



Dedicated internet access (DIA)

Our Dedicated Internet Access service is the gateway to the internet for organisations serious about their internet usage. It provides permanent, dedicated and secure access, with business critical standards of reliability and dedicated customer support.

Why DIA?

DIA is ideal for business customers who require a permanent connection to the internet that is robust, scalable and provides a set of features that will allow you to provide your own server based services such as email and web content.

Full range of service features

Because Dedicated Internet Access is designed to meet your business needs, it includes all services needed for a full internet solution, including:

- Bandwidths from 64kbps – 1Gb
- Domain name registration or transfer
- IP address allocation
- SMTP mail feed and DNS
- Email services
- Fully managed and maintained Cisco router
- Management Centre
- Security options tailored to your specific needs
- Full technical design and implementation support
- 24/7/365 customer service support
- Optimal asymmetric service
- Resilience options to meet your requirements
- Bandwidth utilisation reports available on demand

Complete reliability

Dedicated Internet Access is ideal for customers who depend on their internet connection.

Delivered via the largest network in the UK, it offers a high quality, uncontended service.

Expert support

We provide a 24-hour fault reporting service 365 days a year and our regional structure ensures that local engineers and service managers are within easy reach of all locations throughout the UK so you can always call on expert support.

The proliferation of internet service providers means that the marketplace for this type of internet access is intensely competitive and the key buying criteria are price, reliability and support:

➤ Price

Our position in the marketplace enables us to offer highly competitive rates, with 1, 3 or 5 year contract options.

➤ Reliability

With our confidence in our service we provide an SLA of 100% target availability, backed up by service credits.

➤ Support

Our support and customer service capability is set up to resolve all the issues facing businesses like yours and is backed up by a 4 hour fix promise.

Our capability

We have significant internet experience including complex addressing, DNS and internet security.

These skills form the basis of consultancy services that are available to customers. Our complementary skills in web site hosting and web enabled contact centres also provide an excellent basis from which to assist customers with a broad internet solutions portfolio.

Dedicated Internet Access provides business standard internet access with a range of supporting services including email, domain name registration and IP addressing.

Additionally the service can be provided as part of a fully secure internet solution which is tailored specifically to meet your security requirements.

Strength in
numbers

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