



## 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 two 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 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 (4) 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

### Two Tiers of Internet to Meet Varying Demands

#### Internet Pro:

- 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.

#### The DQE Internet + DDoS Mitigation offering

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 or organization, plus have the opportunity to add DDoS Mitigation to your DQE Internet service offering at any time. Contact us today to learn more.

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

\* Refer to actual Service Level Agreement of associated service