

## Frequently Asked Questions

1. **What are the different types of Internet Connection available at the Centre?** There are 5 types of Internet Connection available:
  - a. Standard Phone Line
  - b. ISDN/2
  - c. Wireless Connection
  - d. Hardwired LAN
  - e. Dedicated Bandwidth with Public IP Address
2. **What are the differences between them?**
  - a. A standard phone line has a speed of 56kbps, ISDN/2 has 2 channels of 64kbps, meaning that it provides data transfer speeds of 128kbps.
  - b. Wireless provides a LAN connection of either 11Mbps or 54Mbps (depending on the type of adapter card used) onto our Leased Line Internet Pipe.
  - c. Hardwired LAN provides a LAN Speed of 100Mbps connecting onto our Leased Line Internet Pipe.
  - d. Dedicated Bandwidth with Public IP Address bypasses or LAN completely, allowing the creation of a LAN, this service provides the LAN with a set amount of bandwidth for Internet Access.
3. **How fast is the Centre's Internet Pipe?** The Centre has an E3, this provides bandwidth of up to 34Mbps, this is normally contended for by all users of the LAN. The Dedicated bandwidth option can provide an un-contended portion of this bandwidth to a client.
4. **Is this faster than ADSL?** Yes, The speed of ADSL is normally 512kbps download and 128kbps upload. The Centre's pipe provides up to 34Mbps un-contended upload and download speeds.
5. **If I order an ISDN/2 can I use a standard modem?** No. Normally you would need either an ISDN/2 Modem or a Router, the Centre does not supply these as standard.
6. **If I order ISDN/2 lines where are they available?** They can be rigged anywhere in the Centre, but we like to know in advance.
7. **Do the PCs you hire come with Internet Connection included?** Yes. All the PCs and Laptops we provide come with connection to the Wireless LAN and Internet included. We do not supply or support Macintosh products, however.
8. **If I supply my own laptop PC can I obtain a wireless connection?** Yes, but it is more cost effective to hire both PC and Internet Connection as the hire of a PC/Laptop provides you with unlimited Internet Connection and full technical support.
9. **Do the prices quoted on your Rate Card / Order Form include setup and support?** Yes. The prices quoted include all setup time, support and labour. The only additional costs are VAT, and call charges for Phone Lines and ISDN/2.
10. **What software is included with the PCs you hire?** As standard, all of our hire PCs run on Windows XP and come loaded with Microsoft Word, Excel, PowerPoint and Adobe Acrobat Reader. Users can also add their own software if required.
11. **What protection is provided when browsing the internet?** There are no restrictions as to what you can browse on the internet but child friendly filters and pop up stoppers can be added if requested.
12. **When hiring plasma screens and monitors will you provide all the cables required to connect to my laptop or PC?** Yes. We will provide the cables and connect to your equipment to ensure everything is in working order.
13. **Who do I contact if I have further initial queries?** Deborah Jones, 020 7798 4118