

## Business Snapshot



MATT WADE  
Owner  
DC Access  
118 Kentucky Ave., SE  
Washington, DC 20003

### **So what is DC Access?**

DC Access is a local Internet Service Provider (ISP). We offer Internet Access, web hosting and network consulting. We focus on providing personal service to the residents and businesses of the Hill. We've been located here for over four years now.

### **How did you get your start in the business?**

About five years ago, I got tired of busy signals and price increases from my ISP at the time. I told myself, "I can do this better than these people." So I started looking into what it would take to build an ISP from scratch. As luck would have it, there were several new technologies just coming out at that time (Linux & cheaper high-speed access). These technologies allowed me to get started without breaking the bank.

### **What are some services DC Access provides?**

DC Access has three lines of business: Internet Access, Web Hosting and Network Consulting. Through our Internet access line of business, we offer nationwide dial-up and local wireless Internet access. We just started our high-speed wireless access this spring. It is based on WiFi technology. We had been testing it for about a year. Our first antenna is just south of Lincoln Park. Over the next year, we will add a few more in the area to fully cover the Hill. Also within the next year, we plan to offer high-speed access in Lincoln Park and on 7<sup>th</sup> Street at Eastern Market. That means you'll be able to sit in the park, get a tan, and surf the web. Our web hosting is for small to medium businesses and family websites. We also offer web maintenance plans and, in conjunction with our design partner (Studio 312—also on the Hill—[www.312studio.com](http://www.312studio.com)), we offer full website and logo design. Today more and more businesses (and even home users) have multiple computers that need to be connected. DC Access provides network and computer consulting. We can do everything from network design to wiring and even computer purchasing for you. Our website ([www.dcaccess.net](http://www.dcaccess.net)) has more information about all of these offerings.

### **What do you enjoy most about working on Capitol Hill?**

Capitol Hill is a great place to live, and it's also a great place to run a business. The community is very supportive. In the last year, DC Access has joined CHAMPS ([www.capitolhilldc.biz](http://www.capitolhilldc.biz)). CHAMPS is a great organization and allows Hill business owners to meet and learn from each other.

### **What are your customers' most commonly asked questions?**

"Do I get the same service with DC Access as I would with another national ISP?"

The answer is, yes, and then some. Accessing the Internet is the same whether you use DC Access or pay twice as much for AOL. The big difference is personal service. AOL will not send

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someone to your house (they can't—they have too many subscribers). DC Access will, and the first visit is free.

### **What are your prices?**

- From \$14 for unlimited nationwide dial-up.
- From \$35 for high-speed wireless.
- From \$25 for web hosting.

### **What do you personally enjoy most about your business?**

This sounds corny, but I really love helping people. I love solving technology problems for them, explaining how technology works and how they can use it.

### **What advice would you give to folks who may want to explore working in your field?**

A degree in computer science or engineering is helpful, but not necessary. There are many different jobs within an ISP from working with people in customer service to working with machines in web programming. Technology is changing all the time, so you really need to keep up by subscribing to a few technical magazines. There are also many wonderful books on networking, web design and Internet programming. O'Reilly ([www.oreilly.com](http://www.oreilly.com)) is one of the best technical publishers. They have a full range of books on Internet technology.