

# Fiber Internet Access (FIA)



## Accelerate your organization with a reliable, powerful and dedicated Internet access service

Today's organizations depend on high-performing Internet solutions to keep critical applications up and running and business operating. Without a dependable Internet connection, network resources are constrained, impacting both employees and customers.

Spectrum Enterprise Fiber Internet Access (FIA) is a dedicated service that offers reliable nationwide connectivity with performance and support you can always count on. Delivering scalable Internet access, we guarantee 99.99% service availability all the way to the equipment at your location. Connect wherever you are with a service available nationwide that accelerates the pace of your organization.

### Product highlights

- **Superior performance** – Improves business productivity through a high-performing Internet service ensuring reliable connectivity
- **Scalability and reach** – Provides an easily scalable platform with national reach and dense metro coverage to support current and future bandwidth needs
- **Business continuity** – Optional diversity solutions to support Internet uptime in the event of a wireline disruption
- **End-to-end support** – Reduces complexity via a single, nationwide partner providing one resource team, one contact point for services and support including the in-building connection
- **Cost effective** – FIA delivers value with competitive, straightforward pricing

### Key features

- Dedicated connection that is not shared with others, delivered over a reliable advanced fiber network
- Industry-leading service-level agreement (SLA) metrics guarantee availability, low latency, jitter and packet loss all the way into the client suite
- Symmetrical access that scales from 25 Mbps to 10 Gbps from a single provider
- 24/7/365 US-based support and local technicians
- Automatic wireless backup option provides failover and failback functionality with battery backup and unlimited data
- Multiple physical diversity and redundancy options to help protect your network

## Optional managed network services

Enhance FIA with a suite of complementary managed services products designed to protect, simplify and improve the performance of your network.

- **Managed Security Service** – Reduce the risk of external Internet threats with a comprehensive security service\*
- **DDoS Protection** – Protect your network from malicious volumetric attacks with world-class threat identification and mitigation†
- **Managed WiFi** – Connect to the Internet seamlessly, anywhere with consistent and easily accessible WiFi††
- **Managed Router Service** – Optimize your network routing with an all-inclusive expertly managed service‡
- **Wireless Internet Backup** – Protect Internet uptime against network or power disruptions†

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## FIA technical specifications

### Network

- IP over IEEE 802.3-based, full-duplex, noncircuit switched services
- Provisioned via our advanced fiber-rich network from the client premises to one of many hub locations throughout the Spectrum Enterprise network footprint
- Multiple levels of network fault tolerance provide a highly reliable and secure Internet access service
- Fiber access circuit is unaffected by electromagnetic interference

### Routing

- Static or border gateway protocol (BGP) traffic routing options

### Internet Access Demarcation

- Fiber connections to the Spectrum Enterprise network are monitored 24/7/365 via a dedicated network interface device (NID)
- Traffic is routed over the Spectrum Enterprise IP network until it is required to travel to the public network in order to reach its destination
- Demarc extension included for most buildings in footprint

### Static IP addresses

- Initial IP block is included
- Additional IP address space available upon request
- Support for dual stacking of IPv4 and IPv6

\* Available for both on-net and off-net Type II FIA and High Speed Data circuits

† Available for on-net FIA circuits only

†† Available for on-net FIA or High Speed Data circuits

‡ Available for on-net and Type II FIA/Ethernet and High Speed Data circuits

## Learn more

[enterprise.spectrum.com](https://enterprise.spectrum.com)

## About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at [enterprise.spectrum.com](https://enterprise.spectrum.com).