

# **SBC PremierServe<sup>sm</sup> Dedicated Internet Access**

- **DIA is a high speed, digital, dedicated always available connection. Combined with SBC PremierServe<sup>sm</sup> Frame Relay and ATM transport**

## •DIA Standard Features

- Direct, dedicated connection to the internet
- Network Monitoring
- 24X7 Support
- National FR/ATM Access

## •Service Level Agreement (SLA's)

- 99.97% availability guarantee
- 50 milliseconds or less latency between **SBCIS selected MegaPOP endpoints**
- Packet loss average between selected SBCIS MegaPOP endpoints will not exceed 0.3% during any calendar month

SBC PremierSERV<sup>SM</sup> Dedicated Internet Access (DIA) is a high-speed, digital, dedicated connection that provides Internet access that's always available. It links your business to the Internet at a speed that works for you. SBC PremierSERV Dedicated Internet Access (DIA) delivers a range of Internet access options that are faster and more reliable than conventional dial-up access.

Our SBC PremierSERV Dedicated Internet Access (DIA) service offers a wider range of transport options, so you pay only for the speed you need.

Unlike dial-up Internet access, a dedicated connection is always available when you need it. You can access the Internet without having to "dial in." And, unlike cable, SBC PremierSERV<sup>SM</sup> Dedicated Internet Access guarantees your connection speed.

SBC PremierSERV Dedicated Internet Access (DIA) provides a direct connection between your business and our IP-based backbone. SBC PremierSERV Dedicated Internet Access (DIA) offers a wide range of speeds so you can quickly transfer large data and graphics files. The SBC companies have built redundant transport facilities and alternate routing arrangements to handle maximum traffic volumes. And, we actively manage your network to find and correct problems before they can impact your business.



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