

DQE Communications Unveils New Business Continuity Tool to Augment Internet Service
New DQE Wireless Backup helps businesses remain operational during Internet outages

Pittsburgh, PA – June 24, 2020 – DQE Communications, the premier provider of high-speed fiber optic networking for businesses and carriers throughout southwestern Pennsylvania, eastern Ohio and northern West Virginia, is now offering an LTE Internet Wireless Backup service that provides a failover solution for Internet access. Businesses across parts of Pennsylvania and beyond now have access to a new service that helps them remain operational in the event their primary DQE Internet or their existing Internet with DQE's SD-WAN service is inoperable.

According to a 2019 study, one in 10 businesses surveyed reported at least 10 Internet outages over the course of three years. Internet outages result in a loss of productivity for businesses and have lasting effects. Retail Customer Experience reports that nearly half of online customers avoid returning to a brand if they've had to wait longer than five minutes at checkout, and Gartner estimates the average cost of IT downtime is \$5,600 per minute. DQE's Wireless Backup service augments business' networks and provides them with a way to remain operational in the event of a major disaster, severe weather, cyber-attacks, a disruption in fiber or copper services, general IT updates and additional scenarios that can result in Internet outages.

"Businesses are increasingly relying on Internet services to conduct day-to-day operations, and while DQE provides extremely reliable ways for businesses to connect, some businesses seek added assurance," said Jim Morozzi, CEO of DQE Communications. "Providing a wireless backup service allowing businesses to communicate with customers and employees during unplanned circumstances helps us deliver on our promise to provide superior service to our customers. It also offers our forward-thinking customers of any size a new tool that they can incorporate into their evolving business continuity strategies."

In the event of a service disruption, DQE's Wireless Backup provides a seamless transition to the Internet for a customer's critical applications. The scalable, cost-effective service integrates easily within an existing network and complements DQE's Basic, Dedicated and Highly Available Internet, and SD-WAN services.

To learn more about DQE Communications, visit the company's website at www.dqecom.com.

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About DQE Communications:

Headquartered in Pittsburgh, Pennsylvania, DQE Communications is one of the leading providers of high-speed, data networking for businesses and carriers. The company's continually expanding fiber-optic network currently spans thousands of miles and over 2,000 buildings and 118 business parks. DQE Communications' growing list of services include Metro Ethernet, Wavelength, Internet, DDoS Mitigation, Cloud Solution, Dark Fiber, SD-WAN, Wireless Backup and Colocation. A subsidiary of Duquesne Light Holdings, DQE Communications was established in 1997 to provide businesses with secure, reliable and flexible network services. For more information, visit www.DQECOM.com or call 1-866-GO-FIBER.

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