

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.

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.

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

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%	99.9%
Service Level Agreement – Packet Loss*	None	< 0.001%
Service Level Agreement – Latency*	None	< 5 ms
Customer Web Portal Access	Standard	Standard
IPv4 Static IP Addresses	/29 (1 usable)	/29 (3 usable)
IPv6 Static IP Addresses	Not Supported	Optional - Up to /48 (2 ⁹⁰ usable)
BGP Peering	Not Supported	Optional
Redundant Upstream Router	Single	Single
Redundant Upstream Customer Premise Switch	Not Supported	Supported

* Refer to actual Service Level Agreement of associated service



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