



Dedicated Internet Access

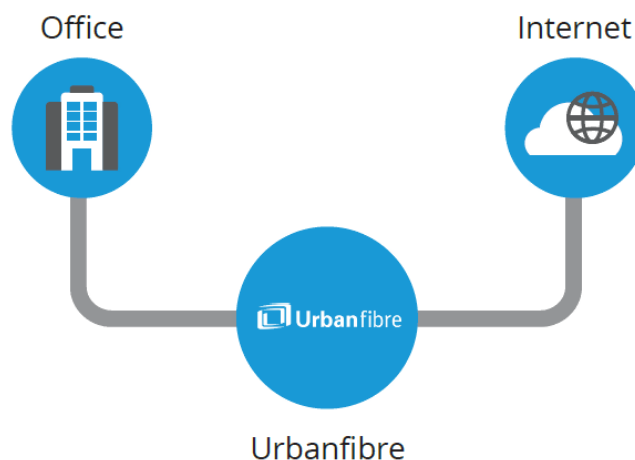
Are you getting the service you deserve at the price you can afford?

- Inflexible, expensive plans for inefficient and unreliable services
- Inconsistent and unpredictable upload and download speeds
- Unpredictable lags, jitter, and packet loss during video conferencing
- Shared connections impacting user productivity and satisfaction
- Shared IPs limiting connections for remote branches and users

We give you more—for less!

Offering unparalleled flexibility, agility, and responsiveness at highly competitive prices, Urbanfibre's Dedicated Internet Access (DIA) guarantees matching, ultra-fast upload and download speeds. The enterprise-grade service offers increased value for a lower price with predictable, high-speed symmetrical Internet access with static IPs and 99.99% uptime. Flexible pricing offers guaranteed speeds of 100 Mbps to 10 Gbps, with 1TB, 2TB, or unlimited data volume options.

Ultra-fast dedicated fibre connections ensure low latency, jitter, and packet loss, with a guarantee that you'll receive the bandwidth you purchased—all of the time. Matching upload and download speeds



ensure a consistent user experience for access to cloud data and applications, remote desktops, video conferencing, VoIP, and streaming.

Affordable, subscription-based plans with online billing offer guaranteed upload/download speeds with volume-based or unlimited usage. If required, plans can be upgraded within days for a minimal fee, allowing you to scale from 100 Mbps to 300 Mbps to 1 Gbps and up as your business grows. Urbanfibre's DIA premium service includes proactive 24/7/365 monitoring and prioritized, same-day support from experienced, business support technicians for guaranteed availability and performance.

Urbanfibre's affordable *Dedicated Internet Access* delivers superior value

Symmetrical, reliable internet with flexible speeds and volumes, static IPs, dedicated account management, 24x7 premium support, and subscription-based pricing gives you the predictable performance and user experience your employees and business demands—at an affordable price.

- ✓ **Ultra-fast, ultra-reliable fibre connections**
Direct connection to the Internet termination point for Western Canada means ultra-fast connectivity. Redundant paths and links ensure the connection is always up, even if the links fail.
- ✓ **Symmetrical internet for matching upload/download speeds**
Guaranteed throughput—100 Mbps to 10 Gbps—with matching upload and download speeds gives you a consistent user experience with minimal network latency, jitter, and packet loss.
- ✓ **Seamless upgrades for increased agility**
Starting at 100 Mbps, scalable bandwidth is available up to 10 Gbps with 1TB, 2TB, or unlimited data packages that allow you to pay only for the data transfer you need.
- ✓ **Guaranteed 99.99% uptime**
Continuous access with predictable performance with reliable, high-speed fibre connections ensures user productivity and satisfaction.
- ✓ **Superior service with 4-hour CTR (Call-to-Repair)**
In the unlikely event that an interruption occurs, Urbanfibre's 4-hour CTR commitment ensures a rapid return to normal operations. Direct access to Tier-2 support allows you to quickly find the answers you have on configuration, billing, or issues.
- ✓ **24/7/365 pro-active monitoring and support**
24/7 connection monitoring by highly trained and professional technical IT staff ensures a stable environment that allows you to run and grow your business without interruption.
- ✓ **Static IP addresses for increased collaboration**
Static IP addresses provide a stable, permanent connection for remote offices and users, and allows Urbanfibre to continuously monitor the quality of service. Additional static IP addresses may be acquired as needed.
- ✓ **Flexible service plans for seamless upgrades**
Affordable, subscription-based pricing makes it easy to start small and scale as your needs change.



Start off with the best Urbanfibre *Dedicated Internet Access* plan for your business ... simply scale as you grow

| Features | DIA100 | DIA300 | DIA1000 | DIA2000 | DIA10000 |
|-------------------------|--------------------------|-------------------|--------------------------|-----------|-----------|
| Maximum Download Speed | 100 Mbps | 300 Mbps | 1 Gbps | 2 Gbps | 10 Gbps |
| Maximum Upload Speed | 100 Mbps | 300 Mbps | 1 Gbps | 2 Gbps | 10 Gbps |
| Static IP Address * | ✓ | ✓ | ✓ | ✓ | ✓ |
| Data Usage/Month | 1 TB, 2 TB, or Unlimited | 2 TB or Unlimited | 1 TB, 2 TB, or Unlimited | Unlimited | Unlimited |
| Guaranteed Uptime (SLA) | 99.99% | 99.99% | 99.99% | 99.99% | 99.99% |
| Monitoring and Support | 24*7*365 | 24*7*365 | 24*7*365 | 24*7*365 | 24*7*365 |
| Call-to-Repair (CTR) | 4 hours | 4 hours | 4 hours | 4 hours | 4 hours |

* Additional Static IP addresses available on request

Become nimble and fast with Urbanfibre's *Dedicated Internet Access* guarantee

- Unparalleled business flexibility, agility, and responsiveness through enterprise-grade speed, reliability, and uptime
 - Guaranteed bandwidth for uninterrupted internet access at all times
 - Symmetrical internet with matching upload/download speeds eliminate lagging and service delays
 - Guaranteed 99.99% availability with fully redundant infrastructure and operations
- Increased productivity and user satisfaction with consistent, predictable, high-speed access
 - Enhanced, consistent video and audio quality with low latency, jitter, and packet loss
 - Static IP address ensures a dedicated address that never change without advanced notice
 - 24x7x365 monitoring with prioritized, same-day support and 4-hour CTR
- Superior value at an affordable price
 - Flexible, subscription-based pricing with scalable bandwidth and usage plans for seamless upgrades