

QUESTIONS TO ASK A PARTNER



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FIBRESPEED operates on a wholesale basis. Our fibre network is available via our select partners only and business and residential users benefit from their bespoke network design and the application services partners chose to offer. To help you select one of our partners, we recommend you ask these questions:

1

WHAT GEOGRAPHIC AREAS DO THEY COVER? CAN THEY CONNECT YOU?

One of the most important questions, tell them your location and ask if they can provide you with a reliable internet service.

2

WHAT TECHNOLOGY DO YOU USE?

Our partners have innovatively grown their own networks across the region and can reach many businesses wirelessly. Ask what technology they will use to reach you find out more about their technology choices for the application services they offer.

3

WHAT IS SYMMETRICAL VERSUS ASYMMETRICAL?

It is important to know the difference between asymmetrical and symmetrical connections, so you can understand how your business can improve its efficiency via a connection to a Fibre network.

4

WHAT SERVICES/APPLICATIONS DO YOU OFFER?

A good service will give you with more than just an internet connection. For example, video conferencing, VOIP or CCTV. Ask the partner how they can be an integral to your IT strategy.

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HOW MUCH WILL IT COST?

5

Maybe the second most important question. What will it cost? Partners will work closely with you, to determine what your requirements are, how they can support you, and what type of connection you need. Cost is bespoke to your unique requirements.

WHAT IS THE BASIC INSTALLATION? IS THERE THE POTENTIAL TO UPGRADE IN THE FUTURE?

6

Partners offer different packages depending on whether you are a business or residential user as well as how much capacity you think you will need. The advantage of their next generation services using a fibre network is that the upgrade path is limitless and easy to administer if your requirements change.

WHAT SUPPORT IS AVAILABLE?

7

Our partners offer a range of support packages, depending on your needs and requirements. Ask them about the support they can offer you.

WHO ARE YOUR CUSTOMERS?

8

Find out more about how they are helping other companies achieve their IT and Business objectives. Ask for examples, they may inspire you with solutions you have never even thought of.

