FAQ's

CONNECT-IT!

How fast is the connection?

All your devices will be connected within your office at Gigabit speeds; and your connection to the Internet will depend on the package you choose; either 50Mbps / 100Mbps / 200Mbps / 500Mbps or a full 1Gbps!

How many users should I have on each package?

We all use a lot more bandwidth than we used to! We'd recommend no more than 10 users on the 50Mbps package; 25 on the 100Mbps, 60 on the 200Mbps, 100 on the 500Mbps and 150 on the 1Gbps package. These aren't limits, just our guidelines.

What kind of WiFi will I get?

You'll be getting the latest 802.11ac Wave 2 wireless with full support for the latest speeds and devices.

How do I manage it all and get monitoring?

The good news is that we'll manage your entire network for you! WAN, LAN and Wireless! You'll still have access to a great monitoring portal where you can see what's going on.

What if I have problems?

Just give our 24x7 Network Operations Centre a call and we'll get you sorted in no-time, with an SLA to back it up. All Connect -IT services are fully supported, help is always close at hand.

How many devices can I connect?

You'll be able to connect at least 5 devices per user, plenty for all your phones, tablets, PCs and printers.

What about devices that aren't wireless?

You'll also have wired Ethernet switches supplied that provide fast Gigabit connectivity and Power-over-Ethernet for things like IP phones and IP cameras.

What brand equipment is it?

All our CONNECT-IT services are delivered using name-brand reliable equipment, all of it guaranteed for a

Will you do any internal cabling?

We may have to! Make sure you have landlord permission.

What happens if it breaks?

CONNECT-IT comes with our full support for the lifetime of the service, if any equipment fails or you have any problems we'll fix it at no cost to you. We also provide all the repair services with our enterprise-class SLA so you'll know exactly how long it will be before you're back up and running; and most-often we'll call you when things go wrong as we're constantly monitoring for problems and proactively moving to fix them before they affect your business.