

Dedicated Fiber Internet (DFI)



For businesses with high-bandwidth requirements, Spectrum Enterprise Dedicated Fiber Internet (DFI) offers continuous, protected connectivity between your LAN and the internet.

As an alternative to traditional high-speed data connections, DFI provides symmetrical connectivity for businesses that need high-bandwidth upload capability. Your DFI service runs on our redundant and private end-to-end fiber network.

Your DFI service is proactively monitored 24/7 to verify uptime and availability. Our industry-leading Service Level Agreement guarantees best-in-class network performance and availability for your mission-critical operations,

Network

Our DFI is IP over IEEE 802.3-based full duplex non-circuit switched services. DFI is provisioned on dedicated, fiber optic facilities from the client's premise to the Spectrum Enterprise hub site and is terminated at the Ethernet aggregation switch from 20 Mbps to 100 Gbps. Spectrum Enterprise DFI service has been architected to have multiple routing paths over multiple, redundant network elements in the core network. The fiber access circuit is not susceptible to electromagnetic interference and is a highly reliable infrastructure.

Internet access demarcation

The client is responsible for the LAN infrastructure and configuration, including the physical connection to the router. Fiber connections to the Spectrum Enterprise network are managed by a dedicated router. All traffic is routed over the Spectrum Enterprise IP network until the traffic is required to travel to the public network.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of 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](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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Routing

Routing options are provided through LAN, static routing or Border Gateway Protocol (BGP). BGP routing can be used for dynamic routing of information between different administrative routing domains without passing explicit topology details.

Static IP addresses

IP address space is included; more is available in accordance with ARIN IP allocation policies.

Billing and technical support

Spectrum Enterprise provides assistance in trouble reporting for any billing, technical or DFI service-related issues.

Network monitoring

Spectrum Enterprise monitors all Internet routes 24/7 by polling the network devices every 5 minutes. Polling data includes registration failure, port down status and power failure. Real-time alarms are sent directly to the Commercial Network Operations Center. Our tools provide tests that are performed from various locations and keep both external and internal components under constant surveillance.

Site access

The client must provide access to its site to Spectrum Enterprise personnel (or approved contractors) for the purposes of installing or maintaining its services. This includes access to buildings and point of demarcation (switch/router) for service installation and maintenance. For maintenance purposes, the CPE should be located in an area where it can be accessed by Spectrum Enterprise technicians. If the equipment is not accessible, then the client must provide access for troubleshooting and/or maintenance purposes.

Service-level agreement

The Spectrum Enterprise Dedicated Fiber Internet Service-Level Agreement guarantees 100% availability and predictable performance across all DFI circuits we provision nationwide, including best-in-class metrics for latency and packet delivery, and sets the benchmark for accountability of critical transport connections.