



### Internet connectivity with SITA's proven performance and support levels

As an airline, you need simple, low-cost Internet sourcing and global network connectivity for your remote locations. SITA Connect Internet is a fully-managed Internet access service, offering flexible technology and bandwidth in more than 180 countries. Tailored to your individual requirements, it delivers a single, unified service for all your airports, outstations, and offices.

#### BACKGROUND

##### Global reach

How can I ensure the contacts and expertise will be available in remote locations? And how can I be sure that suppliers are equipped to deal with non-local customers and the associated regulatory restrictions?

##### Managed service

How can I avoid underestimating the effort needed to self-source and ensure the required connectivity options will be available in hard-to-reach locations?

##### Relationship with ISPs

How do I get the best deal from a direct supplier who can provide the necessary help and support? And how can I be sure I'll receive a high quality of service?

#### SOLUTION

SITA Connect Internet delivers a single, completely managed solution, removing all the hassle and frustration that comes with self-sourcing. We provide a single invoice for all your connections, as well as round-the-clock support for all your airports, offices and outstations.

SITA Connect Internet can be delivered as an off-the-shelf offer or a custom-made solution, as required. It's available in more than 170 countries, with solutions ranging from contended ADSL services to high-quality Dedicated SITA Connect Internet connections (DIA).

SITA Connect Internet offers a simple, flexible solution at competitive prices. You'll get ongoing help and advice from a dedicated account manager and 24/7 support from our global team.

#### BENEFITS

- Fully-managed service
- Complements the SITA Connect portfolio by offering backup, offload, and local breakout
- Competitive cost per bandwidth ratio
- Service Level Agreements (SLAs) available. From Best Effort to committed Availability and Mean Time To Restore targets
- Technology and bandwidth agnostic – as an independent provider, our solutions are tailored exclusively to your needs

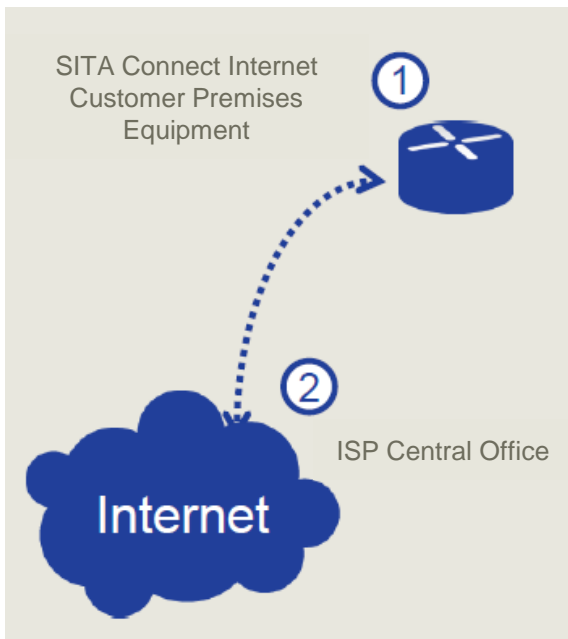
#### RESULTS

**2,000+**  
**Active SITA**  
**Connect Internet**  
**connections**

**Available in**  
**180+**  
**countries**



## How does it work?



- Customer edge router
- Internet connection to ISP's central office (CO)

## SOLUTION COMPONENTS

### 1. Customer edge router

SITA Connect Internet includes a Customer Premises Equipment (CPE) modem or router, which acts as the network demarcation point. This is provided by the ISP supplier.

It gives the customer a LAN interface and a pingable device for service management.

### 2. Internet access circuits

SITA has a vast network of local and global suppliers from which it sources the Internet access circuits.

This can be based on various technology types or bandwidth, depending on local requirements and service availability.

## CASE STUDY

- 1) An Asian carrier uses SITA Connect Internet in combination with its own VPN network. This allows them to:
  - Lower access costs in non-critical remote sites
  - Add a secondary link on or near congested remote sites. This can offload Internet non-critical traffic away from the IP network, avoiding expensive link upgrades.
- 2) An American airline and government entity use SITA Connect Internet as a primary Internet connection to attach their own VPN security device. This creates a VPN network for its regional offices.
- 3) Another carrier uses SITA Connect Internet at their airport locations to equip agent offices with local Internet connectivity in their lounge area.

For more information please contact us at [info@sita.aero](mailto:info@sita.aero)