

Dedicated Internet Access for Alaska Businesses

A Guide to Determining If
DIA Is Right For You



Alaska's Most Advanced Network®



Your Business Needs

You may be wondering: is Dedicated Internet Access (DIA) right for your business? The answer is: it depends.

Other telecommunications companies push their customers toward DIA because they believe it is always the best Internet service available, but we take a more thoughtful approach to helping you understand whether DIA is right for your business.

At GCI, we believe in providing the most appropriate solution to meet our customers' needs. Sometimes, the right answer is a DIA circuit coupled with an [MPLS](#) network and multiple [VPNs](#). Other times, Business Internet (a cable modem service) will suit a business' operating needs. Still other times, a custom MPLS solution with carrier diversity and multiple

backups is the only way to ensure that your connectivity will be 100% reliable even if one service fails.

Our account managers and solutions engineers understand the complexities of operating a business in Alaska and have decades of experience crafting custom solutions to meet every business need. We can assess the right solution for you based on your answers to the questions on the next page.

In our experience, DIA is best suited for businesses for which reliability and predictability of service are mission-critical and cannot be delivered over other solutions. However, this varies based on the nature of the business and the speed at which it operates.

Dedicated vs. Shared Connections

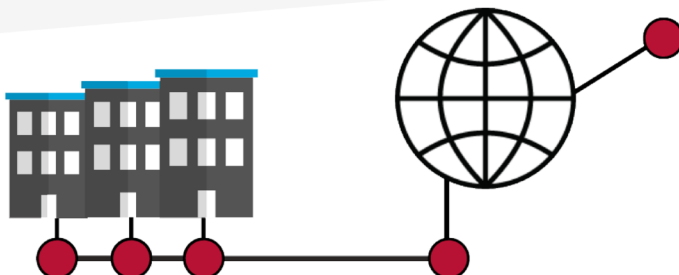
Dedicated

- Protected by a 99.95% SLA
- No competition for bandwidth
- Scalable bandwidth from 1 Mbps to 10 Gbps
- Symmetrical speeds



Shared

- Asymmetrical speeds
- Bandwidths up to selected speed
- Competition for local bandwidth



What Is DIA?

To understand DIA, we must first understand that the Internet is a solution consisting of two elements: transport and Internet access. Often, we refer to the Internet as a singular entity rather than a combination of these elements, but both are critical to our understanding of DIA.

For GCI, the Internet access is simple enough: we offer Alaska's most robust set of [peering](#) connections into Lower 48 Internet providers. Once connected to the GCI network, customers will have access to all the Internet resources one would expect.

The variable when considering your Internet service is the transport: how is business traffic getting from your facility to the Internet? With our DIA service, the transport connection is a symmetric, dedicated pathway. There is no [contention](#) from your residential neighbors or other businesses in the area, and service is guaranteed.

DIA in Alaska

Alaska's landscape raises challenges for telecommunications companies delivering DIA to businesses. Unlike in the Lower 48, where reliable DIA services can frequently be delivered over technologies such as copper telephone wires (as in T1 and DSL services), DIA in Alaska is usually delivered over a dedicated private line, often via fiber-optic cable.

Over the past 40 years, GCI has invested millions into building Alaska's largest and most robust statewide network, including 7,700 miles of fiber-optic cable. We strive to always provide the best connectivity options for every customer, in every situation, and in every community in Alaska. For DIA customers, this means your service will operate on Alaska's most advanced network and will benefit from the closed loops built into our network for [geographic redundancy](#).

Some organizations may not require [low-latency](#), SLA-backed services like DIA. Others will find that DIA is the best possible solution based on their unique needs, business applications, and locations, among other factors. No matter your use case or where you live in Alaska, we will work with you to craft the right DIA solution.

We believe delivering exceptional connectivity means more than just selecting a transport technology and a bandwidth level. It means working together to craft a unique solution that meets all a customer's connectivity needs. To do that, we back up our best-in-class transport technology with robust SLAs, 24/7 customer support through our Business Technical Support team, and continuous monitoring of the network. Together, these services create a next-level experience for GCI's DIA customers.



Service Level Agreements (SLAs)

One of the key features of our DIA service is our 99.95% SLA. It allows us to guarantee high availability and performance to our customers, who can be assured that their business is covered by the best network in Alaska. If even higher performance guarantees are required, custom solutions are available.

24/7/365 Customer Support

Our Business Technical Support technicians provide 24/7/365 support to DIA customers. Our technicians are empowered to be responsive, owning, tracking, and managing all incidents to resolution. Most support is provided from Anchorage facilities. If issues require, we can respond by:

- Shipping replacement equipment.
- Deploying technicians and engineers to your site.
- Engaging GCI village agents for on-site troubleshooting.

Continuous Monitoring

With the DIA service, GCI provides a customer premise router to allow technicians to remotely monitor and manage delivery all the way to the customer premise. In the event of an issue, GCI will notify the customer (following the notification process jointly established between GCI and the customer), and Business Technical Support staff will take steps to correct the problem.

IP Addresses and Routing

As part of our DIA service, GCI can assign a customer a routed block of [IPv4](#) and/or [IPv6](#) addresses, which can scale up or down and switch facilities as needed as the business continues to grow. Should the customer require any additional diversity or failover functionality, these routed IP blocks will help facilitate that scaling up of services.

We believe in helping customers understand what they need based on their applications and business requirements. We can help determine the right solutions for the situation.



As a vital member of Alaska's business community, you deserve a technology partner who understands the complexities of working in Alaska and knows how to craft solutions for every challenge Alaska businesses might face.

To speak with an expert about your network needs, reach out to us at bcs@gci.com using the contact button below.

CONTACT US

