more than simply a "provider", but rather, a trusted partner to help ensure day-to-day operations run smoothly and the scalability is in place to support future growth. With this mindset, it is critical to seek out an ISP that is the right fit for your company – who is just as invested in your business, as you are in theirs.

Now you may be thinking to yourself, "What harm is there in staying with the ISP that I know?" The truth is, there may be many ISPs to choose from in your area - but like many things, all are not created equal and you should never just "settle". It can be a challenge to select the provider that is an ideal match for your business; you may be questioning if a regional provider is best or if one with a national footprint fits your needs. Although the technical specs and costs may seem comparable across your options, where the ISPs begin to look different lies in the level of support they provide.

Below we take a closer look at characteristics of ISPs to consider as you seek out a long-term partner, and why it may be time to take a closer look at a regional ISP.

### **Standard Packages vs. Custom Solutions**

While many ISPs generally offer a variety of packages with a "one-size-fits-all" approach, some ISPs can provide customized services to match your exact needs. Seek out an ISP with a team who will listen to what you want your network to be, make suggestions and work with you to put it all together - so you get a tailored solution with exactly what you want and pay for what you need. Your concerns can also be addressed and minimized with a custom approach: for example, if you are concerned about latency because of your business' unique layout or location, a custom solution can be put in place to reduce risk. The providers who will take the time to get to know your individual needs and work with you to find the right solution that works, instead of leaving you with predetermined options that don't fulfill your needs.

*Business Internet: 3 Reasons to Choose A Regional ISP*

## Education to Guide Your Decisions

---

Different businesses require different solutions - and determining exactly what your business needs begins with the ISP taking the time to analyze your IT requirements and educating you on the best solutions to meet those requirements (which goes hand-in-hand with offering custom solutions mentioned above). Seek out the expertise of your ISP to explain the differences in service options and whether you really need the “bells and whistles.” It is critical to understand the right investment to make in future proofing your network. Regional ISPs have the time and desire to help you make the best decision for your business. As the saying goes, “knowledge is power” — and the level of customer education provided by different ISPs can vary.

## Customer Service that is Responsive When You Need it Most

---

When something unexpected happens, you need reliable, accessible and supportive customer service. Unfortunately, there is a wide range of customer service support with ISPs. National ISPs generally consolidate their support services in call centers that support multiple markets and often route your call several times to provide the guidance you need. The best regional ISPs, including DQE, offer in-market offices with local staff who get to know your business over time and can offer personalized, immediate attention. Though not all regional ISPs are alike, the best ones will provide their customers with just one point of contact for issue resolution. This offers organizations with peace of mind that all issues will be dealt with quickly so they can keep going.

Of course, customer service ought to be paired with built-in redundancy to avoid unexpected issues like downtime in the first place. This is another area that distinguishes top line regional ISPs from other regional and national ones. Organizations that acquire both their internet and associated network infrastructure from a single ISP could find themselves unable to operate should their provider suffer an unplanned network outage. On the other hand, some regional ISPs, like DQE, often partner with multiple upstream providers, connecting customers to those internet sources via networks they own and operate. In case one upstream provider has an issue, this kind of solution offers the built-in redundancy needed to ensure that customers of the regional ISP can stay online no matter what.

In addition, many regional ISPs are also able to provide faster turnaround times on installation and maintenance in comparison to national ones that often rely on scheduling third-party companies to perform your service.



*Business Internet: 3 Reasons to Choose A Regional ISP*

## Find a Partner in Your Provider

Don't settle for an ISP that isn't the right fit for your company. The process of finding an ideal provider can be challenging - so be sure to look beyond the basics and seek out a partner that offers the level of support your business deserves.

Questions? DQE Communications offers [custom network solutions](#) that grow with your business. To learn more about our local support and personalized service, contact our sales team at 1-866-GO-FIBER or [dqecom.com/contact-us](http://dqecom.com/contact-us).

If you're not quite ready to talk, but you would still like to learn more about the advantages of regional fiber providers, [read our blog](#) and see how we help businesses of all sizes with their needs.



### About DQE Communications

Headquartered in Pittsburgh, Pennsylvania, DQE Communications is a fiber-optic Internet and data networking access provider for businesses and carriers throughout Pennsylvania, West Virginia, and Ohio. A subsidiary of Duquesne Light Holdings, DQE was established in 1997 to provide businesses with secure, reliable, and flexible network services. The company's continually expanding fiber-optic network currently spans over 4,200 miles, 2,700 buildings, 17 data centers, and 121 business parks. When working with DQE, you get a partner who is dedicated to understanding your needs and committed to delivering a solution that is right for your business.

### DQE Benefits

In addition to best-in-class services from a regional provider, you also get unmatched customer service when you work with DQE. Here's what you can expect when you partner with us:

- 100% Fiber-based Infrastructure
- Proven Experience
- Network solutions that grow with your business
- 24/7/365 Network Operations Center
- Web-based Customer Control Center
- Dedicated and focused Account Management, Sales Support and Project Management Team
- Excellent implementation and ongoing support
- Safety Conscious Workers