The University one day may be able to negotiate a remote access agreement with one of the national (or, ideally, international) Internet access providers that satisfies the requirements of the groups mentioned above. In the short run, unfortunately, there appear to be too many conflicting requirements and too much volatility in the Internet access business. Thus, the department of Data Communications and Computing Services (DCCS) recommends that users with remote access needs contact one or more of the providers listed opposite to determine if their needs can be met.

It should be noted that these providers vary widely in their geographic coverage (from one dial-up access point to multinational), Internet services offered (from simple e-mail gateways to “full service” including UNIX shell accounts, graphical World-Wide Web browsers, and provision for personal home pages), networking protocols supported (from vt100 terminal access to SLIP and PPP), desktop computers supported, quality and hours of customer support (such services are not supported by the PennNet Help Desk or the CRC), and price. Most services welcome commercial accounts, but be sure to ask for a copy of the provider’s acceptable use policy.

Some of these services have been recommended by active users at Penn. Others have been plucked from Internet databases and are “caveat nettor.” Since most services allow cancellation after one month, the risk of trying a service appears to be small. Given the rash of Internet security breaches, however, you would be wise to ask about a provider’s security and backup procedures before entrusting any sensitive data to that service.

It should be noted that one provider currently offers a discount to customers from the University. DCCS hopes to be able to negotiate similar discounts with other providers in the future. DCCS also welcomes feedback on the quality of services delivered by these companies; send mail to help@dccs.

The following information is available in both PennInfo (keyword “internet.access” or “Philadelphia”) and as a direct link from the Penn home page (URL: http://www.upenn.edu/phil_inet_provide2.html). The latter is recommended, since most entries have links to the providers’ documentation of services and pricing, and since it provides additional references for specific U.S. area codes and foreign countries.

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Internet Access in Philadelphia & Beyond

Philadelphia area dial-up Internet access providers (with area codes served) and general information contacts:

- **DCANet** (302) 302-654-1019; info@dcanet.com [**]
- **Digital Express** (609, others) 301-220-2020, 800-969-9090; info@digex.net
- **FAST.NET** (610, 800) 610-954-5910; sales@fast.net
- **FishNet** (215, 610) 610-337-9994; info@pond.com
- **MicroServe** (215, 610, 717) 800-380-INET; info@microserve.com
- **NetAccess** (215) 215-576-8669; info@netaxs.com
- **NJComputer Connection** (609) 609-896-2799; info@pluto.njcc.com
- **Oasis** (215, 610, 717) 610-439-8560; info@ot.com
- **SSNet** (302, 610) 302-378-1386; info@ssnet.com
- **VoiceNet** (215, 609, 610) 215-674-9290, 800-835-5710; info@voicenet.com
- **WaterWheel** (609) 609-596-0032; info@waterw.com.

National dial-up Internet access providers with Philadelphia area access points:

- **AlterNet AlterDial** 800-258-4032; info@uunet.uu.net
- **America OnLine** 800-827-6364
- **CompuServe** 800-848-8990; Sales@CIS.CompuServe.com
- **Delphi Internet** 800-695-4005, 617-491-3393; info@delphi.com
- **GES/JVNCnet** 800-35-TIGER; market@jvnc.net
- **Global Connect, Inc.** 804-229-4484; info@gc.net
- **IAT/HoloNet** 510-704-0160; info@holonenet.net
- **NetCom** 800-353-6600, 408-983-5950; info@netcom.com
- **Prodigy** 800-776-3449;
- **PSI/InterRamp** 800-82PSI82, 703-709-0300; interramp-info@psi.com

Other lists of access providers:

- **Internet Access Providers**
- **Providers of Commercial Internet Access**

[**] This provider offers discounts to members of the Penn community.